

2022/2023
Community Needs Assessment and
Community Action Plan

California Department of
Community Services and Development
Community Services Block Grant



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Introduction

The Department of Community Services and Development (CSD) has developed the 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. Provide all narrative responses in 12-point Arial font with 1.5 spacing. When the CNA and CAP are complete, they should not exceed 52 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 in compliance.

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 2022/2023?

Two-Part Layout. The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

Revised Public Hearing Section. In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

CNA Helpful Resources. Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

Revised and Reduced Narrative Sections. Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

Additional Information. CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

Federal and State Assurances Certification. Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

CSBG State Plan References. Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their roll in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

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
- ☒ Monitoring
- ☒ Data Analysis and Evaluation
- ☒ Additional Information (Optional)
- ☒ Federal CSBG Programmatic Assurances and Certification
- ☒ State Assurances and Certification
- ☒ Organizational Standards
- ☒ Appendices

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2022/2023 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	Community Action Agency of Butte County, Inc.
Name of CAP Contact	Tim Hawkins
Title	Chief Programs Officer
Phone	530-712-2820
Email	Thawkins@buttecaa.com

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

April 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 2022/2023 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)

Jaclyn Mattson		6/14/2021
Board Chair (printed name)	Board Chair (signature)	Date
Thomas P. Tenorio, CCAP		06/14/2021
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).

Tim Hawkins, CCAP, NCRT		6/17/21
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.

Public Hearing Guidelines

Notice of Public Hearing

1. Notice of the 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, Facebook page, 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 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 hearing. The draft CAP can be posted on the agency's website, Facebook page, 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) shall not be held outside of the 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.

Guidance for Public Hearings During COVID-19

The COVID-19 pandemic poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies adhere to state and county 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. If a public hearing cannot be conducted in person, CSD encourages agencies to utilize other formats or methods that will still adhere to the state and county public health guidance. If conducting a public hearing through other formats or methods is still not possible, agencies must contact their Field Representative at CSD at least 30 days prior to the submission of the CAP for additional guidance. Agencies will be required to provide documentation to support their constraints to meet the public hearing requirement.

Public Hearing Report

Date(s) of Public Hearing(s)	May 17, 2021
Location(s) of Public Hearing(s)	Virtual (Zoom)
Dates of the Comment Period(s)	May 2 – May 31, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency's Facebook page
Date the Notice(s) of Public Hearing(s) was published	May 3, 12, 17, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	0

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 [resources](#) such as an online Community Needs Assessment Tool and information about conducting a needs assessment during the COVID-19 pandemic. The Partnership also has a [Data Hub](#) designed specifically for the community needs assessment process.

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.

National and State 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	U.S. Department of Health and Human Services Data Portal
Baseline Census Data by County	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
California Department of Finance Demographics	California Attorney General Access RSS Data	California Department of Public Health Various Data Sets	California Governor's Office Covid-19 Data
California Department of Education School Data via DataQuest		California Employment Development Department UI Data by County	

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)

Organizational Standards 1.1, 1.2, 2.2, 3.2, 3.3, 3.4

State Plan

1. How did the agency share the CAP, including the CNA, with the community, stakeholders, partner organizations? (Check all that apply.)

- ☒ The agency's website
- ☒ Posted on the agency's Facebook page
- ☐ Electronic reports were sent
- ☐ Printed copies were distributed
- ☒ Social media channels
- ☐ Other

2. 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, State Plan)

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 at least one of a number of our program specific databases or is collected in hard copy for entry into mandated reporting systems (e.g. 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 needs for services.

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

CAABCI serves Butte County California. Following multiple large fires, there are high need pockets on the ridge located in the foothills of the Sierra Nevada mountain range. The agency focuses its direct food distribution activities in areas below 51% of the area median income. This includes Concow, Gridley, Thermalito, Clippermills, Forbestown, Sterling City, Biggs, South Gridley, Magalia,

Palermo, South Oroville, Berry Creek and Feather Falls.

4. 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
- ☐ Other online data resources
- ☒ 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

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

Agency Data Sets

- ☒ Client demographics
- ☒ Service data
- ☒ CSBG Annual Report
- ☒ Client satisfaction data
- ☐ Other

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

U.S. Department of Education, National Center for Education Statistics
U.S. Department of Agriculture, Economic Research Service
U.S. Energy Information Administration, Residential Energy Consumption Survey
Feeding America

6. 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

Focus Groups

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

Interviews

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

☒ **Community Forums**

☐ **Asset Mapping**

☐ **Other**

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

8. Describe your agency's analysis of the quantitative and qualitative data collected from low-income individuals and families. Include a description of the data collected. (Organizational Standards 1.1, 1.2, 3.3; State Plan)

CAABCI created and published a Community Needs Assessment Survey on our social media platforms. The agency had 578 low-income households respond to the survey. Survey questions included individual and household data such as the number of people in the household and demographic information. Additional information was requested to learn how families and individuals felt about contributing factors to local poverty, accessibility of services and the COVID-19 pandemic's influence on poverty related issues. In subsequent CNA survey's the agency had framed questions with a multiple choice response, which made compiling the quantitative data simple but availed little qualitative data. For this CNA the agency designed the survey to allow open ended responses. This provided much more qualitative data but made quantifying the data more

difficult. This was reflected in the lengthy effort it took the staff tallying and categorizing the responses. Some survey responses included multiple categories of need or were vague, which left staff the responsibility of doing their best to categorize the response. Survey response information included concerns about high housing costs, lack of available housing, difficulty paying bills, food, employment/income, transportation and access to medical care. The information collected was analyzed by agency management to spot trends in the data and to determine if the needs correlate with the needs from the agency's prior community assessment or those completed by other agencies. The information was grouped by commonalities to identify needs that are community-wide.

9. 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; State Plan)

A. Community-based organizations

The Community Action Agency of Butte County works with the CBO's listed below to address the causes and conditions of poverty in Butte County. The Agency's CNA survey was made available to these organizations and their responses were included in the assessment of needs and detailed in Appendix D.

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		

B. Faith-based organizations

The Community Action Agency of Butte County works with the faith-based organizations listed below to address the causes and conditions of poverty in Butte County. The Agency's CNA survey was made available to these organizations and their responses were included in the assessment of needs and detailed in Appendix D.

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

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

The Community Action Agency of Butte County works with the private sector organizations listed below to address the causes and conditions of poverty in Butte County. The Agency's CNA survey was made available to these organizations and their responses were included in the assessment of needs and detailed in Appendix D.

Gridley Electric	Recology	Mom's Restaurant
Azad's Martial Arts	Lundberg Farms	Wagon Wheel

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

The Community Action Agency of Butte County works with the public sector organizations listed below to address the causes and conditions of poverty in Butte County. The Agency's CNA survey was made available to these organizations and their responses were included in the assessment of needs and detailed in Appendix D.

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

E. Educational institutions (local school districts, colleges)

The Community Action Agency of Butte County works with the educational institutions listed below to address the causes and conditions of poverty in Butte County. The Agency's CNA survey was made available to these organizations and their responses were included in the assessment of needs and detailed in Appendix D.

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

10. "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, State Plan)

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 sizeable 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. Following the Camp Fire, California's most destructive fire to date that 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. Following the Camp Fire, housing prices and rental rates increased significantly impacting the entire community but disproportionately impacting low-income residents. In the course of a month rents across Butte County and the surrounding areas increase 10% and home prices increased nearly 20%. Exacerbating the housing problem, hundreds of families were evicted by their landlords in order to sell or dramatically increase the rent in an effort to capitalize on the increased property values. This created housing instability for a broad swath of households, most of which were already vulnerable.

