2024/2025
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the "What's New for 2024/2025?" section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they should not exceed 65 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

Community Action Plan Workgroup (CAPWG). In summer 2022, CSD organized a workgroup to inform the development of the 2024/2025 CNA and CAP. Workgroup members were selected from the CSBG Service Provider network and the ROMA Coalition. The feedback CSD received from the workgroup has informed not only the 2024/2025 template but also the accompanying CAP training scheduled for mid-December 2022.

Public Hearings – Additional Guidance. The public hearing requirement has been modified. Two years ago, we were in an active pandemic due to the COVID-19 virus. The public health guidelines throughout the state advised communities against large gatherings. CSD advised agencies to follow public health protocols and hold public meeting virtually if an in-person meeting was not an option. For the public hearing on the 2024/2025 draft CAP, CSD requests that agencies conduct in-person, virtual, or hybrid public hearings. While transmission rates of COVID-19 remain high in many communities, agencies are requested to follow their local public health guidelines when deciding in which format to conduct the public hearing. For more information, please see the Public Hearing section of this template.

CNA Helpful Resources. The Helpful Resources section in Part I: Community Needs Assessment contains additional data sets and resources. On recommendation of the CAPWG, CSD has added data sets from the Massachusetts Institute of Technology, the University of Wisconsin, and a point-in-time data set from the U.S. Department of Housing and Urban Development. We have also added links to the Local Agencies Portal where you can find examples of completed Community Needs Assessments and project timelines from the CSBG Service Providers network.

Part II: Community Action Plan. The number of questions in the Tripartite Board of Directors, Service Delivery System, Linkages and Funding Coordination, and Monitoring sections has changed. Questions were removed because it was determined that agencies meet these reporting requirements through other CSBG work products such as monitoring and Organizational Standards. In the Service Delivery System and Linkages and Funding Coordination sections, new questions were added. These questions will be covered during the template training webinar.

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without adaptions. This option was an effort to reduce administrative burden on agencies during the COVID-19 pandemic. While

CSD has retained some of the flexibilities developed in the previous template, the option for agencies to reference responses in their prior CAP has been discontinued.

Response and Community Awareness. This section replaces the "Additional Information" section in the previous template. For 2024/2025 CSD has included questions pertaining to Diversity, Equity, and Inclusion (DEI). The questions about disaster preparedness have been retained from the previous template. While none of this information is directly mandated by statue, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

ROMA Certification Requirement. Under section 676(b)(12) of the CSBG Act, CSD and all CSBG agencies are required to assure that we will participate in a Results Oriented Management and Accountability System "not later than fiscal year 2001." CSD and the CSBG Service Providers have fulfilled this requirement through various approaches. With respect to the ROMA certification of the network CAPs (Organizational Standard 4.3), CSD has allowed agencies to submit their CAP without the signature of a ROMA trainer or implementer if the agency did not have a ROMA trainer or implementer on staff. CSD staff who had the requisite training would certify those CAPs on behalf of the agencies. This process will still be in place for the 2024/2025 template. However, for the 2026/2027 template, CSD will require that CSBG Service Providers provide their own ROMA certification either by staff who have the required ROMA training or in partnership with another agency or organization. CSBG Service Providers should begin formulating a plan to fulfill this requirement.

Checklist

☒ **Cover Page and Certification**

☒ **Public Hearing(s)**

Part I: Community Needs Assessment

☒ **Narrative**

☒ **Results**

Part II: Community Action Plan

☒ **Vision Statement**

☒ **Mission Statement**

☒ **Tripartite Board of Directors**

☒ **Service Delivery System**

☒ **Linkages and Funding Coordination**

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COMMUNITY SERVICES BLOCK GRANT (CSBG)
2024/2025 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	Community Action Partnership of San Bernardino County
Name of CAP Contact	Xiomara Henriquez-Ortega
Title	Manager of Administrative Support
Phone	(909) 723-1525
Email	xhenriquez@capsbc.org

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

05/27/2021

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic, and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2024/2025 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Thomas Rice		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Patricia L. Nickols-Butler		
Executive Director (printed name)	**Executive Director (signature)**	**Date**

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

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

N/A	N/A	
NCRT/NCRI (printed name)	**NCRT/NCRI (signature)**	**Date**

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. Therefore, for the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	June 2023 (TBD)
Location(s) of Public Hearing(s)	Virtual Public Hearing via Zoom In-Person Public Hearing: CAPSBC Office, 696 South Tippecanoe Avenue, San Bernardino, CA 92408
Dates of the Comment Period(s)	May 31, 2023 to June 29, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	CAPSBC Website, Facebook, Instagram, local newspaper, email campaign via Constant Contact, and EventBrite.
Date the Notice(s) of Public Hearing(s) was published	June 2023 (TBD)
Number of Attendees at the Public Hearing(s) (Approximately)	TBD

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)

Helpful Resources

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

The National Community Action Partnership has an [Assessment Tool](#) designed specifically for the community needs assessment process. Here you can select from a variety of county-specific data sets.

Examples of Community Needs Assessments and project timelines from agencies within the California CSBG Providers network can be found on the [Local Agencies Portal](#) under the CSBG – Resources tab. If you do not have an account or have not received CSD login credentials, please email CSD at ExternalAccess@csd.ca.gov.

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

Sample Data Sets			
U.S. Census Bureau Poverty Data	**U.S. Bureau of Labor Statistics** Economic Data	**U.S. Department of Housing and Urban Development** Housing Data & Report	
HUD Exchange PIT and HIC Data Since 2007	**National Low-Income Housing Coalition** Housing Needs by State	**National Center for Education Statistics** IPEDS	
Massachusetts Institute of Technology Living Wage Calculator		**University of Wisconsin** **Robert Wood Johnson Foundation** County Health Rankings	
California **Department of Education** School Data via DataQuest	**California** **Employment Development Department** UI Data by County	**California** **Department of Public Health** Various Data Sets	
California **Department of Finance** Demographics	**California** **Attorney General** Open Justice	**California** **Governor's Office** Covid-19 Data	**California Health and Human Services** Data Portal
CSD **Census Tableau** Data by County		**Population Reference Bureau** KidsData	

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

> 1. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area. (Organizational Standard 3.2)

Community Action Partnership of San Bernardino County (CAPSBC) collected data through the following sources: San Bernardino County Community Indicator Reports (https://indicators.sbcounty.gov/); United States Census Bureau - Quick Facts San Bernardino County; United States Census Bureau - Quick Facts California; DATAUSA - San Bernardino County, CA; and statistical data from other reliable sources.

