

2020-2021 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant



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Purpose

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

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 provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

State Assurances

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by agencies is included in California's State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and improve program performance. The following is a list of state assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix B).

Federal Assurances and Certification

Public Law 105-285, s. 676(b) establishes federal assurances agencies are to comply with. CSD, in its state plan submission, provides a narrative describing how the agencies in California will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances and any other laws, rules, and statutes in the performance of the activities funded through this grant. [\(Federal Assurances can be found in the CSBG Act Section 676\)](#)

The following is a list of federal assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix C).

2020/2021 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than June 30, 2019:

- ☒ **Cover Page and Certification**
- ☒ **Vision Statement**
- ☒ **Mission Statement**
- ☒ **Tripartite Board of Directors**
- ☐ **Documentation of Public Hearing(s)**
- ☒ **Community Needs Assessment**
- ☒ **Community Needs Assessment Process**
- ☒ **Community Needs Assessment Results**
- ☒ **Service Delivery System**
- ☒ **Linkages and Funding Coordination**
- ☒ **Monitoring**
- ☒ **Data Analysis and Evaluation**
- ☒ **Appendices (Optional)**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2020/2021 Program Year Community Action Plan
Cover Page and Certification

Submission Date:

Agency Contact Person Regarding the Community Action Plan:

Name:	Tim Hawkins
Title:	Chief Programs Officer
Phone:	(530) 712-2820
Email:	thawkins@buttecaa.com

Certification of Community Action Plan and Assurances

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2020/2021 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

Jaclyn Mattson		
Board Chair (printed name)	Board Chair (signature)	Date

Thomas P. Tenorio		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer

(If applicable)

The undersigned hereby certifies that this organization'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).

Tim Hawkins, CCAP, NCRT		
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only:

Date CAP Received:	Date Accepted:	Accepted By:

Vision and Mission Statement

1. Vision Statement

Provide your agency's Vision Statement below

We envision communities whose members feel secure and are self-sufficient.

2. Mission Statement

Provide your agency's Mission Statement below:

To serve as a catalyst to reduce poverty and its symptoms through:

- Providing quality services
- Developing resources
- Collaborating with others
- Advocating on behalf of the economically and socially disadvantaged
- Empowering individuals
- Improving the condition in which people live, learn and work.

Tripartite Board of Directors

(Organizational Standards 5.1, 5.2, CSBG Act Section 676(b) (10))

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that *“fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”*

1. Describe your agency's procedures for establishing adequate board representation under which a low-income individual(s), community organization, religious organizations, 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 agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board.

(Organizational Standards 5.2, CSBG Act Section 676(b) (10))

The procedure to become a member of CAABCI's Board of Director's is published on the Agency's website that lists the steps by which an individual or organization can petition for representation.

The procedure includes a petition signed by at least 25 members of the public who express support of the concept of that individual or organization to be considered as representative of the Agency's mission in a defined community or group. The submission of such a presentation will result in interviews by the Board's membership committee for ultimate recommendation to the full Board for action.

2. Please describe how the individuals on your Advisory or Governing Board are involved in the decision-making process and participate in the development, planning, implementation and evaluation of programs funded under CSBG to meet the requirements listed above.

(Organizational Standard 5.1)

The Board of Directors schedules time on their agendas several activities at least 6 months in advance of the due date of the CAP. These activities involve the discussion with staff the requirements of the CAP and options to ensure optimal implementation. They discuss and help to determine the timeline for completion of the varied steps of the process. They discuss and help to determine the content of the steps including the content and methodology of conduct of the Community Needs Assessment (CNA). They monitor progress of completion of the steps. They review and discuss the results of the CNA. They also review a copy of the full draft of the CAP a full month before they act to approve it.

This begins the program evaluation process since the programs approved for operation must be demonstrated to respond to documented and identified community needs. Each month the Board

and its Program Committee review program progress reports that document activity in accordance with national performance indicators. At year's end the Board and Program Committee review the Annual Report to compare results with goals. They combine a review of this information with receiving customer satisfaction data to ensure that they are reviewing relevant perspectives.

Documentation of Public Hearing(s)

[California Government Code 12747\(b\)-\(d\)](#) requires all agencies to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, **agencies must prepare and present the completed CAP for public review and comment.** The public hearing process must be documented to include how the hearing was advertised and all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP.

The agency shall conduct at least one public hearing and provide for a public comment period.

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

The agency has made (or will make) the plan available for review using the following process:

☐ **Public Hearing**

Date: _____

Location: _____

☐ **Public Comment Period**

Inclusive Dates for Comment: _____

When and where was/will be the Public Hearing Notice(s) published or posted? List the dates and where below:

Date	Where (name of newspaper, website, or public place posted)

Community Needs Assessment

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

As part of the CNA process, each organization will analyze both qualitative and quantitative data to provide a comprehensive “picture” of their service area. To assist the collection of quantitative data, CSD has provided a link to a dashboard with the latest Census data with easily available indicators at the county level.

https://public.tableau.com/profile/benjamin.yeager#!/vizhome/Cap_Assessment/CAPData

The link gives agencies access to the five-year American Community Survey (ACS) data for every county in the state. By clicking on a county, the user will have access to quantitative data such as the poverty rate, median income information, and unemployment rate.