11. "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, State Plan)

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 make it difficult to maintain the monthly rent. Homelessness can easily become the plight of many who then cycle through stages of housing insecurity. Nearly 2.5 years following the Camp Fire, hundreds of individuals still reside in temporary housing and the county's vacancy rate is hovering

around zero.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

Customer satisfaction surveys are distributed to consumers of various CAABCI services, such as Food Bank, Homeless prevention, and Energy Programs. Electronic surveys are also made available at a computer kiosk in the agencies Utility Assistance waiting room.

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.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

Complete the table below. Insert a row if additional space is needed.

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Safe and Secure Affordable Housing	Family	Yes	Yes	Yes
Assistance with Bills	Family	Yes	Yes	Yes
Employment	Family	Yes	Yes	Yes
Food	Community & Family	Yes	Yes	Yes
Access to Medical Assistance	Family	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.

Integral 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

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Safe and Secure Housing	<p><u>Esplanade House</u> – Transitional (25 units/100 beds) and Permanent (33 units/150 beds) housing for homeless families with children.</p> <p><u>Homeless Prevention</u> – Provides rental assistance to keep vulnerable households in their current unit.</p> <p><u>Home Weatherization</u> – Provides retrofitting to homes to make them safer, more secure and more energy efficient.</p>	<p>FNPI 2g, 2h, 3a, 3b, 3d, 3h, 4a, 4b, 4c, 4d, 5d, 5e. SRV 2l, 2w, 2aa, 3a, 3c, 4n, 4o, 5hh, 5mm, 7a, 7b, 7d.</p> <p>FNPI 4e. SRV 4c.</p> <p>FNPI 4g, 4z SRV 4s</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 which permanently reduces the household energy bills.</p>	<p>FNPI 4z. SRV 4i, 4k</p> <p>FNPI 4h SRV 4t</p>

	<u>Volunteer Income Tax Assistance (VITA)</u> - Assist qualified individuals with filing taxes and maximizing returns.	SRV 3o.
3. Food Assistance	<u>North State Food Bank</u> – Collects and distributes food throughout Butte, Glenn, Colusa, Plumas, Sierra and Tehama counties. <u>530 Food Rescue Coalition</u> - Coordinates the diversion of edible food waste from the landfill to feed people or animals.	SRV 5jj CNPI
4. Employment	<u>Esplanade House</u> – Provides classes, resume and job search assistance, advocacy and referrals to career retraining opportunities. <u>Work Training Site</u> – CAABCI is an active partner with Alliance for Workforce Development and consistently provides placement opportunities for retraining and experience.	FNPI 1b SRV 1d, 1f, 1j, 1k SVC 1b

5. Access to Medical Assistance	<u>Esplanade House</u> – In partnership with the Sonoma State University Nursing program, provides on-site medical screening, evaluation and referrals. <u>Drug and Alcohol Out-Patient Services</u> – provides on-site evaluation, assistance, education and referrals.	SVC 5b, 5c FNPI 5z SRV 5s, 5t, 5y,
<p>Agency Priorities: Rank your agency priorities.</p> <p>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.</p> <p>Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		

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.

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

2. Provide your agency's Mission Statement.

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

CSBG Act Sections 676B(a); 676(b)(10)

California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

State Plan

1. Describe how your Advisory or Governing Board is involved in the decision-making process and participates in the development, planning, implementation and evaluation of programs to serve low-income communities. (CSBG Act Section 676B(a))

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

The Board of Directors schedules time on their agendas with several CAP/CNA related 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.

2. 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), State Plan)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

The procedure to become a member of CAABCI's Board of Director's is included in the Agency's

By-laws and published on the Agency's website that lists the steps by which an individual or organization can seek representation. The procedure includes completing an application for Board membership. Subsequently a candidate's information is circulated to clients of the CAA's programs. These clients will be asked to approve the selection of the candidate to the Board via ballot. The determination of a majority of those clients being solicited for a vote will determine the success of a candidate in attaining a seat on the Board. 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.

3. Describe your Advisory or Governing Board's policy for filling board vacancies in accordance with established bylaws. Include the recruiting process, democratic selections process for low-income board members, and the timeframe established by your agency to fill vacancies. (State Plan)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

In accordance to Agency bylaws, the Board of Directors shall consist of not less than twelve (12) or more than twelve (12) members. The exact number of Directors shall be fixed, within these limits, by resolution of the Board. One-third of the members shall represent the Public Sector of the community. One-third or more of the members shall represent the Low-Income Sector of the community. The remainder of the members shall represent the Private Sector of the community.

The Board will maintain at least one-third of its governing board's membership for representatives of the Low-Income Sector. Representatives may be affiliated with organizations whose mission and activities serve the interests of low-income residents. Representatives shall be selected using procedures that will ensure that low-income residents participate in the selection. Such procedures shall consist of the following:

Candidate(s) names and relevant information will be circulated to clients of the Agency's programs in the geographic area proposed for representation. Clients will be solicited by staff to approve (or not) the election of the identified candidate to the vacant Board position via a ballot. Staff will report to the Board on all procedures conducted during the selection. Board members will be asked to approve the results of the election and seat the selected representative.

The Board of Director's and Agency staff monitor Board vacancies in order to maintain the

tripartite status and to help recruit Board members when necessary. Vacancies as filled as soon as possible. The Human Rights, Personnel, and Membership Committee of the Board shall be responsible for recruiting new Board Members and for maintaining the tripartite composition of the Board.

Service Delivery System

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

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)

A pre-screening 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). Services delivered are performed directly by internal program staff and by coordinating with contracted vendors.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

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	Housing, Homelessness	<ul style="list-style-type: none">• Program Support• Staff

	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.		
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
Homeless Prevention	<u>Homeless Prevention</u> – Provides rental assistance to keep vulnerable households in their current unit.	Housing, Homelessness	<ul style="list-style-type: none"> • Program Support
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	Low-income	<ul style="list-style-type: none"> • Staff Salary • Program Support

	thousands of dollars which in turn has an economic impact on our community.		
Home Weatherization	Provides retrofitting to homes to make them more energy efficient thereby permanently reducing the household's 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

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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)

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 the Agency cannot provide. Some examples are 1: 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. 2: The Agency has expanded its distribution of emergency food in locations which have been identified as being below the area median income by coordinating with Butte County and leveraging County funds to purchase larger quantities of wholesome and nutritious food.

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, State Plan)

The Agency has an MOU with the Butte CoC, which facilitates the sharing of program and 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. The Agency operates the North State Food Bank which has MOU's with seventy-two non-profits to distribute emergency food in five-counties to low-income people.

3. Describe how services are targeted to low-income individuals and families and indicate how staff is involved, i.e. attend community meetings, provide information, make referrals, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(9), California Government Code Section 12760, State Plan)

☒ No change to the response in your agency's 2020-2021 CAP.

☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

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.

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

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

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.

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

☒ No change to the response in your agency's 2020-2021 CAP.

☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

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)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

The Agency will continue to provide 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.

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 child care. (CSBG Act Section 676(b)(1)(B), State Plan)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

The agency has established a violence-free zone in the Agency's transitional housing program. We will continue to work with other social service agencies and local college/universities to coordinate youth development activities, mentorships, and tutoring. The agency will work with E Center to establish an after school and summer program for youth residing at the agency's transitional housing program that will mentor youth, provide life skills and expose them to a variety of career opportunities in an effort to expand their own vision for their future.