As of July 1, 2022, the population in San Bernardino County was estimated at 2,193,656 (United States Census Bureau QuickFacts). The county's poverty rate, which is estimated at 13.2% based on data from the United States Census Bureau - QuickFacts, is higher than state (12.3%) and national (11.6%) averages. According to the San Bernardino County Community Indicators Report, the following cities with 65,000 or more residents have the highest percentage of families living in poverty: San Bernardino (20.9%), Hesperia (18.9%), Victorville (18.8%), Apple Valley (16.9%), Rialto (14.6%), Ontario (13%), Fontana (11.5%), and Upland (10.8%).

Poverty data published by Data USA for San Bernardino County shows that as of 2021, 15% of the population for whom poverty status is determined in the county live below the poverty line, a number that is higher than the national average of 12.8%. The largest demographic living in poverty are females 25-34, followed by females 35-44 and then males 6-11. The most common racial or ethnic group living below the poverty line in San Bernardino County is Hispanic, followed by White and Other. In 2021, 18.5% of the children was living in poverty in our county.

In Spring 2021, the agency conducted a Community Needs Assessment and collected data from client and stakeholder surveys. CAPSBC collaborated with the Institute for Child Development and Family Relations (ICDFR) at California State University San Bernardino for help with survey development, data tabulation, and analysis. In total, data results from 1,169 completed client surveys and 119 stakeholder surveys were included in the Agency's 2021 Community Needs Assessment, which includes information around COVID-19 impact, poverty, homelessness, and unmet needs in San Bernardino County.

Client data is also collected during our normal intake process for services we provide to the low-income communities through agency programs and services. CAPSBC administers three core programs to address the critical needs of San Bernardino County residents: 1) Energy, Education and Environmental Services. 2) Family Development Program. 3) Food Bank. The Agency collects demographic information in the areas of gender, age, education levels, race/ethnicity, health insurance sources, work status, and household level characteristics. In 2022, CAPSBC collected specific client demographic information from 36,148 unduplicated individuals served through our Energy, Education, and

Environmental Services (EEES) and Family Development Program (FDP).

CAPSBC client demographic data collected from 36,148 unduplicated clients served in 2022 through our Energy, Education, and Environmental Services (EEES) and Family Development Program (FDP) showed that Hispanic/Latino population (43%) represents the highest race/ethnicity group served by CAPSBC followed by Black or African Americans (34%). In terms of gender, females (59%) were the highest group served by the agency compared to males (41%). Education level data showed that 37% of the clients graduated from high school, while 25% of our clients attended high school but did not graduate. Out of 20,809 individuals, 59% reported to be unemployed, 21% reported to be employed either full-time or part-time, and 12% were retired. Out of 13,299 households served, 33% identified as Single Parent Female households, 34% were Single Person households, and 13% identified as Two Parent households.

> **2.** Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.

Community Action Partnership of San Bernardino County's service area covers the entire County of San Bernardino which is the largest geographical county in the country encompassing 20,105 square miles. The service area extends throughout five county designated supervisorial districts; there are 24 incorporated cities in San Bernardino County. Every 10 years, San Bernardino County must undergo a redistricting process through which district boundaries must be redrawn to ensure each supervisorial district is substantially equal in population. Redistricting was approved by the San Bernardino County Board of Supervisors on December 14, 2021, which impacted the composition of each Supervisorial District as follows:

- **The First District** includes Adelanto, Apple Valley, Hesperia, and Victorville.
- **The Second District** includes Fontana, Rancho Cucamonga, and northern Upland.
  - All of Fontana is now in the Second District, whereas the eastern portion of the city was previously in the Fifth District.
  - The boundary between the Second District and Fourth District in Upland has been moved north.
- **The Third District** includes Barstow; Grand Terrace; Highland; Loma Linda; Needles; Redlands; Yucaipa; Yucca Valley, Twentynine Palms, and the rest of the Morongo Basin; portions of Colton and San Bernardino; and the San Bernardino Mountain communities stretching from Crestline through the Big Bear valley, including the City of Big Bear Lake.
  - Devore is now in the Third District whereas previously the community was shared by the Second and Fifth districts.
  - Needles is now in the Third District whereas previously the city was in the First District.
  - The mountain communities that were previously in the Second District are now in the Third District.
- **The Fourth District** includes Chino, Chino Hills, Montclair, Ontario, and southern Upland.

- **The Fifth District** includes Rialto and portions of Colton and San Bernardino, and several unincorporated areas.

CAPSBC focuses on meeting the critical needs of individuals and families residing throughout the entire county, but special focus is given to remote areas within our county such as Needles, Baker, Big River, Barstow, Hinkley, Trona, 29 Palms and the Morongo Basin. However, most service requests come from individuals and families residing in the city of San Bernardino, Victorville, Rialto, Fontana, Colton, Hesperia, and Ontario; these cities have the highest registered percentages of families living in poverty in our county for cities with populations of 65,000 residents or more.

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

Federal Government/National Data Sets
☒Census Bureau
☒Bureau of Labor Statistics
☒Department of Housing & Urban Development
☒Department of Health & Human Services
☐National Low-Income Housing Coalition
☐National Center for Education Statistics
☐Academic data resources
☒Other online data resources
☐Other

Local Data Sets
☒Local crime statistics
☒High school graduation rate
☐School district school readiness
☐Local employers
☒Local labor market
☐Childcare providers
☐Public benefits usage
☒County Public Health Department
☐Other

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

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

Agency Data Sets
☒Client demographics
☒Service data
☒CSBG Annual Report
☒Client satisfaction data
☐Other

4. If you selected "Other" in any of the data sets in Question 3, list the additional sources.

N/A

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

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

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

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

☐ **Community Forums**

☐ **Asset Mapping**

☐ **Other**

6. If you selected "Other" in Question 5, please list the additional approaches your agency took to gather qualitative data.

N/A

7. Describe your agency's analysis of the quantitative and qualitative data collected from low-income individuals and families. (Organizational Standards 1.1, 1.2, 3.3)

CAPSBC's analysis of the quantitative and qualitative data collected from low-income individuals and families, partner agencies, and other service providers serves as a guiding tool to develop a two-year roadmap on how the agency will deliver services to the low-income residents of San Bernardino County to address their most critical needs. A full analysis of the quantitative and qualitative data that was collected can be reviewed in the revised 2021-2023 CAPSBC Community Needs Assessment.

Results from the 2021 CAPSBC Community Needs Assessment shows a level of need within seven (7) general categories: Education, Family and Children, Financial, Health, Housing, Employment, and community involvement. Data revealed that each of the seven categories were identified as "Highly Needed" by greater than 50% of the 1,169 clients surveyed. The top 3 critical need areas

that were identified are Housing (73%), Employment (65%) and Health (62%). Participants were asked to indicate the extent of any "negative" impact of COVID-19 on five (5) areas of their lives; employment and financial situations were the most heavily impacted.