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

Community Needs Assessment Process

(Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 3.5)

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

Please indicate which combination of activities were used in completing the CNA, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.

Focus Groups	N/A
Asset Mapping	Butte County Homeless Continuum of Care (CoC)
Surveys	CAABCI surveyed at multiple events throughout the year and Survey Monkey via social media and website.
Community Dialogue	N/A
Interviews	N/A
Public Records	Communitycommons.org, Census Bureau, HUD, CA Dept of Public Health

Date of most recent completed CNA:

5/16/2019

Date CNA approved by Tripartite Board (most recent):

(Organizational Standard 3.5.)

6/17/2019

Your responses to the questions below should describe how the agency ensures that the CNA reflects the current priorities of the low-income population in the service area, beyond the legal requirements for a local public hearing of the CAP. Please be specific.

1. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). These sectors should include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
(Organizational Standard 2.2)

CAABCI identified surveys as the preferred methods of data collection for the Community Action Plan needs analysis in conjunction with publically available statistical data. Throughout the year information was collected via surveys at public events and electronic surveys through the agency's Facebook page and website. Public data was gathered from the US Census Bureau, the Employment Development Department, the US Department of Education and other government information sites, including communitycommons.org. Secondary data was obtained from surveys conducted by other organizations within Butte County, such as the Butte County Homeless Continuum of Care (BCHCOC), Butte County Public Health and the Butte County Interagency Children's Services Coordinating Council. The information gathered included demographic information, child related data, health factors and food access data.

2. Describe the causes and conditions that contribute to poverty affecting the community in your service area.
(Organizational Standard 3.4)

Butte County residents are faced with barriers common to many California rural communities. The county is large in size with much of the population condensed within a few central cities. However, a portion of the population resides in smaller pockets located outside the reach of many goods and services. With residents scattered throughout remote parts of the county, adequate access to education and employment opportunities is limited. Lack of employment and grocery stores jeopardizes food security, and for some, limited to no access to transportation only exacerbates issues for some of our most vulnerable residents.

Over 1,000 community members responded to the needs assessment survey, over 400 of those identified as low-income. Top responses from low-income respondents were rising housing costs, lack of income coupled with increasing bills, lack of food and poor access to medical care.

Throughout the county there has been a growing need for affordable housing for the last decade. Families are often desperate to locate housing and struggle to save for a deposit and first month's rent. A family with an inconsistent employment or rental history or with prior evictions will face an uphill battle to obtain housing. For those who do secure a residence, escalating rental prices may make it difficult to maintain the monthly rent. Homelessness can easily become the plight of many who then cycle through stages of shelter insecurity. Following the Camp Fire, California's most destructive fire to date which covered nearly 240 square miles, Butte County is experiencing an extreme shortage of residential units. In total the Camp Fire destroyed 18,661 structures, which

includes nearly 14,000 residential structures. The fire displaced over 50,000 individuals. In the course of a month rents across Butte County and the surrounding areas increase 10% and home prices increased nearly 20%. Six months following the fire thousands of individuals still reside in temporary housing and the counties vacancy rate is hovering around zero. Hundreds of families are now being evicted by their landlords in order to sell or dramatically increase the rent in an effort to capitalize on the increased property values. This has created housing instability for a broad swath of households, most of which were already vulnerable.

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

Customer satisfaction surveys are distributed to consumers of various CAABCI services, such as Food Bank and Homeless Programs. Electronic surveys are made available at a computer kiosk in the agencies Utility Assistance waiting room as well as on the agency's website.

Customers were asked to assess whether expectations of services were met and if additional needs could have been more sufficiently addressed. Customer feedback is periodically presented to the Tripartite Board and used to inform future planning. Customer insight continues to be valuable to the Board and shapes the broader approach as well as the detailed decision making process in assessing and satisfying the needs of the population served.

4. 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)

Appropriate eligibility and demographic data is collected at the time of client intake and enrollment. Depending upon the program and its requirements, this data is collected and stored in ServTraq (for Weatherization/Energy Program), the Homeless Management Information System (HMIS) software (for housing services), or is collected in hard copy reports for entry into mandated reporting systems (for Food and Nutrition Programs). All program demographic collections include questions related to poverty level. Demographic projections help determine the scope of services required for a growing number of senior citizens, which may include healthcare information and advocacy or other supportive services linked to the safety and well-being of the aging population. Such trends shed light on the course of the labor force, its effect on the local economy and, as a result, the need for services.

5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process.
(Organizational Standard 3.3)

As part of the needs assessment process, CAABCI surveyed clients and other low-income community members to gather individual and household data such as the number of people in the household and demographic information to determine information about the population served. Additional information was requested to learn how families and individuals felt concerning family stabilization, contributing factors to local poverty, types of services recently received and the usefulness of those services.

CAABCI staff were surveyed to determine if the vision, mission, and top priorities of the agency were transparent to all and to ensure CAA and its Board are accessible to one another for an even exchange of thoughts and ideas necessary for the ongoing strategic planning process. The surveys were also used to ensure adequate training is provided and effective leadership is being employed. Benchmarks have been set to continue assessing the quality of services.

6. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process.
(Organizational Standard 1.1, 1.2)

CAABCI created and published a Community Needs Assessment Survey on our social media platforms. We had 1,080 total respondents, of which just over 400 identified their household as low-income. Response information included concerns about high housing costs, lack of available housing, education, health and nutrition, social services, the economy and employment.

The information collected is then analyzed by agency management to spot trends in the data and to determine if the identified needs correlate with the needs from the agency's prior community assessments or those completed by other agencies. The information is evaluated and grouped by commonalities to identify needs that are community wide.

Community Needs Assessment Results

(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))

Needs Table

Needs Identified	Integral to Agency Mission (Yes/No)	Currently Addressing (Yes/No)	Agency Priority (Yes/No)
Safe and Secure Affordable Housing	Yes	Yes	Yes
Assistance with Bills	Yes	Yes	Yes
Employment	Yes	Yes	Yes
Food Assistance	Yes	Yes	Yes
Access to Medical Assistance	Yes	Yes	Yes

Needs Identified: list the needs identified in your most recent Needs Assessment.

Integral to Agency Mission: indicate yes/no if the identified need aligns with your agency mission.

Currently Addressing: indicate yes/no if your agency is already addressing the identified need.

Agency Priority: indicate yes/no if the identified need will be addressed either directly or indirectly.

For needs marked “no” in “Agency Priority”, please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to duplicate services. If you will not be coordinating services to address the service gaps, please explain why.

(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

N/A

Priority Ranking Table

Agency Priorities	Description of programs/services /activities	Community/Family & Individual	Indicator/Service Category (CNPI, FNPI, SRV)
1. Safe and Secure Affordable Housing	<u>Esplanade House</u> – Transitional (2 units/100 beds) and Permanent (33 units/150 beds) housing for homeless families with children. <u>North Point Apartments</u> – 50 unit complex of affordable housing (60% AMI or less) <u>Rapid Re-Housing</u> – Provides deposit, rental and related assistance to	Family	FNPI

	<p>homeless households.</p> <p><u>Homeless Prevention</u> – Provides rental assistance to keep vulnerable households in their current unit.</p> <p><u>Disaster Recovery Housing Assistance</u> – Provides relocation, deposit and rental assistance to survivors of the Camp Fire.</p> <p><u>Home Weatherization</u> – Provides retrofitting to homes to make them safer, more secure and more energy efficient.</p>		
2. Assistance with Bills	<p><u>Utility Assistance</u> – Provides assistance paying utility costs including electric, natural gas, propane, heating oil, cord wood or wood pellets.</p> <p><u>Home Weatherization</u> – Provides retrofitting to homes to make them more energy efficient thereby permanently reducing the households energy bills.</p>	Family	FNPI
3. Employment	<p><u>Esplanade House</u> – Provides classes, resume and job search assistance, advocacy and referrals to career retraining opportunities.</p> <p><u>Work Training Site</u> – CAABCI is an active partner with Alliance for Workforce Development and consistently provides placement opportunities for retraining and experience.</p>	Family	FNPI
4. Food Assistance	<p><u>North State Food Bank</u> – Collects and distributes food throughout Butte, Glenn, Colusa, Plumas, Sierra and Tehama counties.</p>	Community	SVC
5. Access to Medical Assistance	<p><u>Esplanade House</u> – In partnership with the Sonoma State University Nursing program, provides on-site medical screening, evaluation and referrals.</p> <p><u>Drug and Alcohol Out-Patient Services</u> – provides on-site evaluation, assistance, education and referrals.</p>	Family	FNPI

Agency Priorities: Stack rank your agency priorities with the top priority ranking #1.

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

Community/Family & Individual: Identify if the need is community, or family/individual level.

Indicator/Service Category (CNPI, FNPI, SRV): Indicate which indicator or service will be reported in annual report.

Reporting Strategies Table

Indicator/ Service Category (CNPI, FNPI, SRV)	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
FNPI (Safe and Secure Affordable Housing)	Family Development Matrix (FDM), Pre-/Post-Tests, Lease.	Entered into Homeless Management Information System (HMIS) or ServTraq by Case Manager or Program Specialist	FDM – upon intake and updated every three months. HMIS – upon service delivery and annually (minimum) thereafter. Pre-/Post-Testing – Pre-test completed upon initial assessment and post-test after retrofit installations are complete. Information is reported to the state annually and the tripartite board monthly.
(FNPI) Assistance with Bills	Credit to households applicable bill	Data is collected when service is provided and entered into ServTraq database when service is delivered by Program Specialist.	Upon service delivery. Reported to board and state monthly.
(FNPI) Employment	Training certification, diploma and/or paystub.	Data collected and entered into HMIS and Family Development Matrix by Case Manager	Data is collected at monthly or weekly case management meetings and entered into HMIS following meeting. Entered into FDM during quarterly update.
(SVC) Food Assistance	Food weighed upon receipt and boxes counted and weighed upon outbound delivery.	Entered into MS Excel spreadsheet or tracked via Chow Match App.	Data is collected as food moves in and out of inventory. Reported monthly to the Board and annually to various funders and State CSD.
(FNPI) Access to Medical Assistance	Sign-in sheet	Data entered into MS Excel spreadsheet by Program Specialist.	Data is collected weekly as service is provided. Reported to the Board monthly and State CSD annually.