9. 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), State Plan)

CAABCI conducts the following services to help the community secure and retain meaningful employment:

- Provides on-the-job work training opportunities by partnering with local job placement agencies, helping individuals secure job skills prior to employment. These opportunities are generally warehouse and clerical positions;
- Provides internship and work-study opportunities by partnering with CSU Chico, Butte College and other educational entities. These opportunities help provide the needed experience in social work, drug/alcohol counseling, nursing, child development and administrative skills;
- Provides assistance to employees that require time-off to participate in adult education programs for literacy assistance.

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)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

1. The Emergency Food Assistance Program (TEFAP). Distributes food through forty-two sites of partner agencies to eligible families and individuals;
2. Pack-A-Meal Program. Engages the community by having volunteers package nutritionally complete meals for distribution throughout the service region;
3. Tailgate Distributions. The Agency combines perishable foods from a state-wide Donate

Don't Dump Program with shelf-stable items purchased with grant funding in direct-to-consumer events throughout its service area. These Tailgate Distributions offer other service providers the opportunity to distribute resource information directly to low-income families.

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

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

As the CSBG eligible agency in Butte County, CAABCI coordinates all CSBG supported activities, including transitional housing, other homeless and homeless prevention 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), State Plan)

☒ No change to the response in your agency's 2020-2021 CAP.

☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

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.

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

Appropriate eligibility and demographic data is collected at the time of client intake and enrollment. Depending on the program and its requirements, this data is stored in ServTraq (for Weatherization, Energy, and Utility Payment Assistance programs), our CoC's HMIS (Homeless Management Information System), Clarity from BitFocus (for housing services), and CSG Engage (for case management). Other tools, such as spreadsheets, SurveyMonkey, and hard-copy documents.

Services: Depending on the program, services are tracked using one of the methods described above. Because of the Food and Nutrition Program's emphasis on food distribution, spreadsheets and the Agency's accounting system also track food deliveries received and distributed by weight (in pounds).

Outputs and Outcomes: Data such as units of service, NPIs, and client outcomes, and program outcomes are tracked using multiple methods described above.

Program Performance: Our Board of Directors has a Program Committee, which reviews detailed program reports on a monthly basis. All Agency programs report to the Committee, who monitors their progress in achieving grant/contract goals. These activities are designed to provide accountability for performance, increase understanding of programs, and allow discussion of program challenges, achievements, and future initiatives. In addition to this, certain grantors and Agency partners require monitoring to be performed by one of their agents. This monitoring may include reviewing a specific case/service in detail.

Fiscal Performance: The Board of Directors also has a Finance Committee to review reports on cash flow, revenue and expenses by month, and an Executive Summary of the fiscal status of each program. The Agency's annual audit, which is performed an independent 3rd party firm, is reviewed by the Finance Committee. The committee reviews both the draft and final versions of audit report, before the final report is presented to the entire Board of Directors. The final audit

report is presented to the Board of Directors by the 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 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, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, and issuance of formal monitoring reports.

When CAABCI utilizes subcontractors the agency initially meets with the sub monthly to address any operations concerns. Once both parties are comfortable the frequency decreases to quarterly or as needed, whichever is more frequent. Invoices are submitted monthly and back-up documentation is submitted quarterly at which time a desk review is conducted. If there are concerns those are communicated to the sub in writing via email with direction for corrective action or additional information. A quarterly review of random client files is also reviewed. This process serves as a formal monitoring.

Data Analysis and Evaluation

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)

The Agency uses progress of National Performance Indicators (NPIs), monthly review of program indicators in Program Dashboard reports, review of progress reports submitted to other funding sources, review of monthly Revenue and Expense reports, client feedback, public forums, and staff meetings.

ROMA and Dashboard reports on each program are prepared monthly by Executive Staff, Board of Directors, and a Program Committee. The Program Committee includes members from the Board of Directors, Executive Staff, and program management, and focuses exclusively on program performance.

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

NPI reports are prepared and submitted to California's Department of Community Services and Development (CSD).

Client feedback is collected on a continuous basis.

Staff meetings occur weekly. An executive leadership meeting addresses performance and effectiveness, and program staff meetings discuss implementation.

Public forums are conducted as-needed regarding pertinent topics.

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)

☐ No change to the response in your agency's 2020-2021 CAP.

☒ Adaptations to the response in your agency's 2020-2021 CAP are described below.

Since 2017, CAA Butte has been working to divert edible food from entering the landfill. This project was implemented because the agency conducted an assessment that indicated there was a need to reduce greenhouse gases, extend the life of the county landfill and feed vulnerable people with nutritious food that would have otherwise been discarded. Significant planning took place and a very competitive CalRecycle grant was awarded to the project. To implement the project CAA Butte collaborated with another local non-profit, which took the lead on the CalRecycle grant. The lead agency did little to get the project off the ground beyond purchasing basic infrastructure items like freezers and very few other results were achieved. As the CalRecycle grant came to a close, CAA Butte evaluated the program, identified CSBG funding and contracted a different local non-profit to get the project moving. In 2020 the project, now called the "530 Food Rescue Coalition", saw significant gains. An Edible Food Diversion app was implemented that will assist in the coordination of food donation matching with recipient organizations and volunteer driver scheduling.

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) (Optional)

Additional Information (Optional)

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?

☒ Yes. The Agency has established emergency response procedures for employees to follow so that the effects of emergencies/disasters can be minimized; employee and community safety is of primary importance.

☐ No

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

Last updated in 2019 and reviewed in 2020; annual review currently taking place.

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

As an essential entity, the Agency remains operational during and after emergencies/disasters. We have established procedures and guidance through:

- Resource management.
- Emergency response.
- Crisis communications.
- Business continuity.
- Information technology.
- Employee assistance.
- Incident management.
- Employee training.

These steps are necessary when responding to emergencies and disasters, both internal and external, with the primary goal of ensuring the safety of employees and the community we serve.

Agency Capacity Building

1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.

The agency did not identify any Agency Level Needs during the CNA process.

2. Describe the steps your agency is planning to take to address the Agency Level need(s).

N/A

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

[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.

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 the agency meets assurances set out above.**

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

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.

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

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

Public Agency - Standard 3.1 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.

VISION AND DIRECTION

Category Four: Organizational Leadership

Private Agency - Standard 4.1 The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

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

Public Agency - Standard 4.1 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.

Category Six: Strategic Planning

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


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 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
Comprehensive Community Needs Assessment	C
Community Needs Assessment Survey Responses	D

Appendix A

Notices of Public Hearing

**Community Action Agency of Butte County**
May 3 · 🌐

****ANNOUNCEMENT****

WHAT DOES OUR COMMUNITY NEED MOST?

Butte CAA is pleased to present our 2022-2023 Draft Community Action Plan to all member's of the public but, we need your participation & feedback.

How to participate:

STEP 1: Help us get the word out and SHARE this post.