According to published results from Data USA for San Bernardino County, in 2021, 26.3% of the population was living with severe housing problems. Data from the 2023 Continuum of Care Homeless Count and Survey Final Report shows that there were 4,195 adults and children who were counted as homeless during the 2023 Point-in-Time Count. The 2022 Point-in-Time homeless count reported 3,333 persons were counted. A comparison of the last two counts reveals that 862 more persons were counted in 2023, which represents an increase of 25.9%; 587 more persons were counted as unsheltered in 2023 when compared to the unsheltered count in 2022, which represents an increase of 24.6%; and 275 more persons were counted as sheltered in 2023 when compared to the sheltered count in 2022, which represents an increase of 29.1%. Homelessness continues to be a persistent problem in San Bernardino County made worse by COVID. On February 1, 2023, homelessness was officially declared a local emergency in the City of San Bernardino which has seen a 175% increase in homelessness over the past five years.

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

A. Community-based organizations

A total of 119 surveys were completed by stakeholders and included in the Community Needs Assessment. 49% of the responses came from non-profit organizations. Most of the agencies reported serving Low Income Persons (71%) and the Homeless (61%). Notably, 61% reported serving the general population. Other groups served by more than one-half of the providers include the Elderly/Senior Citizens (57%) and Children (52%). Among the least served groups include Foster Youth (27%) and targeted Racial/Ethnic Groups (7%).

Top 3 needs identified by service providers: 1) Affordable Housing (78%); 2) Jobs/Employment Services (37%); 3) Emergency food (36%). Other identified needs include Mental Health (32%), Transportation (9%), Education (13%) and Childcare (13%). The most common answers provided by agencies regarding unmet needs of clients and strategies to reduce homelessness and poverty and to eliminate barriers to economic self-sufficiency focused primarily on the high cost of living, particularly in reference to housing; the lack of affordable housing options; the lack of employment opportunities, especially during COVID-19; and personal factors such as the lack of education and relevant job skills. Several providers noted the greater need for mental health services and support.

B. Faith-based organizations

A total of 119 surveys were completed by stakeholders and included in the Community Needs Assessment. 25% of the responses came from faith-based organizations.

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

A total of 119 surveys were completed by stakeholders and included in the Community Needs Assessment. 2% of the responses came from For-profit businesses, 1% from Health Service Organizations, and 7% from "Other".

CAPSBC also referenced the needs assessments completed by the following health providers:

- Kaiser Permanente Fontana/Ontario Medical Centers – 2022 Community Health Needs Assessment (CHNA). For the 2022 CHNA, Kaiser Permanente Fontana and Ontario Medical Centers identified the following significant health needs in priority order:

  1) Access to Care
  2) Housing
  3) Income and employment
  4) Education
  5) Mental and behavioral health
  6) Food insecurity

- Loma Linda University Health (LLUH) – 2022 Community Health Needs Assessment. LLUH identified the following top priorities during their CHNA: Mental Health, Heart Disease and Diabetes, and Maternal and Child Health. The community identified the following social and environmental conditions with the greatest impact on health locally:

  - Workforce Development
  - Youth Education
  - Food Security
  - Access to Healthcare
  - Behavioral Health Access and Support
  - Safe and Affordable Housing
  - Access to Green Spaces
  - Community Safety

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

A total of 119 surveys were completed by stakeholders and included in the Community Needs Assessment. 5% of the responses came from Local Government Organizations and 1% from State Government Organizations.

CAPSBC referenced the following reports issued by San Bernardino County departments:

- San Bernardino County 2022 Homeless Strategic Action Plan.

- 2023 Continuum of Care Homeless Count and Survey Final Report – CAPSBC was part of planning committee and contributed resources.

- 2022 Continuum of Care Homeless Count and Survey Final Report.

E. Educational institutions (local school districts, colleges)

A total of 119 surveys were completed by stakeholders and included in the Community Needs Assessment. 6% of the responses came from School Districts and 2% from Institutions of Higher Education.

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

Causes of poverty in San Bernardino County:
- Low-income residents in San Bernardino County suffer from a lack of living wages and the high cost of housing; some spending more than 35% of their income on housing.
- Rising rent or mortgage costs, foreclosure, loss of a job, or simply not having enough money to afford the high upfront costs of renting or buying are challenges that can force many families into living conditions they would not choose otherwise.
- Transportation cost is high due to the large geographic area. Additionally, there is a lack of educational attainment and jobs. All these factors make it difficult for low-income residents to maintain a viable standard of living.
- Consistent hunger or food insecurity due to increasing food prices.
- The most common change(s) in client needs noted by providers centered around job insecurity and lack of employment.
- Providers noted the lack of good paying jobs, the rapid loss of jobs, and difficulty in finding new work.
- Providers also noted that financial needs of their clients were greater because of COVID. These included consequences related to the inability to pay for healthcare, basic utilities, and food. Several providers also noted mental health concerns associated with isolation caused by COVID.

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

Some of the conditions of poverty identified through our data analysis include the following:
- Homelessness
- Unemployment
- Housing Insecurity/Lack of affordable housing
- Food Insecurity/hunger
- Lack of transportation
- Lack of affordable childcare
- Employment
- Underemployment - Being employed but paid non-living wages.
- Lack of education/training (access to higher education), professional, and social skills are other factors to low wages and contribute to poverty.
- Social inequality is also caused by lack of equal opportunity due to race, gender, age, and discrimination.
- Poor health that leads to loss of income and lack of accessibility to medical insurance.

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

Client feedback is collected on a regular basis by CAPSBC staff who provide direct services through a standardized Client Satisfaction Survey. Clients are encouraged to complete the survey online or complete a paper copy. The survey results are analyzed by Administration staff using Survey Monkey software. Every two months, a Client Satisfaction Survey Report is presented to the Board of Directors' Planning, Evaluation, and Finance committee meeting, and shared with the full Board. The client satisfaction survey data is also reviewed during the Annual Board Retreat. Client Satisfaction Survey results are shared with Program Managers.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)
State Plan 14.1a

Table 1: Needs Table

Complete the table below. Insert row(s) if additional space is needed.