Indicator/Service Category: Refer to Indicator/Service Category in last column of the Priority Ranking Table.

Measurement Tool: Identify the type of tool used to collect or measure the outcome.

Data Source, Collection Procedure, Personnel: Describe the source of data, how it is collected, and staff assigned to the task(s). Be specific and provide detail for activity both internal and external to the agency.

Frequency of Data Collection and Reporting: Describe how often data is collected and reported internally and externally. Include documentation available.

Service Delivery System

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

1. Describe the overall Service Delivery System for services provided with CSBG funds and describe how your agency's services enhance and/or differ from those offered by other providers, i.e. bundled services— please include specific examples.

Services provided by CAABCI are targeted specifically to low-income individuals and families designated by the State of California in compliance with Section 675c(a). All services use Federal funding to leverage additional public and private funding to support services in each of the Agency's service domains and in advocacy and support of other organizations providing services to the designated population within the community served by CAABCI. Services are provided without regard to discriminatory factors except for income levels.

CAABCI provides services that are within its services domains and coordinates with other agencies to ensure that no duplication of services exists. Services that cannot be provided within CAABCI's program structure is referred out to other collaborating agencies within the services are and follow-up is conducted to ensure service coordination. Gaps and needs for services are continually assessed and appropriate new services are initiated or are supported for other agencies to initiate. Services which appear to be dwindling are reassessed and discontinued if sufficient community need cannot be established.

2. Please describe the agency's service delivery system. Include a description of your client intake process or system. Also specify whether services are delivered via direct services or subcontractors, or a combination of both.

A pre-screen assessment is completed with most clients over the phone to determine eligibility for our services or programs. Ineligible clients are referred to outside programs or services. If a client is eligible, a Characteristics Data Form is completed to collect demographic information. Depending on program requirements and services provided, check-ins are completed on a weekly, monthly or quarterly schedule. Information gathered is inputted into the programs applicable database, then utilized for the Family National Performance Indicators (FNPI's) or to assess program performance. Services delivered are performed by our internal programs or with contracted vendors.

3. Please list your agency's programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.)

Program/Service/Activity	Description & Reason Chosen	Relation to CNA	Type of CSBG Support
Esplanade House	Provides transitional and permanent supportive housing to homeless families. This program includes intensive supportive services for the families including case management, life skills training, parenting skills, substance abuse counseling, financial literacy, child advocacy, child care, and administration of trust funds for future permanent housing needs. The Esplanade House program is designed to directly address the root causes of homelessness through the provision of direct services and referrals to other community agencies.	Housing, Homelessness	<ul style="list-style-type: none"> • Program Support • Staff
Alcohol and Drug Out-Patient Services	Provides on-site evaluation, assistance, education and referrals relate to substance abuse issues.	Medical	<ul style="list-style-type: none"> • Program Support
Medical Screening	In partnership with the Sonoma State University Nursing program, provides on-site medical screening, evaluation and referrals.	Medical	<ul style="list-style-type: none"> • Program Support
Rapid ReHousing/ Homeless Prevention/ Disaster Recovery Housing Assistance	<p>Programs provide various levels of deposit, rental assistance and relocation assistance to homeless families or to those affected by the Camp Fire.</p> <p><u>Homeless Prevention</u> – Provides rental assistance to keep vulnerable households in their current unit.</p> <p><u>Disaster Recovery Housing Assistance</u> – Provides</p>	Housing, Homelessness	<ul style="list-style-type: none"> • Program Support

	relocation, deposit and rental assistance to survivors of the Camp Fire.		
Volunteer Income Tax Assistance (VITA)	Volunteers provide free Federal & California state income tax return preparation for households in our community with an income of \$54,000 or less. We administer the program to save our customers thousands of dollars which in turn has an economic impact on our community.	Low-income	<ul style="list-style-type: none"> • Staff Salary • Program Support
Home Weatherization	Provides retrofitting to homes to make them more energy efficient thereby permanently reducing the households energy bills.	Housing, Low-income	<ul style="list-style-type: none"> • Program Support
Utility Assistance	Provides assistance paying utility costs including electric, natural gas and propane, heating oil, cord wood or wood pellets.	Bills, Low-income	<ul style="list-style-type: none"> • Program Support
North State Food Bank	Collects and distributes food throughout Butte, Glenn, Colusa, Plumas, Sierra and Tehama counties.	Food Access, Low-income	<ul style="list-style-type: none"> • Program Support • Staff Salary

Linkages and Funding Coordination

(Organizational Standards 2.1-2.4)

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

(State Assurance 12747, 12760, 12768)

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, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding.

(Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))

The Agency coordinates uses of its resources through the development of an annual agency-wide budget. All anticipated public and private resources are accounted for and are assigned to the appropriate program(s) based upon the purpose of the funding. CSBG funds are used to support the Agency's programs by filling the funding gaps and providing foundational support for the administration of the Agency. The Agency strives to maximize its non-CSBG resources by

continually seeking new funding sources and maximizing partnerships to deliver services to our clients that CAABCI cannot provide.