STEP 2: Read our 2022-2023 Draft Community Action Plan provided here: <https://www.buttecaa.com/.../CAP-Plan-2022-2023-DRAFT-Apr...>

STEP 3: Provide your feedback at the link provided here:<https://www.surveymonkey.com/r/TWLV9NQ>

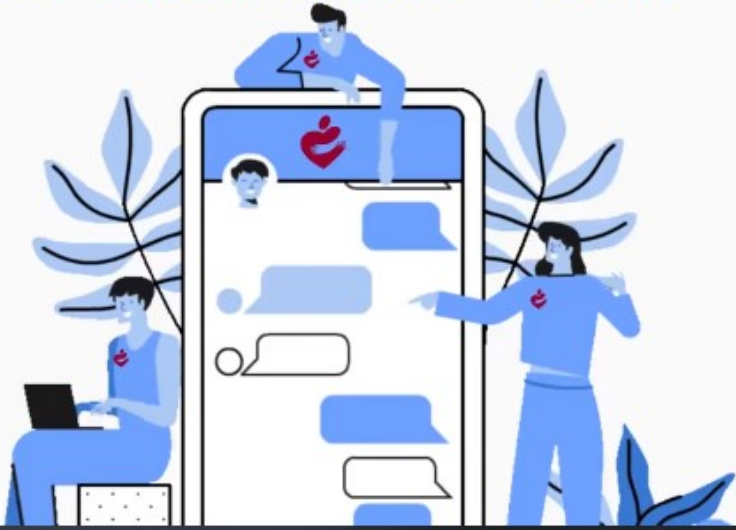
STEP 4: Attend our Butte CAA Community Action Plan Public Forum on May 17th, 2021 at 4:00 PM. Register for the Webinar here: https://zoom.us/webinar/register/WN_6qJe3BKISVmAEfWvWdvEw

MAY 17th

Help us answer this vital question:

WHAT DOES OUR

COMMUNITY NEED MOST?





Community Action Agency of Butte County

May 12 at 5:03 PM · 🌐



****TIME IS RUNNING OUT****

WHAT DOES OUR COMMUNITY NEED MOST?

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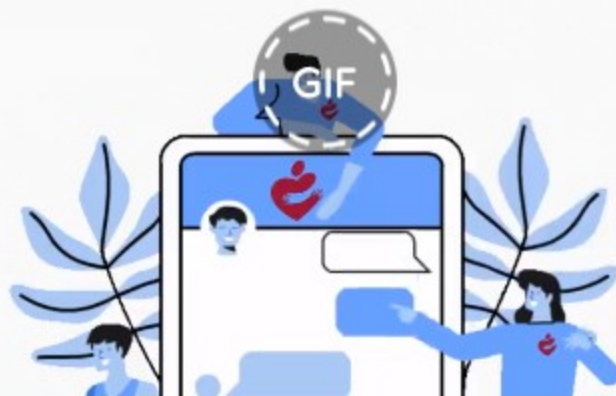
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TIME IS RUNNING OUT!

MAY 17th

Help us answer this vital question:





Community Action Agency of Butte County added an event.



May 17 at 10:29 AM · 🌐



MON, MAY 17

Butte CAA 2022-2023 Community Action Plan Public Forum

☆ Interested

You like Community Action Agency of Butte County



Thomas Dearmore and 3 others

5 Comments



Like



Comment



Share

Appendix B

Low-Income Testimony and Agency's Response

No testimony was provided at the agency's CAP public forum.

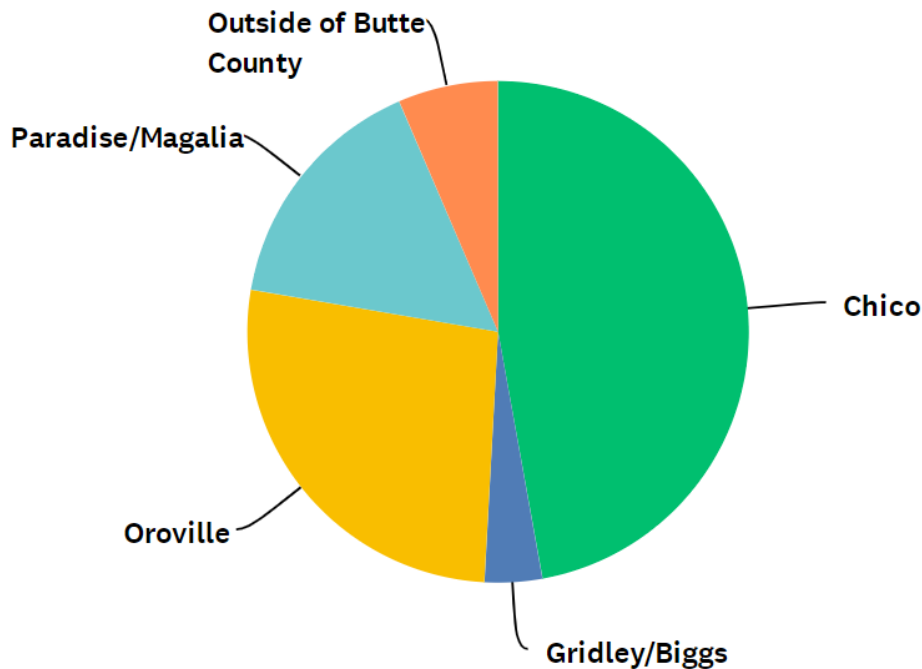
Appendix C

2021 Comprehensive Community Needs Assessment

CAABCI utilized a number of methods, tools, and resources in carrying out its Community Needs Assessment for the 2022-2023 CAP. These are summarized in the first section of this narrative. The resulting data which describes the causes and conditions of poverty in the Agency's service area is discussed in detail hereafter.

Methods/Strategies/Tools: The Agency conducted a Needs Assessment Survey consisting of seven questions designed to capture basic demographic, socioeconomic and needs data. This survey was developed in Survey Monkey and was posted electronically on the Agency's primary website, Facebook page and directly emailed to our extensive list of interested participants. The Agency also used a marketing company to promote the survey on Facebook to clients living in the Agency's service area.

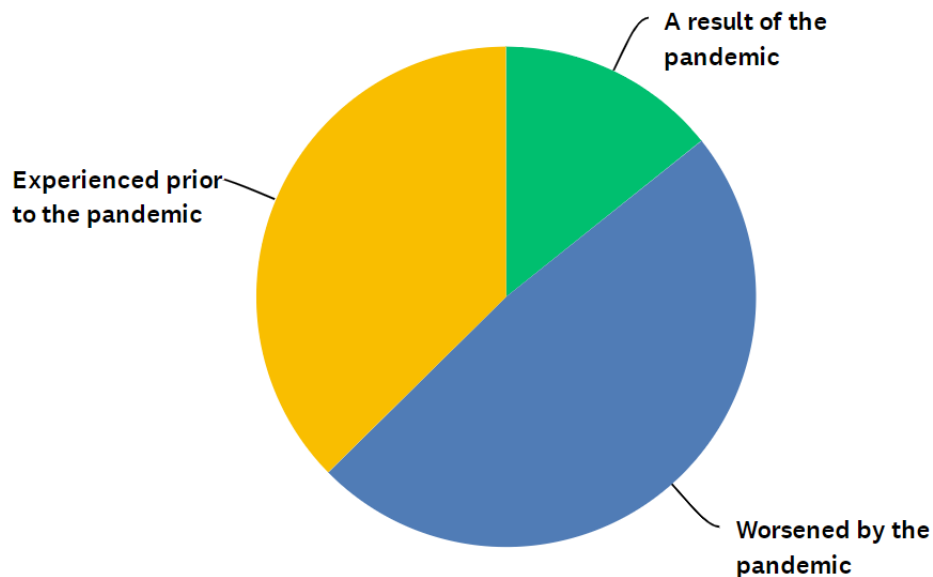
The graph below breaks out the geographic location of the nearly 578 respondent's within Butte County.