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Housing Services	Community	Yes	Yes	Yes
Employment Services	Community	Yes	Yes	Yes
Food Insecurity/Health Services	Community	Yes	Yes	Yes
Financial Education & Resources	Family	Yes	Yes	Yes
Education Resources	Family	Yes	Yes	Yes
Accessibility to Family and Children Services	Family	Yes	Yes	Yes
Community Involvement	Community	Yes	Yes	Yes

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

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

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

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

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

Table 2: Priority Ranking Table

List all needs identified as an agency priority in Table 1. Insert row(s) if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1) Housing Services	**Family Development Program (FDP):** During 2024-2025, CAPSBC plans to assist households with housing assistance through the following services: • Rental Assistance – Homeless Prevention and Rapid-Rehousing • Motel Vouchers • Obershaw Housing Program **Energy, Education, and Environmental Services (EEES) Program:** During 2024-2025, CAPSBC plans to weatherize homes and provide utility bill payment assistance through the following services: • LIHEAP/HEAP Energy Assistance - Utility Assistance for gas, electric, wood, propane, oil, and water bills will be provided through our Home Energy Assistance Program (HEAP). • LIHEAP/Weatherization Services - Weatherization services include the installation of energy efficient measures which reduces the overall consumption of energy in low-income households and the installation of energy efficient appliances.	FNPI4 and SRV4	Rents continue an upward trend. a shortage of affordable housing for renters can perpetuate and exacerbate a cycle of poverty.
2) Employment Services	**Family Development Program (FDP):** The program projects to serve individuals through the following services: • Employment Supportive Services – Include live scan/fingerprinting expenses, interview clothing, transportation vouchers, DMV Discount vouchers for ID assistance, and training certification expenses. • Job Training, Employment Services Program – A partnership with The PACT and Young Visionaries Youth Leadership Academy – Participants will receive job training, such as	FNPI1 and SRV1	Lack of employment opportunities and earning sustainable wages was identified as the #2 need identified by clients and providers during the Community Needs Assessment.

		forklift certifications, career counseling and employment placement. **Food Bank:** Operation New Hope Work Experience Program - provides training for youth living in San Bernardino County. Services are provided under the funding and direction of the San Bernardino County Workforce Development Department. The program provides youth 100 hours of paid warehouse work experience.		
3)	Address Food Insecurity and access to health services	**Food Bank:** Through all food program services, taking into consideration past developments, current economic environment, and anticipated future growth of contracts with partner agencies, the Food Bank projects to reduce food insecurity by providing commodities and other foods to low-income households through the following services: - The Emergency Food Assistance Program (TEFAP) - Congregate Meal Program - Community Pantry Program - Senior Choice Nutritional Program - Campus Cupboard Program - Mobile Food Pantry Program - Diaper Bank Program - Holiday Basket and Special Events Program. **Family Development Program:** - Mobile Shower/Laundry Program – Provides shower and laundry services to the homeless population in San Bernardino County providing them with sanitation and hygiene services which may not be readily available on the streets.	SRV5	Food insecurity has increased in San Bernardino County. The high cost of groceries reduces people's ability to purchase food and cause hunger. Homelessness was officially declared a local emergency in the City of San Bernardino which has seen a 175% increase in homelessness over the past five years.
4)	Financial Education and Resources	**Energy, Education, and Environmental Services (EEES) Program:** Clients will receive basic financial literacy information during our HEAP workshops. **Family Development Program:** Volunteer Income Tax Assistance (VITA) Program – A program to prepare and file taxes	FNPI3 and SRV3	Financial resources will provide the tools to empower low-income individuals to become financially stable

		free of charge for eligible households with income of no more than $60,000 per year. VITA volunteers are IRS certified to help families prepare their taxes and ensure they receive all eligible tax credits, such as the Earned Income Tax Credit (EITC) and Child Tax Credit (CTC). • Financial Literacy Program – To support individuals and families by providing financial education classes at no cost. These classes will include a basic introduction to managing your personal finances and a more in-depth class on financial freedom which will give participants tips and tools to use to get out of debt, create a savings and plan for the future.		and self-sufficient.
5)	Education Resources	**Energy, Education, and Environmental Services (EEES) Program:** Clients will receive information on energy education, environmental hazards, and budgeting during our HEAP workshops. **Family Development Program:** • Literacy and School Readiness Outreach – A partnership with Molina Foundation to provide new books to children to promote school readiness and literacy skills. • Summer Camp – A program for low-income youth to attend an educational campsite for one week in a social setting offering varied educational opportunities.	FNPI2 and SRV2	Education tools help empower low-income individuals and families to become self-sufficient. Increased community coordination and collaboration in meeting the needs of youth.
6)	Accessibility of Family and Children Services	**Food Bank:** • Diaper Bank Program – Families with small children will have access to diapers monthly. The program has 38 partners ready to serve communities in every region of San Bernardino County. The program will provide wipes, formula, and other items as available.	SRVs 1-6	The program helps families by alleviating the financial burden of providing basic baby needs.
7)	Community Involvement	**Food Bank:** ➢ CAPSBC will continue to seek community support in the operation and implementation of its programs. Volunteer assistance is vital to all programs of the	FNPI6 and SRV6	Community outreach and engagement is essential to provide much

	Agency to provide services to the community. Volunteers will assist with the following activities: • Feeding Our Community Events – distribution events throughout the county. • Annual Holiday Events ➤ Volunteer Engagement: The Food Bank organizes packaging events to package emergency food boxes for food insecure families and individuals.		needed resources to our communities and obtain their feedback.

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.

Indicator/Service Category: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported in CSBG Annual Report.

Why is this need a priority: Provide a brief explanation about why this need has been identified as a priority. Connect the need with the data. (CSBG Act Section 676(b)(3)(A))

Part II: Community Action Plan

CSBG Act Section 676(b)(11)
California Government Code Sections 12745(e), 12747(a)
California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.
Community Action Partnership of San Bernardino County is the premier social services agency that eliminates the effects of poverty.
2. Provide your agency's Mission Statement.
Community Action Partnership of San Bernardino County works with our communities by supporting, advocating for, and empowering residents to achieve self-reliance and economic stability.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b); 676(b)(10)
California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

> 1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10))

The Community Action Board (CAB) is a tripartite board structured to have representation in three sectors: Public, Private, and Low-income. Our CAB is comprised of 15 Members, five from each sector. CAPSBC ensures that Board representation is diverse and adequately represented by seeking individuals and organizations that have a strong presence within the low-income community by supporting and advocating to improve lives. CAPSBC's board members are selected based upon a county wide recruitment process that utilizes social media, local community newspapers, and identification of community members who have affected change throughout low-income communities.

CAPSBC ensures that the Low-Income Sector representation is based upon the results of a democratic selection process from each of the five Supervisorial Districts. According to the Agency Bylaws, Section 4.4 – Election and Removal of Directors, Sub-section 4.4.1(B), The Board shall elect Low-Income Sector Directors from among persons chosen in accordance with democratic selection procedures that are (1) consistent with those outlined in California Code of Regulations, Title 22, Section 100605 and (2) adequate to ensure that low-income individuals and families in each of Supervisorial Districts I-V will be represented by one Director. Each of the Low-Income Sector Directors must live in the Supervisorial District they represent, and not more than one of these Directors may live in the same Supervisorial District. These Directors need not be low-income themselves as long as they are selected in a manner which ensures that they truly represent the poor.