For example, the Agency is an active member of the Butte Countywide Homeless Continuum of Care (CoC). The Butte CoC is a multi-agency planning body with the common goal of ending homelessness. This is accomplished through countywide asset mapping; scoring, ranking and HUD related funding determinations; gathering consumer input; coordination of semi-annual count of homeless persons; and facilitating community discussions.

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

The Agency has an MOU with the Butte CoC, which facilitates the sharing of program and limited client information to allow the entire system of homeless service providers the ability to more holistically serve each client.

Through its Esplanade House program, the Agency maintains MOU's with various government and non-profit service providers which allow the sharing of client information with regards to individual case management and coordination of services.

3. Describe how your agency utilizes information gathered from key sectors of the community:
 - a. Community-Based
 - b. Faith-Based
 - c. Private sector (local utility companies, charitable organizations, local food banks)
 - d. Public Sector (social services departments, state agencies)
 - e. Educational Institutions (local school districts, colleges)Describe how your agency will coordinate and partner with other organizations in your service area.(Organizational Standard 2.2, CSBG Act Section 676(b)(3)(C), (9))

CAABCI utilizes information gathered from community-based, faith-based, public sector, private sector and educational institutions to assist with assessing county needs and resources for the Community Needs Assessment. To complete the 2019 Community Needs Assessment, CAABCI gathered and analyzed current demographic community data, collected feedback from community partners and stakeholders, conducted a virtual public hearing, and surveyed over 400 low-income community members. Information collected was then used to help determine current un-met or under-represented needs in our community.

The Agency will continue to participate in collaborations designed to maximize coordination of services to low-income residents including:

The Greater Chico Homeless Taskforce	Butte Countywide Homeless Continuum of Care	The North Valley Housing Trust
The Housing Authority of Butte County's Tenant Based Rental Assistance Committee	The FEMA Emergency Food and Shelter Committee	The California Community Action Partnership
The California Community Economic Development Association (CCEDA).	Butte County Drug and Alcohol Committee	NorCal Regional Community Action Association

The Agency will continue to work with the following Community Based Organizations:

Torres Shelter	Victim Witness Services	Sabbath House
Jesus Center	Johnson House	Carla May
Maple Manor	Youth 4 Change	Youth and Family
E-Center Head Start	Chico Community Children's Center	20/30 Club
Counseling Solutions	Eagles	Chico Kiwanis Club
North Valley Community Foundation	Veterans Resource Center	Chico Peace and Justice Center
Housing Tools	Home and Health Care Management	Alliance for Workforce Development
Legal Services of Northern California	Without a Roof	2-1-1
Vectors	Caminar	Oroville Rescue Mission
Stairways	Catalyst	Soroptomist
Computers for Classrooms	Alternatives to Violence	Arc of Butte County
Community Resident Services	African American Family and Cultural Center	Mercy Housing
Mountain Circle	Northern California Adaptive Living	Oroville Economic and Community Development
Paradise Gleaners	Willows Food Bank	Work Training Center
Elijah House	Center for Healthy Communities	California Indian Manpower
Hope Center	Mi Casa After School Program	Mount of Olives
Salvation Army Chico & Red Bluff		

The Agency will continue to work with the following local school districts/programs:

Welcome Back Butte Charter	Chico Unified School District	Oroville Adult School
E-Center Head Start	Chico Community Children's Center	Butte County Office of Education – School Ties

The Agency will continue to work with the following Higher Education Schools/Programs:

California State University, Chico	CSUC – Food Security Project	CSUC – Community
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(CSUC) – School of Business		Action Volunteers (CAVE)
CSUC – Bachelor of Social Work	University of Phoenix	Sonoma State Nurses
Butte College Nursing Students	Butte College Baseball Team	

The Agency will continue to actively participate in the following State-wide Association:

Low-Income Home Energy Assistance Program (LIHEAP) Service Providers (LSP)	California Energy Council	California Community Action Partnership (CalCAPA)
Association of California Community and Energy Services (ACCES)	NorCal Cluster of Food Banks	California Association of Food Banks (CAFB)

The Agency will continue to work with faith-based groups including:

The Interfaith Council	Salvation Army	Jesus Center
The Well Ministry of Rescue	Oroville Rescue Mission	The Hope Center
The Orchard Church	Hope for Life	Grace Community Church

The agency will continue to work with the following local government agencies:

City of Chico	City of Oroville	Butte County Children's Services Department
Butte County Probation	Housing Authority of Butte County	Butte County Department of Education and Social Services
Butte County Behavioral Health and Public Health	Butte County Library	Butte County Sheriff Department
City of Gridley	City of Paradise	City of Biggs

The Agency will continue to work with the following State government agencies:

California Department of Housing and Community Development	California Department of Community Services and Development	California Department of Water
CalRecycle		

CAABCI will continue to seek new opportunities to form partnerships around significant issues affecting the low-income population, including collaborations designed to foster the development of affordable housing, and increase food security and access to fresh produce.