The three primary needs assessment questions asked in the survey were:

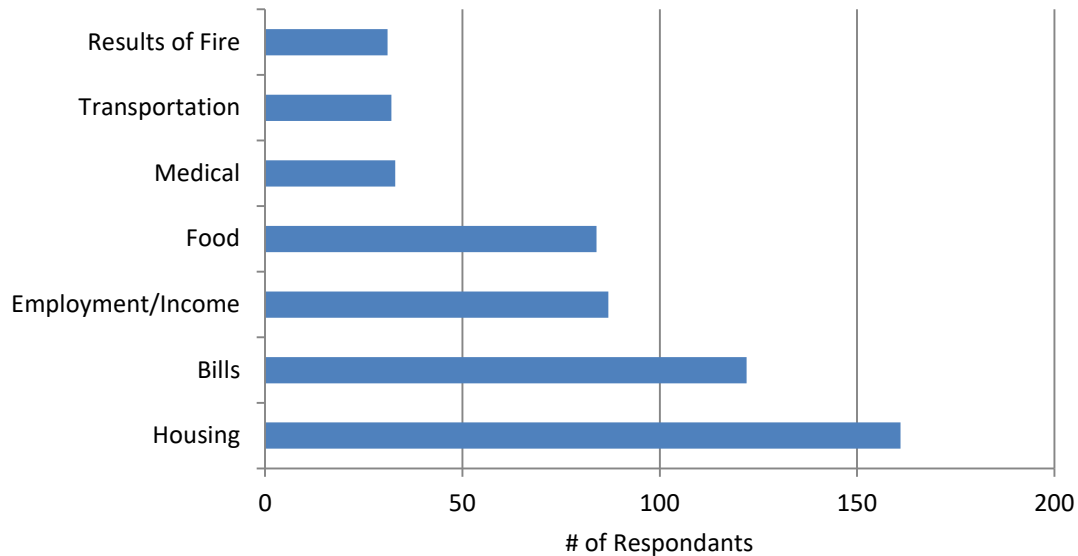
- “what is your single biggest challenge meeting your household’s needs;”
- “what need does your family have that is not being met by an available service;”
and
- “what is the single biggest barrier limiting you from getting the support services you have applied for?”

In addition, the Agency added the following question to its CNA survey this cycle, “Is your single biggest challenge: A. A result of the pandemic, B. Worsened by the pandemic. C. Experienced prior to the pandemic?” The respondent’s answers to that question is provided in the graph below.

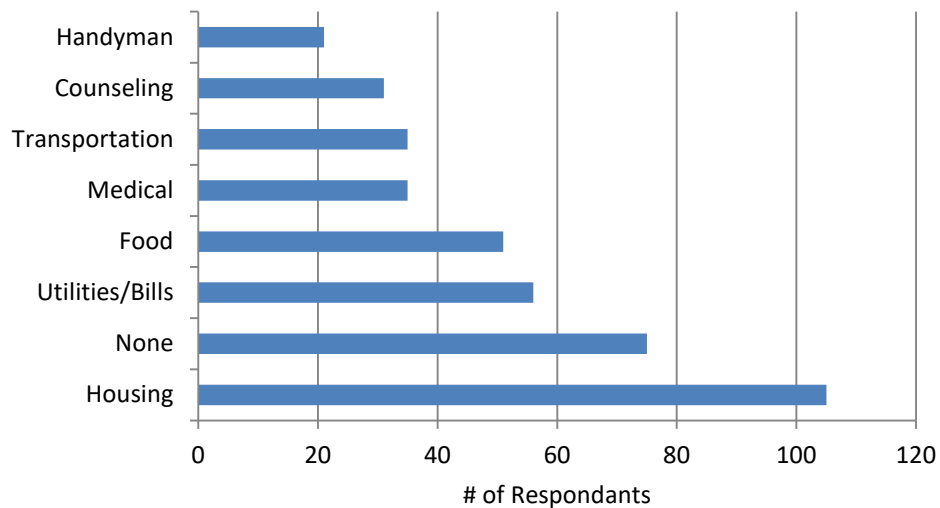


From the graphs on the following page one can see that housing tops the list as the biggest challenge likewise housing is the most pervasive need that is not being met.

What is your single biggest challenge meeting your household's needs?



What need does your family have that is not being met by an available service?



The Agency used the Community Needs Assessment Online Tool available on the Community Commons website. This data was used to provide measurement of the most commonly recognized indicators of poverty, trends, and comparison of State and National statistics, as well as data on the incidence of poverty by gender, race, ethnicity, family composition and age.

The Agency consulted the 2019-2022 Butte County Community Health Assessment conducted by Enloe Medical Center in conjunction with Feather River Hospital, Biggs-Gridley Memorial Hospital and the Butte County Public Health Department. The assessment provides baseline information about the health status of Butte county residents, assesses current health needs, and identifies priorities, processes and needed community support for action to address unmet health needs.

The Agency also pulled data from a comprehensive report prepared by Peloton called, "The Impacts of Camp Fire Disaster on Housing Market Conditions and Housing Opportunities in the Tri-County Region." This extensive report was undertaken to help better understand the impacts of the Camp Fire on housing market conditions in the tri-county region of Butte, Glenn and Tehama counties.

Geography and Economy: Butte County is a semi-rural county located in north central California. The County encompasses 1,677 square miles, with a population density of 130.7 people per square mile. Most of the population (75%) lives in urban areas; 25% of the population lives in the rural portions of the county. The county lies in both the Sacramento Valley and the Sierra Nevada foothills, with the major highway accessibility to the area from State Routes 99 and 70. The two largest valley population centers, Chico and Oroville, are 23 miles apart. Paradise, which was the second largest population center prior to the devastating Camp Fire, lies in the Sierra Nevada foothills 14 miles east of Chico. The economy of the county is based largely on agriculture, including the actual raising of crops, value-added food production along with a supporting business structure. Major crops include rice, peaches, almonds, walnuts and plums. A total of 43% of the county's land area is devoted to harvest products, with the rice harvest accounting for 20% of total production in the State of California. Other major employers include the public sector (Butte County, city governments), education (CSU Chico, Butte College, and 15 school districts), medical sector (Enloe Medical Center, Feather River Hospital, Biggs-Gridley Memorial Hospital, private physicians and related support services), tribal casinos, and retail chains. Short-term outlooks expect momentum for employment growth will be in professional services, retail, leisure, hospitality and the public sector.

Population: According to the US Census Bureau's Population Estimate Program (PEP) the County's population in 2019 was 219,186, which makes Butte County the 27th most populous county in California. The majority of the population is located in and around the largest city, Chico, with a population of 103,301. Chico is home to California State University, Chico. Smaller cities within the County include the County Seat, Oroville (20,737), Paradise (4,476 down from 26,218 in 2018), and Gridley (7,246). The balance of the population is in the unincorporated areas of the county, but primarily clustered in close proximity to incorporated cities. The population increased from 220,377 to 227,353 from 2010 – 2018 (3.2% annual growth). Following the Camp Fire the County lost 10,388 people from 2019 – 2020, thereby eliminating over a decade of growth in just one year. According to population projections, it will take the County until 2024 to return to its pre-fire population count.

Causes and Conditions of Poverty in Butte County:

Poverty, Unemployment, Income: Socio-economically, the County is characterized by slightly higher rates of poverty than the State or National averages. It is estimated that 46,457 (21.3% or 1 in 5) people in the county are living at or below 100% of the Federal Poverty Level (FPL). Groups in Butte county in higher rates of poverty were African American/Black, Asian, Hispanic/Latino and those who had not completed high school. The poverty rate is trending upward, with a 3% increase in total persons in poverty seen in the last decade, likely more due to the pandemic related economic fallout.