The vast majority of CAPSBC's low-income Board representatives have achieved or made significant changes in disadvantaged communities throughout San Bernardino County. The CAPSBC Board of Directors has not received any petitions from low-income individuals or community organizations for adequate representation.

Service Delivery System

CSBG Act Section 676(b)(3)(A)
State Plan 14.3

> 1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3)

Community Action Partnership of San Bernardino County's services consist of utility assistance, food, home weatherization services, rental assistance, motel assistance, transitional housing, transportation, and other emergency services. All CAPSBC services are delivered directly to the clients, we do not use subcontractors.

The service delivery system for our Energy, Education and Environmental Services (EEES) and Family Development Program encompasses an intake process that starts with an assessment to determine client eligibility, followed by the completion of a program specific application once a client has been identified to be eligible for services. Program applications can be accessed online on our Agency website, and at the CAPSBC office. This process helps staff to determine the needs and priorities of clients to assist them with the appropriate services. CAPSBC utilizes multiple client tracking systems which include ServTraq, Enginuity and Salesforce. In 2023, CAPSBC will implement a new client management system called CAP60 to create more synergy among programs and help with client data integration. Additionally, the Agency will implement a Universal Client Intake Process to ease the application process for clients, and to enhance program communication and service delivery.

CAPSBC's Food Bank services are primarily delivered through an extensive network of partner organizations. These organizations are trained in all aspects of client intake, eligibility, and Civil Rights as relevant to the service provided at their respective program site. Clients primarily self-certify their eligibility for food bank services, and partner agencies representatives facilitate the intake process. Direct services are provided throughout the year through event-style distributions using a similar intake methodology.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I, Question 1 informs your service delivery and strategies in your service area?

Data collected from low-income individuals and families helps guide how the agency will deliver services to the low-income residents of San Bernardino County to address their most critical needs. For example, due to the increased need for food assistance and other basic needs resulting from the COVID pandemic, and survey responses from clients and service providers, the Agency implemented new service delivery strategies. In 2022, CAPSBC began mobilizing its existing programs to allow individuals and families experiencing transportation barriers to access key services by designing mobile units that can bring the services to the people. The Agency's goal is to close service gaps and improve health outcomes for vulnerable individuals in our communities such as seniors, homeless individuals, and youth. The agency launched a Mobile Shower/Laundry Unit and a Mobile Food Pantry in 2022, and both units have been deployed throughout San Bernardino County to positively impact our communities by providing access to free showers, hygiene items, clothing, and nutritious shelf-stable food and fresh produce.

In 2022, through CSBG funding and other funding sources, CAPSBC was able to increase its mobile services through the purchase of a mobile laundry unit, two RVs and a mobile kitchen. CAPSBC purchased two RVs that were converted into mobile offices to provide better access to services such as food, transportation, rental/mortgage and motel assistance, free tax preparation services and utility assistance. The CAPSBC Mobile Offices will be deployed to vulnerable communities where residents lack the resources to travel to the agency's main office located in San Bernardino, or those who do not have access to technology to complete online applications for assistance.

The Mobile Laundry Program is an extension of the Mobile Shower Program. The Mobile Laundry unit consists of 8 washing machines and 8 dryers. CAPSBC intends to assist the homeless student population at educational institutions around the county.

The Mobile Community Kitchen will provide hot prepared meals to homeless, seniors and youth who may be suffering food insecurity due to the pandemic or lack of access to food resources if they reside in remote areas or food deserts. The Mobile Community Kitchen can also provide wraparound support with the other mobile units as these can be operated at the same locations to feed individuals who come out to the locations to access other Agency services. Our mobile units can also be deployed for quick emergency response.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); (3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747, 12760
Organizational Standards 2.1, 2.4
State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

CAPSBC coordinates funding efforts with other providers in the San Bernardino County service area to provide clients with services. CAPSBC has received funding through the Emergency Food and Shelter Program (EFSP), City of San Bernardino Emergency Solutions Grant (ESG), and County of San Bernardino Project Room Key, which have been provided to assist low-income clients with emergency housing and rental assistance. CAPSBC partners with over 300 agencies and makes referrals to bring the greatest level of services to the community. This approach helps to mitigate any gaps in serving the clients and enhances availability of wraparound services.

CAPSBC holds active seats on the Board of Directors for the EFSP Local Board and Arrowhead United Way. Additionally, CAPSBC is part of the San Bernardino County Central Valley Homeless Partnership Network.

Through our Volunteer Income Tax Assistance (VITA) program, CAPSBC partners with First 5 San Bernardino and Golden State Opportunity to conduct outreach and education programs in our low-income communities for EITC, CalEITC, Child Tax Credit, and other tax credits.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

The CAPSBC Food Bank partners with a network of more than 250 organizations to administer food distribution services throughout San Bernardino County. Several of these partner organizations participate in multiple service programs administered by the Food Bank. CAPSBC institutes a program service agreement with each approved, participating partner organization and each participating program.

The agency has also established agreements with local motels that provide shelter assistance for families experiencing homelessness. Additionally, the Agency has active Memorandums of Understanding (MOUs) with organizations that partner with us through the Diaper Bank Program, Mobile Food Pantry, and Mobile Shower/Laundry Programs.

The following list is a sampling of CAPSBC current MOUs:

- MOU between San Bernardino County Workforce Development Board and Workforce Innovation & Opportunity Act One-Stop Partners for San Bernardino County America's Job Center of California System (AJCC).
- MOU between San Bernardino County Community Revitalization Group Office of Homeless Services for Homeless Management Information System (HMIS).
- Inland Empire Health Plan (IEHP)
- TELACU
- San Bernardino Valley College
- Cal State University San Bernardino
- The Key Non-Profit
- Crafton Hills College
- Loma Linda University
- Barstow College
- Victor Valley Community College
- Young Visionaries Youth Leadership Academy
- Youth Action Project
- The Way World Church
- Ecclesia Christian Fellowship
- Water of Life Church/CityLink
- Operation New Hope
- Sunrise Church

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), State Plan 9.3a, California Government Code 12760)

CAPSBC is charged with serving over 800,000 low-income individuals, elderly, homeless and disadvantaged residents of San Bernardino County each year. The Agency delivers services to 78 San Bernardino County cities and communities. CAPSBC, as one of the largest non-profit human services agencies in San Bernardino County, administers a diverse combination of human services programs. The Agency addresses the most critical needs identified by low-income individuals and families through the following three core programs: 1) Food Bank. 2) Energy, Education and Environmental Services. 3) Family Development Program.