Through the network of member agencies, which participate in the North State Food Bank, the Agency will seek to increase coordination and communication about hunger and food security issues amongst service providers.

4. Describe how services are targeted to low income individuals and families and indicate how staff is involved, i.e. attend community meetings, I&R, etc. Include how you ensure

that funds are not used to duplicate services.
(CSBG Act Section 676(b)(3)(C), 676(b)(9), State Assurance 12760)

CAABCI coordinates and is involved with numerous partnerships and organizations serving low-income families. This allows us to work with other CBO's who are able to reach out to low-income families regarding the services our agency provides. This network not only works for us, but we do the same when partner agencies hold an event catered towards low-income families. Our agency is increasingly using social media to promote and market CAABCI programs and events. CAABCI staff regularly attend the following social service related community meetings to ensure the agency's resources are not duplicating other services:

Butte CoC Membership Meetings	Butte CoC Coordinated Entry	Butte CoC HMIS
Greater Chico Homeless Taskforce	Butte County Interagency Children's Services Coordinating Council	CSU Chico Basic Needs

5. If your agency is a Migrant and Seasonal Farmworker (MSFW) agency, describe how you will coordinate plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not a MSFW, please mark N/A.
(State Assurance 12768)

N/A

6. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. Describe your agency's contingency plan for potential funding reductions.
(State Assurance 12747)

All services use Federal funding to leverage additional public and private funding to support services in each of the Agency's service domains and in advocacy and support of other organizations providing services to the designated population within the community served by CAABCI. The Agency continues to seek and acquire non-Federal sources of funding for program activities and for community capacity-building initiatives. The Agency works diligently to coordinate services and collaborate on projects with other nonprofits in the community to mutually benefit from joint marketing, efficiency, effectiveness, and financial fund-raising efforts. Corporate and foundation partnerships and support are applied for when appropriate and are supported on a regular basis for other nonprofit organizations who may be applying for funding to enhance community services. Advocacy at the state and county level is enhanced to assist not only the

Agency, but also other community services providers and service networks in their efforts to be successful at increasing funding. Lastly, the Agency has undertaken a number of enterprises to be operated such that any reserves generated benefit agency programming.

7. Describe how your agency communicates its activities and its results to the community, including how the number of volunteers and hours are documented.
(Organizational Standard 2.3, 2.4)

The Agency uses multiple outlets to communicate its activities and results to the community.

- Social Media – The Agency has seen an exponential increase in social media followings over the last two years. As a result, the Agency increasingly uses social media to communicate its activities, successes and to gain community needs assessment feedback.
- Annual Report – Following the annual audit the agency publishes an annual report to highlight prior year activities.
- Radio – The Agency appears once-per-month on a local radio station to provide information to the public regarding its activities, upcoming events and program successes.
- Print and Television – The Agency regularly sends out Public Service Announcements to local media outlets to inform them about various activities in the Agency. These PSA's sometimes turn into stories that are published or aired on TV.
- Coalitions – The Agency is involved in multiple local coalitions that have been formed around a social issues which relates to the Agency's mission. On a regular basis a representative of the agency provides members of the coalition information regarding current and upcoming activities as well as successes within its programs.
- Events (Brochures/Flyers) – The Agency attends many community events throughout the year in an effort to provide the public information about its programs. The Agency provides brochures and flyers from each of its programs at these events so that those who are interested in learning more can take that information home.

8. 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. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs.
(CSBG Act Section 676(b)(1)(B))

CAABCI facilitate the following youth development programs:

- Established a violence-free zone in the Agency's transitional housing program. We work with other social service agencies and local college/universities to coordinate youth development activities, mentorships, and tutoring.
- Provides Child Advocate services at the Agency's transitional housing program. A significant part of this service is re-establishing the role of the parents and family in supporting the child, and the promotion of increased use of available community resources to support the needs of the child.

9. Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5))

CAABCI conducts the following programming to help customers secure and retain meaningful employment:

- Provides WIA and CalWorks Work Experience sites for placement to secure job skills prior to employment. These positions include warehouse workers and office/clerical positions.
- Provides internship/work-study sites for placement from CSU Chico and Butte College. These positions provide the opportunity for needed experience in social work, nursing, drug and alcohol counseling, child development and administrative skills.

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

CAABCI provides food commodities to low-income individuals through the variety of programs offered by the Agency's North State Food Bank (NSFB). NSFB collects and distributes food throughout the service region encompassing Butte, Glenn, Colusa, Plumas, Sierra and Tehama counties. With the help of our extensive network of partners, the North State Food Bank offers multiple programs to help low-income families get the food and nutrition they need each month. This is accomplished through:

- The Emergency Food Assistance Program (TEFAP) – distributed at 53 sites for income eligible families and individuals.
- Tailgate Distributions – NSFB host food distributions in various locations throughout our service area. The food distributed is fresh produce and other perishable items that are available by season. These tailgate distribution events also include information booths from various resource agencies, such as CalFresh, Public Health and Nutrition Education.
- Farm 2 Kids – Offered in conjunction with local education and youth partners, the NSFB provides the fresh produce. We partner with the CSU Chico's Center for Healthy Communities to provide produce for Kid's Farmer's Markets at a growing number of elementary schools with a high percentage of students who are low-income. These events help children to "shop" for fresh vegetables and fruit, to learn about healthy eating, and to have fun at the same time.

11. Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure where appropriate, that the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) are conducted in the community.
(CSBG Act Section 676(b)(6))

As the CSBG-eligible agency in Butte County, CAABCI coordinates all CSBG supported activities, including transitional housing, other homeless services, surplus commodities distribution, and Volunteer Income Tax Assistance to ensure that appropriate referral mechanisms are in place.

The Agency will continue to make all necessary efforts to conduct an energy crisis intervention program under Title XXVI of Federal Public Law 97-35, relating to Low-Income Home Energy Assistance.

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

As CAABCI strives to assist families to achieve self-sufficiency, parenting programs designed to address the core issues of family strengthening factors and parental responsibility have become increasingly important. The Agency provides parenting support through the provision of Moral Reconnection Therapy (MRT), parenting skills classes, parent-child bonding activities, and referral to parent-child therapy services. CAABCI staff attends training on family-strengthening strategies, and work in collaboration with other community agencies focused on the same issues, including the Child Abuse Prevention Council and First 5 Butte County. The Agency will continue to look for ways to sponsor fathers to attend to Annual Fatherhood Conference at CSU Chico.

Monitoring

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

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

CAABCI utilizes a number of data collection systems which are relevant to each program operated.

Appropriate eligibility and demographic data is collected at the time of client intake and enrollment. Depending upon the program and its requirements, this data is collected and stored in ServTraq (for Weatherization/Energy Program), the Homeless Management Information System (HMIS) software (for housing services), or is collected in hard copy reports for entry into mandated reporting systems (for Food and Nutrition Programs).

Service: Depending upon the program, services are tracked in the software programs described above. In addition, because of the Food and Nutrition's Program's emphasis on food distribution, spreadsheets and the use of the Agency's accounting system also keep track of food deliveries received and distributed by poundage.

Outputs and Outcomes: Data such as units of service, as well as client and program outcomes, are tracked in the software programs described above. Spreadsheets and the Agency's accounting system also collect data on outputs for the Food and Nutrition program.

The Program Committee of the Board of Directors reviews detailed program reports on a monthly

basis from all agency programs to monitor progress in achieving grant/contract goals. The program managers also provide verbal presentations at these meetings. All of these activities are designed to provide accountability for performance, increase the level of understanding of programs and to allow for a dialogue about program challenges, achievements, and future initiatives.

The Finance Committee of the Board of Directors reviews reports on cash flow, revenue compared to expenses for each month, and an Executive Summary of the fiscal status of each program. The Agency's annual audit is reviewed by this committee, when it is produced in both draft and final versions. All of these reports are reviewed with the entire Board of Directors. In addition, the final annual audit is presented to the Board of Directors by the Agency's independent auditor so that Board members may ask questions directly of the auditor, rather than staff. All of these review activities are best practices to ensure that Board members are provided with an accurate and up-to-date status of the Agency's fiscal condition so that they may fulfill their fiduciary responsibilities to oversee the expenditure of CSBG funds.

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency and type (i.e., onsite, desk review, or both)

CAABCI does not utilize subcontractors.

3. Describe how your agency ensures that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.
(CSBG Act Section 678D(a)(1)(B))

The staff of CAABCI's administrative office are competent trained professionals who ensure that OMB standards are strictly observed. Due to the change in standards in 2015, staff have participated in feedback sessions and trainings with national Community Action participants and attorneys to ensure understanding and compliance with the new OMB Super Circular. An independent Certified Public Accountant (CPA) conducts a thorough audit annually, and the agency also undergoes many smaller programmatic compliance/fiscal audits each year. The agency currently maintains one CPA on staff as well to ensure proper fiscal procedures and to enhance

commitment to excellence in the fiscal arena. The Board of Directors' Fiscal/Audit committee reviews fiscal operations and adherence to standards on a monthly basis and interacts directly with the independent auditor for assurance purposes.

Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4)
(CSBG Act Section 676(b)(12))

1. Describe your methods for evaluating the effectiveness of programs and services, including the frequency of evaluations.
(Organizational Standard 4.3)

The Agency utilizes the following methods for program evaluation: analysis of progress on national Performance Indicators (NPI), review of program indicators developed for a Program Dashboard report, review of progress reports submitted to other funding sources, review of monthly Revenue and Expense reports, client surveys, public forums, staff meetings.

ROMA and Dashboard reports on each program are prepared monthly and evaluated by both Executive staff and the Board of Directors, including the Program Committee, which focuses exclusively on the performance of programs.

The Agency's fiscal condition is reviewed monthly by the Board of Directors and its Finance Committee. A fiscal audit is conducted annually.

NPI reports are prepared and submitted to CSD annually.

Client feedback surveys are conducted on an on-going basis.

Staff meetings occur on a weekly basis. This includes a weekly Executive Team meeting where program performance is discussed, as well as program staff meetings for those involved directly in program implementation.