Butte County Poverty Demographics	Total	Below Poverty Level	
		Number	Percentage
Sex			
Male	107,995	22,614	20.9%
Female	110,444	23,842	21.6%
Race/Ethnicity			
African American/Black	3,187	1,181	37.1%
American Indian/Alaska Native	2,326	572	24.6%
Asian	9,435	2,922	31.0%
Native Hawaiian/Pacific Islander	440	89	20.2%
Hispanic/Latino (any race)	33,487	9,283	27.7%
Not Hispanic/Latino	160,750	29,957	18.6%
White	181,891	35,928	19.8%
Total Population in Butte County			
Population for whom poverty status is determined	218,439	46,457	21.3%

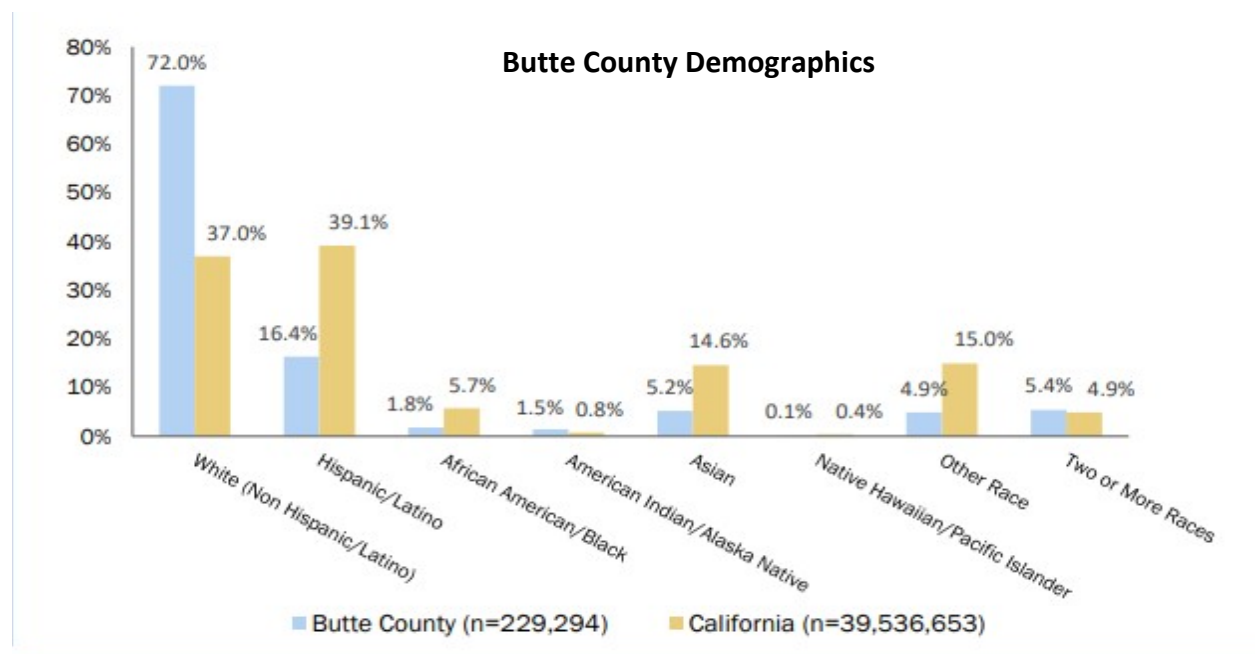
Source: U.S. Census Bureau, 2012-2016 American Community Survey (* ACS) 5 – Year Estimates. S1701.

The unemployment rate in Butte county has ranged from a peak of 14.7% in March 2010 to a low of 5.2% in March 2018. During this time period, the unemployment rate for Butte County was slightly higher than for California overall. The unemployment rate for both Butte and the State continuously dropped since it peaked in 2010 until the economic fallout due to the COVID 19 pandemic. The unemployment rate in January 2021 was 8.3% compared to 9.2 % in California.

Butte County Unemployment Rates 2010-2020



Demographics: Butte County has a much larger percentage of Non-Hispanic/Latino White population than California overall and a much smaller Hispanic/Latino populations than the state. There is also a slightly higher percentage of American Indian/Alaskan Natives, but lower African American/ Black and Asian populations than California overall.



Racial and ethnic diversity has been increasing recently in Butte County. Between 2013 and 2017, there was a large increase in the American Indian/Alaska Native and other race populations; moderate increases in the African American/ Black, Asian, and Hispanic/Latino populations; and a smaller increase in the Non-Hispanic/Latino White populations. During the same time period, there was a moderate decrease in the Native Hawaiian/Pacific Islander populations, as well as the population identifying as Multiracial.

Butte County Changes in Race and Ethnicity	2013 Census		2017 Census		2013-2017 Change	
	Number	Percentage	Number	Percentage	Number	Percent Change
White (non-Hispanic/Latino)	164,406	74.0%	165,106	72.0%	700	0.4%
Hispanic /Latino	33,642	15.1%	37,569	16.4%	3,927	11.7%
African American/ Black	3,336	1.5%	4,188	1.8%	852	25.5%
American Indian/ Alaska Native	1,868	0.8%	3,346	1.5%	1,478	79.1%
Asian	9,970	4.5%	11,961	5.2%	1,991	20.0%
Native Hawaiian/ Pacific Islander	321	0.1%	228	0.1%	-93	-29.0%
Other race	7,491	3.4%	11,244	4.9%	3,753	50.1%
Two or more races	13,917	6.3%	12,386	5.4%	-1,531	-11.0%
Total	222,090	100.0%	229,294	100.0%	7,204	3.2%

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates. Tables B02001; B01001H; B01001I.

Education Attainment: Educational attainment is defined as the highest level of formal education completed. An educated workforce has been linked with increased economic development. Completion of formal education is associated with higher paying jobs and access to resources that influence health such as: food, housing, transportations, health insurance, recreation, and other necessities for physical and mental well-being. In Butte County, 88.3% of adults age 25 and older have at least a high school diploma; this is higher than the state (82.1%). However, fewer adults in the County have a Bachelor's degree or higher (26.1%) compared to the State (32.0%).

Butte County Education Attainment	Butte County		California	
	Number	Percent	Number	Percent
Total population 25 years and over	144,395	-	25,554,412	-
Less than 9 th grade	6,376	4.4%	2,524,636	9.9%
9 th to 12 th grade, no diploma	10,574	7.3%	2,048,327	8.0%
High school graduate or equivalent	32,775	22.7%	5,260,904	20.6%
Some college, no degree	42,887	29.7%	5,548,479	21.7%
Associate's degree	14,030	9.7%	1,995,579	7.8%
Bachelor's degree	25,225	17.5%	5,136,043	20.1%
Graduate / Professional degree	12,528	8.7%	3,040,444	11.9%
Percent High School Graduate or higher	127,445	88.3%	20981449	82.1%
Percent Bachelor's degree or higher	37,753	26.1%	8176487	32.0%

Source: 2016 American Community Survey (1-year estimates). T S1501.

The high school graduation rate in Butte County (83.8%) has declined only slightly in the past few years, but has also remained marginally higher than for the state of California overall (82.7%). Student who do not complete high school are more likely to be unemployed, live in poverty, be dependent on welfare benefits, have poor physical and mental health, and engage in criminal activity. Economic consequences for communities with high dropout rates include greater spending on public assistance programs, higher crime rates, and lower tax revenues.