Internally, CAPSBC utilizes our client management tracking systems, ServTraq and Enginuity, to check client eligibility and avoid duplication of services. Externally, CAPSBC utilizes the Homeless Management Information System (HMIS) to track and check client data to avoid duplication of services with other service providers that provide similar services and utilize the same funding sources. Also, the Agency participates in the Coordinated Entry System (CES) for client referrals received from the Inland Empire United Way. CAPSBC maintains open communication channels and works closely with partner organizations to ensure that we are maximizing our service delivery in our communities while avoiding duplication of services within our control.

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

CASPSBC is continuously seeking grant opportunities available through the private and public sectors to help with sustainability of our programs and services. For over 58 years, CAPSBC has successfully implemented programs and services funded by a combination of federal, state, county, city, and private contracts to serve the needs of the at-risk, low-income residents of San Bernardino County. Annually, our Board of Directors sets a fundraising goal of $500,000 for the Agency, which has been successfully met every year over the past five years.

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

CAPSBC's contingency plan for potential funding reductions includes continuous evaluation of its primary services administered to meet the needs of low-income clients and implementing cost-saving actions. CAPSBC continuously seeks private funding through grant applications and donations.

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

The CAPSBC Food Bank relies upon volunteer support for service delivery throughout San Bernardino County. All volunteers log their service and the number of donated hours on a volunteer sign-in form (CAP4 Form Rev. 5/21). This completed form is submitted to the CAPSBC Food Bank monthly for each service program from every contracted partner organization. Volunteer hours and the number of unique volunteers are tracked and aggregated using Salesforce Volunteer Management and Microsoft Excel. CAPSBC engages volunteer support to help with agency hosted community events, and the Food Bank utilizes volunteer support within its warehouse operation as well; the number of volunteers and donated hours are tracked using the same methodology. This responsibility is conducted primarily by an AmeriCorps VISTA member.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

CAPSBC collaborates with the Boys and Girls Club to offer summer camp programs through which local underprivileged children experience one week at Inventors Camp using science, technology, engineering, art, and math (STEAM) education in a new and exciting way. Additionally, CAPSBC partners with the Girls Scouts of San Gorgonio to offer summer camp experiences to give girls the opportunity to succeed, build self-esteem and leadership skills.

8. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

CAPSBC provides services for youth to improve their social and physical health attributes. The agency has established several partnerships with other youth organizations such as the Young Visionaries Youth Leadership Academy, the Youth Action Project, and the Southern California Mountains Foundation Urban Conservation Corps. These programs work to empower San Bernardino County's youth to develop skills and practices required for economic and social success.

CAPSBC collaborates with numerous youth programs that offer after-school childcare programs. One of our collaborative partners, the Child Care Resource Center, provides referrals for low-income clients to access children's services (i.e. funded child care options, family literacy, funding for child care, Head Start and Early Head Start referrals, etc.). Project Life Impact, Inc. is another agency partner that provides after school programs and enrichment programs for youth.

9. Describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

CAPSBC maintains linkages and partnerships among local governments, the private sector, faith based, and community-based organizations. CAPSBC also works with the County of San Bernardino Workforce Development Department to provide job training skills and employment opportunities to low-income clients. CAPSBC has an active MOU with the San Bernardino County Workforce Development Board and Workforce Innovation & Opportunity Act One-Stop Partners for San Bernardino County America's Job Center of California System (AJCC).

CAPSBC's Family Development Program partners with Young Visionaries Youth Leadership Academy to provide employment training to clients seeking employment in warehouse operations. Participants receive forklift certification. The Program also partners with Community Employment Pathways and other employment placement programs to help clients seeking employment.

CAPSBC partners with Youth Action Project to support their Young Workers Program which provides on-the-job training made possible with support from the San Bernardino County Workforce Development Board. The program pairs paid and unpaid work experience with ongoing professional development for youth and young adults ages 17-24 who experience barriers to employment. The agency has an active agreement to place Young Workers at our job site.

The CAPSBC Food Bank developed an employment training program in partnership with Operation New Hope (ONH). This program leverages the resources of the Food Bank to provide paid employment experience, on-the-job training, and forklift certification to youth. The program is designed to reduce and remove barriers to employment experienced by youth, and participants are supervised by an ONH supervisor and are trained on all aspects of a food warehouse operation.

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

CAPSBC is the largest provider of emergency food throughout San Bernardino County. The CAPSBC Food Bank was established in 1984 with the goal of reducing hunger and malnutrition, while improving the lives and diets of low-income people. This mission continues through the operation of six service programs, which includes USDA food commodities, Community Pantries, Congregate Feeding, Senior Choice Nutritional program, Campus Cupboard, and a Mobile Pantry program. CAPSBC's network of more than 250 nonprofit partners operating approximately 350 service programs extend services to food insecure clients throughout San Bernardino County. This service network reaches most communities, and any potential gaps in service or 'food deserts' are monitored for service opportunities. The amount of food resources available to food insecure clients has doubled, as CAPSBC Food Bank procured approximately 10,000,000 pounds of product in 2015 and nearly 20,000,000 pounds of food in 2020. Through its network of food donors, additional product donations have become available to CAPSBC. While nutritious foods align with the Food

Bank's mission, other products including clothing, shoes, hygiene and cleaning supplies, diapers, personal protective equipment, household goods, and bedding are provided to low-income clients as available.

In August 2021, a Mobile Food Pantry Program (MFPP) was created to bring a 'pantry on wheels' to people living in the most underserved food insecure areas of San Bernardino County. This program provides nutritious shelf-stable and fresh produce on a continuous basis as well as having the flexibility to mobilize immediate disaster response food assistance. In 2024, the Agency will implement the Mobile Community Kitchen to provide hot prepared meals to homeless, seniors and youth who may be suffering food insecurity due to the pandemic or lack of access to food resources if they reside in remote areas or food deserts. The Mobile Community Kitchen can also provide wraparound support with the other mobile units as these can be operated at the same locations to feed individuals who come out to the locations to access other Agency services.

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

CAPSBC ensures our countywide community outreach for the LIHEAP program is conducted through our relationships with Government Assistance Agencies, Department of Aging & Adult Services, United Way, Adult Protective Services, Child Protective Services, Department of Behavioral Health, and other departments throughout the County. Outreach is also conducted through our agency programs which include the HEAP Utility Assistance program, Family Development Program (FDP), and the Food Bank Program which has a food distribution network of about 250 partner agencies throughout the San Bernardino County. Additionally, we conduct outreach throughout the year at various community events, via social media, agency website, and email blasts.