Public forums are conducted on an as-needed basis around pertinent topics.

2. Describe how your agency ensures that updates on the progress of strategies included in your CAP are communicated to your board annually.
(Organizational Standard 4.4)

Reports are compiled in a variety of ways that capture Results Oriented Management Accountability (ROMA) information, as well as non-ROMA information. Report formats therefore include the data elements needed to complete CSD 801 reports, as well as capturing quantitative and qualitative measures which are indicative of the desired outcomes for each program. These measures have been developed in consultation with the Board's Program Committee, who assists in the oversight and evaluation of program performance.

Data for each program is compiled on a monthly basis, placed into the reports formats (ROMA and non-ROMA), provided to the Program Committee and Board of Directors, and reviewed at each monthly meeting.

3. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based on an in-depth analysis of performance data.
(CSBG Act Section 676(b)(12))

1. Following the Camp Fire CAA's North State Food Bank monitored feedback on its Social Media pages and noticed a trend of comments stating that families were having a difficult time connecting with food resources. In response the Food Bank began holding weekly Tailgate Food Giveaways for families impacted by the Fire. Between November and December 2018 the Food Bank distributed over 45,000 lbs. of food to 654 households.

2. Through CAABCI's Esplanade House Program, a series of courses were offered which were all part of Moral Reconation Therapy (MRT). Following several negative reviews of a particular course entitled "Breaking the Chains of Trauma", which pointed out that the subsequent curriculum was very redundant to MRT. As a result, CAABCI evaluated other curriculum and made a change to a different course entitled "Mind Matters". This course is receiving great reviews.

Appendix A: Community Needs Assessment Survey

2019 Community Needs Assessment Survey

1. How many people live in your household?
2. Please select the total combined annual income range of all the adults in the household.
3. Which city or town do you currently live closest to?
4. What is your single biggest challenge meeting your household's needs?
5. Did you lose your home (house, apartment, trailer, etc.) in the Camp Fire?
6. What is the single biggest barrier stopping you from getting the support services you have applied for?
7. What need does your family have that is not being met by an available service?

Appendix B: CNA Survey Results Dashboard

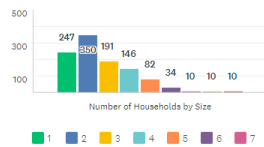
2019 CNA Survey Dashboard (All Income Levels)

2019 CNA Survey Dashboard (All Income Levels)
Community Action Agency of Butte County, Inc. (Rev May 2019)

Survey Overview

How many people live in your household?

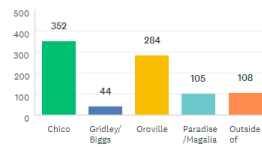
Answered: 1,080 Skipped: 0



Community Needs Assessment (2019)

Which city or town do you currently live in...

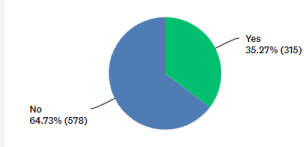
Answered: 893 Skipped: 187



Community Needs Assessment (2019)

Did you lose your home (house, apartment...)

Answered: 893 Skipped: 187

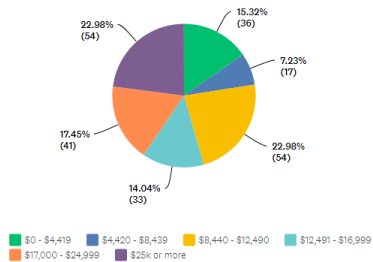


Community Needs Assessment (2019)

Household Income for Household Sizes 1 and 2

Please select the total combined annual income range of all adults in ...

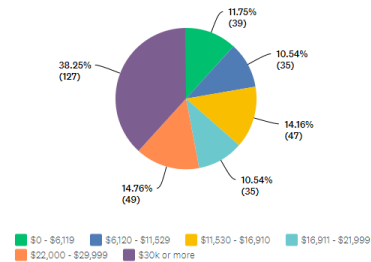
Answered: 235 Skipped: 845



Community Needs Assessment (2019)

Please select the total combined annual income range of all adults in ...

Answered: 332 Skipped: 748

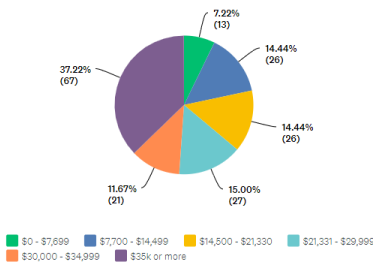


Community Needs Assessment (2019)

Household Income for Household Sizes 3 and 4

Please select the total combined annual income range of all adults in ...

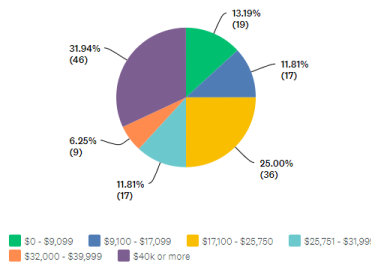
Answered: 180 Skipped: 900



Community Needs Assessment (2019)

Please select the total combined annual income range of all adults in ...

Answered: 144 Skipped: 936



Community Needs Assessment (2019)

Appendix C: Public Hearing Notice