Health and Nutrition: According to the National Center for Education and Statistics, 17,440 public school students or 56.2% are eligible for Free/Reduced lunch out of 31,013 total students enrolled in Butte County. This indicator assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. Additionally, when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

Butte County Free and Reduced Lunch Rate	Total Student Enrollment	Free/Reduced Price Lunch Eligible	
		Number	Percentage
Butte County	31,013	17,440	56.2%
California	6,189,987	3,647,155	58.9%
United States	48,899,398	25,563,405	52.3%

Source: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD), "Public Elementary/Secondary School Universe Survey Free Lunch Data", 2015-16 v.1a.

Feeding America estimated that 32,300 (14.2%) of Butte County residents and 20.3% of all children in the County experienced food insecurity at some point in 2018. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food. The 2014 Hunger in America study for Butte County revealed that 82% of client households who participated in the study are food insecure in a given month. Food insecure households typically must make choices between paying for food or other necessities. For example, 63% of client households report choosing between paying for food and paying for utilities at least once in the past 12 months, while 36% report facing this choice every month. 28% of client households report choosing between paying for food and paying their rent or mortgage every month, with 24% facing this choice when considering food versus paying for medicine or medical care.

Butte County Child Food Insecurity Rate



A food desert is defined as a low-income area where a substantial number of residents have low access to food. This highlights populations and geographies facing food insecurity. Increased accessibility to retail food vendors makes healthier foods more available, improves diet and may lead to a reduction in obesity rates.

Butte County Food Deserts

	Total Population	Living in food desert census tracts	Living with Low Food Access
		Percentage	
Butte County	220,000	49.9%	19.1%
California	37,253,956	27.4%	13.4%
United States	308,745,538	42.1%	22.4%

Source: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2015. Source geography: Tract

Substance Abuse Issues: The ongoing opioid epidemic continues to be the leading drive of drug-induced deaths nationally. In Butte County, the age-adjusted drug-induced death rate continues to be significantly elevated compared to the statewide rate (20.3 vs. 12.2), with Butte County holding the 5th highest rate out of California's 58 counties. The rate of hospitalizations for opioid overdose were the highest of all California counties, with 40.3 hospitalizations due to opioids other than heroin per 100,000 populations compared to 7.8 statewide and the rate of 10 hospitalizations due to heroin compared to 1.8 statewide. In addition, as people increasingly turn to substances to help them cope with their mental health issues, the co-occurrence of these two conditions is increasing.

Health Issues: The 2019-2022 Butte County Community Health Assessment reviewed both primary data from focus groups and secondary data from publicly available sources to measure Butte County's ranking in terms of key health indicators. Access to primary care physicians (PCPs) was noted as a focus group concern validated by secondary data. The ratio of residents to PCPs is 1,660:1 in Butte County, compared with 1270:1 in the State. Butte's ratio's worsened by 10.9% over the preceding 4-years while the overall state improved by 1.9%.

Adverse Childhood Experiences: Adverse childhood experiences (ACEs) are traumatic events in the form of neglect, abuse, or household challenges that occur during childhood and can negatively influence an individual's overall health and well-being throughout their lifespan. Butte County has notably higher childhood maltreatment rates than California overall, including neglect and abuse allegations (74.0 vs 54.3 per 1,000 children), substantiations (9.9 vs. 8.7), and entries into protective care (6.5 vs. 3.1). A 2014 Center for Youth Wellness report found that from 2008-2013, 76.5% of Butte County residents reporting having one or more ACEs; which was the highest rate of all California counties and significantly higher than California overall (61.7%). In addition, nearly twice the percentage of Butte County residents as California residents reporting having four or more ACEs (30.3% vs. 15.9%). Similarly, results of the 2019 Behavioral Risk Factor Survey (BRFS) demonstrated that respondents had higher rates than statewide respondents across all ACEs categories, with the most frequent being: substance use by a household member (37.8% vs 26.1%); parental separation or divorce (37.3% vs. 26.7%); emotional or verbal abuse (35.2% vs. 34.9%); household member with mental illness (28.4% vs. 15%); and witnessing domestic violence (19.3% vs. 17.5%).

Camp Fire Impact: The data for this section of this report was pulled from a report completed by Peloton called, "The Impacts of the Camp Fire Disaster on Housing Market Conditions and Housing Opportunities in the Tri-County Region."

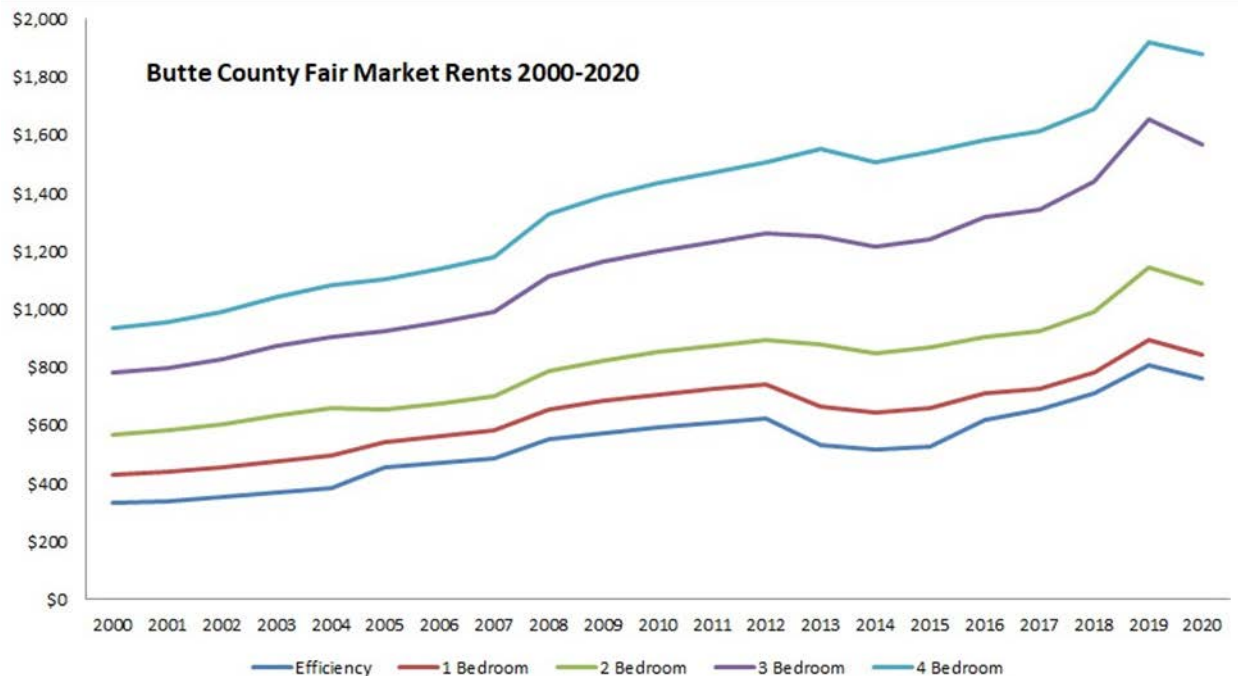
The devastating Camp Fire in November 2018, which was the deadliest and most destructive wildfire in California's history and the most expensive natural disaster in the world in 2018 in terms of insured losses.

The fire caused at least 85 civilian fatalities. It covered an area of 153,336 acres, displaced more than 56,000 residents and destroyed more than 18,000 structures, which includes over 14,300 homes. The towns of Paradise and Concow were almost completely destroyed, each losing about 95% of their structures. The towns of Magalia and Butte Creek Canyon were also largely destroyed.