The EEES program provides Emergency Crisis Intervention Program (ECIP) for qualified clients with existing health and safety hazards or no existing appliances to repair/replace heating/cooling appliances, and water heaters. CAPSBC ensures that ECIP is properly conducted throughout the community by operating an efficient intake process, which involves the screening of clients to identify immediate needs. The pre-screening process allows the program to obtain necessary information to determine eligibility for utility assistance appointments. In the event the client requires additional time to provide documentation, the program can make provisional pledges. This process prevents the client from incurring a crisis situation. The ECIP program ensures that clients can be scheduled, and services provided within the timelines of the contract. The EEES Program has materials on hand and qualified crews to ensure that the work is completed in a timely manner within contract guidelines.

12. Describe how your agency coordinates services with your local LIHEAP service provider?

CAPSBC is the designated Low-Income Home Energy Assistance Program (LIHEAP) service provider in San Bernardino County. The agency also operates the Department of Energy Weatherization Assistance Program (DOE WAP) and the Low-Income Household Water Assistance Program (LIHWAP) contracts. These programs are operated through the Energy, Education and Environmental Services (EEES) Program.

13. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

CAPSBC will collaborate with the San Bernardino County Preschool Services to provide client referrals who may benefit from their services including the Fatherhood FIRE (Family-Focused, Interconnected, Resilient, and Essential) Program which offers:

- The Nurturing fathers' workshops
- Networking with other Fathers for support
- Case Manager with information on resources
- Apprentice Program
- High School Diploma
- Support for co-parenting

Through CAPSBC's Family Development Program, FDP Specialists will provide individualized support to families who qualify for the Moving Families Forward (MFF) program. Participants will receive supportive services and educational opportunities including financial literacy and personal development.

14. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

Creating partnerships to leverage program and service capacity is the hallmark of a Community Action Agency. CAPSBC is privileged to have established a vast network of partner agencies throughout San Bernardino County by forging, maintaining, and engaging them to help us further our mission. Currently, there are over 300 organizations working with CAPSBC through our various programs and services. CAPSBC's Food Bank Program works with a network of over 250 partner agencies to distribute food, diapers, and other non-food resources to hundreds of thousands of residents in San Bernardino County.

CAPSBC's Energy Education and Environmental Services Program has developed partner relationships with Government Assistance Agencies, Department of Aging & Adult Services, United Way, Adult Protective Services, Child Protective Services, Department of Behavioral Health, and

other departments throughout the County to increase outreach efforts to our communities to access HEAP Utility Assistance and weatherization services. Program staff traveled to strategic areas throughout the County to conduct satellite utility assistance workshops providing solutions for hard-to-reach clients with limited transportation. Program outreach was conducted throughout the year at various community events, via social media, agency website, and email blasts.

Community Resource Center- A one-stop facility in partnership with the Inland Empire Health Plan (IEHP) in Victorville. CAPSBC staff provide direct services such as rental and utility assistance and other supportive services.

Monitoring

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

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

The primary responsibility of the Board is the general supervision of the activities of the corporation through the Chief Executive Officer, to ensure that the corporation complies with federal, CAPSBC's Board of Directors monitor agency activities by reviewing various reports including agency contracts and Financial Statements. CAPSBC also provides reports at various Board orientations and Board retreats. All CAPSBC programs are monitored through periodic evaluations that include Board members and outside evaluators. The evaluations contain recommendations for the programs to make any necessary changes to maintain the integrity of the CSBG program.

The daily operations of CAPSBC are overseen by the Chief Executive Officer with the support of a Chief Financial Officer and Leadership team consisting of Program Directors, Program Managers, Human Resources staff and administrative support staff. The programs also have regular staff meetings where they review their fiscal performance. CAPSBC has a proven track record of fiscal management of the highest standards, and agency audits have demonstrated a track record of excellence in fiscal financial compliance.

CAPSBC has efficient systems in place, ServTraq, Adsystec, Great Plains, and Salesforce, to collect data for analysis and reporting in various ways. The reports produced by these systems are utilized by program managers and staff, fiscal, marketing, fund development, and program planning and development.

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

CAPSBC does not use subcontractors, the agency performs all its own work.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)
Organizational Standards 4.2, 4.3

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

CAPSBC provides client satisfaction surveys to all clients receiving services. These surveys are used to evaluate the effectiveness of the programs and services. The evaluations rank a client's level of satisfaction based upon their visit and interaction with the staff. All clients are given an opportunity to submit a survey or a grievance. These surveys are evaluated every two months by the management team and by the Board of Directors at a Board committee meeting.

Each Agency program undergoes an in-depth evaluation once a year conducted by Board members and external evaluators. Additionally, CAPSBC's CEO conducts weekly Division Meetings with Program Managers and monthly Leadership Team meetings to stay abreast of program activities and provide guidance to the Leadership Team as needed. Division managers must submit bi-monthly programs and services updates to Administration, which are then reported by the CEO to the Board of Directors during scheduled meetings to keep them abreast of agency activities.

All client data is tracked by each division utilizing program specific software such as ServTraq, Enginuity, and Salesforce. CAPSBC utilizes client data reports to prepare CSBG Annual Reports.

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

Using the ROMA Theory of Change (TOC) Goals, Community Action Partnership of San Bernardino County (CAPSBC) reviewed its internal capacity, outcomes, and other factors in order to identify crucial components to incorporate in the Agency's Strategic Plan for 2022–2027, which was approved by the Board of Directors on January 30, 2023.

The Organizational Priorities included in the Strategic Plan are: **1) Enhance Program Services** to increase breadth and access of services. **2) Organizational Strength through Capacity Building** to increase capacity within the Agency and processes to maximize organizational strength and agency growth. **3) Branding Awareness, Community Education, Outreach & Engagement** to promote awareness of services and build partnerships to reach hard-to-serve areas in the community. The agency is committed to building a stronger organization through the utilization of TOC practices as follows:

- CAPSBC will collaborate with a TOC trainer who will oversee the development and implementation of practices to ensure a strategic approach to evaluate and assess agency outcomes.
- Internal reviews following the TOC model will continue to be adopted, followed, and reported.
- Internal staff trainings will continue to be provided to build capacity for utilization of outcome-based program management.
- CAPSBC will continue to lead and advocate for the community, clients, and support partners to collectively address the poverty challenges faced in the community.
- CAPSBC will continue to engage in evidence-based, best practices and innovative community action efforts to sustain operations and increase outcomes for the agency and clients.
- CAPSBC will foster equitable access to a thriving future for all children and families by focusing on Diversity, Equity, and Inclusion internally and externally.

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

The following examples represent changes CAPSBC has facilitated to help revitalize the low-income communities in San Bernardino County:

1) CAPSBC's Energy Education and Environmental Services (EEES) Program participated as one of the State CSD's Solar PV pilot installation subcontractors through a pilot program administered by Fresno Economic Opportunities Commission (EOC). The Program's Field Operations Support (FOS) Team successfully installed five (5) PV Solar systems. The systems have Permission to Operate (PTO) from Southern California Edison. The EEES Program selected five San Bernardino County families to receive $25,000 rooftop solar panel systems as part of the Pilot Solar Program which will help reduce energy costs up to 80% alleviating the daily energy burden these low-income households face and save the families hundreds of dollars in energy costs each year. Clients can use these cost savings to offset household expenses and improve their quality of life.

2) CAPSBC's Energy Education and Environmental Services (EEES) Program will build and develop a Weatherization Training Center in collaboration with Richard Heath and Associates (RHA) and the State Department of Community Services and Development (SDCSD) to train and certify weatherization crew technicians. Participating students will acquire the energy efficiency-related knowledge and technical skills needed to serve the diverse communities. Our Training Center will serve the Southern California region of Riverside, Long Beach, Orange County, Los Angeles, and San Diego.

3) On March 1, 2023, California Governor Gavin Newsom proclaimed a State of Emergency for 13 counties, including San Bernardino County, impacted by winter storms. This activated the Severe Weather Emergency Assistance & Transportation Services (SWEATS) Program to help alleviate the mountain areas in San Bernardino County where residents had been snowed in for days.

CAPSBC responded quickly to provide emergency services to affected residents. Agency staff were deployed to provide onsite support at various Local Assistance Centers (LACs) in the mountain areas of Running Springs, Valley of Enchantment, Wrightwood, and Crestline. CAPSBC provided onsite utility assistance, temporary motel assistance, rental assistance, food, warm clothes, coats, blankets, and other resources. Between March-April 2023, a total of 912 clients were serviced during the emergency response events, and CAPSBC provided $542,000 of SWEATS assistance to families impacted by the severe weather in the mountain communities.

Additionally, CAPSBC's Food Bank coordinated relief efforts with the San Bernardino County Office of Emergency Services and Rim of the World Unified School District to mobilize resources to support mountain community residents. CAPSBC's resources were distributed to families and individuals temporarily residing at the emergency shelter located at Rim of the World High School, and other distribution points were set up at Crestline Library, Arrowhead Library, Valley of Enchantment Elementary School, and Charles Hoffman Elementary School. The Food Bank provided 26 pallets of Emergency Food Boxes to serve 1,950 families, fresh produce boxes, diapers in various sizes, baby formula, baby wipes, baby bottles, toys, books, feminine hygiene products, and dog food.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☒ Yes   ☐ No
2. If yes, please describe.
CAPSBC fosters a work environment that rewards innovation, promotes diversity, inclusivity, dignity, and respect and creates a continuous learning environment. CAPSBC's commitment to fostering diversity is the same for employees, volunteers, and Board members. Community Action was born as part of the civil rights movement, and the agency denounces all forms of discrimination

and any acts that dehumanize anyone. CAPSBC commits to the health and well-being of everyone and to problem-solving systems and structures that will dismantle disparities and social determinants. CAPSBC believes that all people should be treated with dignity and respect and recognize that structural race, gender, and other inequities remain barriers that must be addressed.

CAPSBC will focus on developing and enforcing DEI policies to ensure our programs are responsive and relevant to the needs of the low-income residents we serve and deliver services in a manner that dignifies the client and achieves the intended outcome of reducing poverty and creating economic stability. CAPSBC will continue to reinforce DEI values through ongoing training on cultural diversity for staff, volunteers, and Board members to achieve greater outcomes for our communities to promote change and inclusivity.

3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations?

☒ Yes

☐ No

4. If yes, please describe.

Community Action Partnership of San Bernardino County (CAPSBC) is an Equal Opportunity and ADA Compliant Employer. The Agency has an Equal Employment Opportunity (EEO) Plan in place. CAPSBC is committed to the implementation of equal rights, equal employment opportunity, and equal access to opportunity. The Agency's purpose is to maintain and build a healthy, proactive, and highly skilled workforce which reflects the diversity and talent in the community. CAPSBC maintains that diversity in the workforce provides valuable skills and perspectives essential in serving the needs of a culturally diverse community. This includes ensuring a non-discriminatory workplace where individuals are valued for their differences as well as their similarities. The EEO Plan objectives are outlined as follows:

- To make a good faith effort to achieve diverse employment representation throughout job classes and salary grades within CAPSBC.

- To utilize resources that support and enhance employment opportunities regardless of race, religion, color, sex, gender identity, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, marital status, pregnancy, age, protected medical condition, disability, or any other protected status in accordance with all applicable federal, state, and local laws.

- To ensure the workplace, programs and services are free of discrimination, harassment, or retaliation.

- To ensure there is no discrimination on the basis of disability in admission or access to, or in operations of, its programs, services or activities.

- To communicate the CAPSBC's EEO Plan and programs to CAPSBC employees and the community.

- To treat CAPSBC employees, applicants and the public with respect and dignity.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.

☒Yes

☐No

2. If yes, when was the disaster plan last updated?

The Emergency Operating Plan (EOP) was last updated in 2017; CAPSBC will work on updating this plan.

In 2020, during the onset of the COVID pandemic, CAPSBC's Leadership Team with guidance from the Board of Directors quickly implemented an Emergency Response Team and Action Plan to ensure continuity of Agency operations and divert staffing support and resources to emergency response efforts while protecting the health and safety of CAPSBC staff and volunteers.

3. Briefly describe your agency's main strategies to remain operational during and after a disaster.

CAPSBC has developed an Emergency Operating Plan (EOP) to ensure that CAPSBC Staff will prepare for, survive, respond, recover, and restore its critical services to its clients, the low-income population of San Bernardino County, in the event of a disaster.

Because effective decision-making in a disaster situation requires accurate and timely information, CAPSBC staff will convert to an Incident Command System (ICS) in the case of disaster. The ICS model allows all disaster response team members to effectively communicate and coordinate with each other from the time an incident occurs until the requirements for crisis management and operations no longer exists.

- Chief Executive Officer assumes the responsibilities of the Incident Commander for the duration of the crisis and is at the core of the Disaster Team.
- Incident Commander is assisted by the Chief Operating Officer (vacant) in the role of Deputy Incident Commander.

- Two additional people complete the first level of disaster response, the Information Coordinator, and the Safety Officer.
- The second level of disaster response is composed of two units organized along functional lines, Direct Response and Support Response. Direct Response includes the provision of services related to Food, Emergency Services, and work crews. Support Response includes Finance, IT services and Planning/Logistics.
- The ICS Position Descriptions have been developed including coordinating positions, direct response functional positions, and support response functional positions.
- Each ICS Position Description includes the primary and alternate person filling the position during a disaster, the supervisor, general duties, area of responsibility, and Action Checklist.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

Standard 1.3 (Private) The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

Standard 1.3 (Public) The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) 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.

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
2021-2023 CAPSBC Community Needs Assessment	C