Camp Fire Related Population Trends: Butte County's population declined 2.1% from 2018 to 2019 for a loss of nearly 5,000 residents. A further population decline occurred from 2019 to 2020 with a total loss of 5.1%. The cumulative decline in Butte County's population from 2018 to 2020 was 16,083 residents. The shift in population out of the burn scar settled primarily in the City of Chico based on data provided by FEMA and the California Department of Finance. Chico's 2018 population of 92,286 grew rapidly to 110,326 as of 2020. The addition of 18,040 people in the city has placed enormous strain on Chico's infrastructure, roadways, and public services.

Post Camp Fire Housing Market Conditions: The Camp Fire significantly shifted home prices in a few short months. Butte County's pre-fire median home price in November 2018 was \$326,940 and increased 17.5% to \$384,000 by May of 2019. The pre-fire median price per square foot in October 2018 was \$190 and increased to \$235 per square foot by June 2019. Butte County's pre-fire Fair Market Rent (FMR) for a 2-bedroom in 2018 was \$992 and increased 15.3% in 2019 to \$1,144. The FMR dropped 4.7% in 2020 to \$1,090 for an overall 2-year increase of 9.9%.

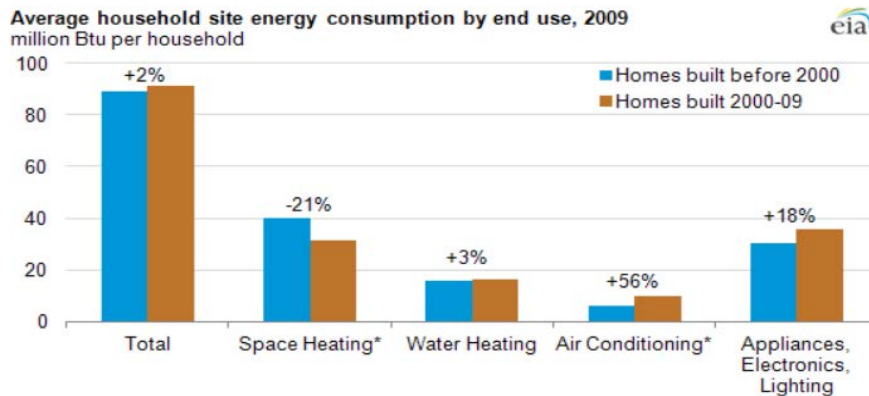
In comparison, the next graph shows the Fair Market Rent (FMR) trends over the past two decades. According to the U.S. Department of Housing and Urban Development, FMR's are calculated using the 40th percentile of rent, the dollar amount below which 40% of the standard quality rental housing units are rented, excluding public housing units. It is evident that shortly after home construction slowed in the early 2000's, rent began to noticeably increase year over year. Again, following the collapse of the housing market in 2008, rent again increased faster year over year. Rents again skyrocketed following the 2018 Camp Fire. These trends are worrisome for renters in light of the continued slow pace housing units are being added within Butte County. These factors have led to a near doubling of rent over the past 20 years, while incomes have stagnated while adjusted for inflation.



According to the US Census Bureau's 2019 American Community Survey there is an estimated 86,212 housing units in Butte County. There are 29,410 rental units, which comprise 34% of the housing stock in Butte County. Of those, 15,738 (54% of renters) are paying greater than 30% of their household income toward rent.

Aging Housing Stock: Analysis from the U.S. Energy Information Administration's (EIA) most recent Residential Energy Consumption Survey shows that U.S. homes built in 2000 and later consume only 2% more energy on average than homes built prior to 2000, despite being on average 30% larger. These newer homes consumed 21% less energy for space heating on average than older homes (see graph below), which is mainly because of increased efficiency in the form of heating equipment and better building shells built to more demanding energy codes.

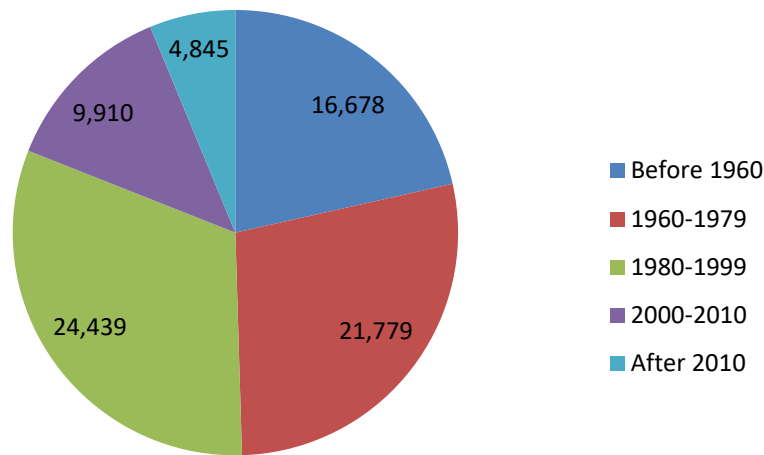
Newer U.S. homes are 30% larger but consume about as much energy as older homes



In their search for housing affordable to their families, many households must choose units that are in sub-standard or near sub-standard conditions. The most recent Housing Needs Assessment conducted by Butte County in 2014 affirmed that much of the County's affordable housing is older mobile homes. Typically these units are in need of significant structural and major systems repair; they are cold, drafty, leak in the winter, and often have failing plumbing or kitchen facilities. Much of the county's housing stock is aging with 57% of all housing units being built prior to 1979, and 25% built before 1960. These units typically suffer from a lack of maintenance and have similar structural and systems failure issues as mobile homes. These homes need updated HVAC systems, roofs, windows, with plumbing and kitchen/bath facilities often in need of repair or upgrade.

The graph on the following page shows the aggregate number of homes built within a specific timeframe in Butte County. The year a home is built helps identify new housing construction and measures the disappearance of old housing from the inventory. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and energy efficient retrofits.

All Butte County Housing Units by Age



Homelessness: As a member of the Butte Countywide Homeless Continuum of Care, the Community Action Agency of Butte County has worked in partnership with many other Community Based and Government Organizations to develop the County's 10 Year Plan to End Homelessness and Coordinated Entry System. This includes the coordination of the County's efforts to conduct a count of the homeless that include an enumeration and survey of homeless persons and an inventory of resources currently available.

The community 2019 PIT Study offers these highlighted findings:

- **HOUSEHOLDS:** The 2019 PIT Count identified a total of 2,304 sheltered, unsheltered and FEMA housed homeless adults and children county wide (891 unsheltered, 420 sheltered, and 993 people sheltered with FEMA support), which is 16% higher than the count in 2017 (1,983).
- **RESIDENCY:** The survey data shows that 86% were living in Butte County when they became homeless and almost 90% confirmed that Butte County had been their home for more than 3 years.
- **CHRONIC HOMELESSNESS:** Nearly half (49%) of the individuals met the definition of chronically homeless (which is a combination of time spent homeless

and the existence of a disabling condition) implying that individuals and families are remaining homeless for long periods of time, and doing so while trying to manage persistent physical, mental, and developmental conditions.

- **HOMELESSNESS PREVENTION:** Local prevention and diversion services were unable to prevent first time homelessness for 555 people who completed the survey.
- **CAUSES:** The top three causes for homelessness in the county, according to the surveys, were natural disaster (Camp Fire) family crisis and employment/financial problems.
- **BARRIERS:** The number one barrier to permanently ending homelessness was the absence of affordable housing. The county's extremely low (1-2%) housing inventory fuels the demand for housing as well as higher rents. The second highest reported barrier was lack of money to pay rent and/or a deposit.
- **PUBLIC SAFETY:** Local municipalities are addressing homelessness with law enforcement approaches. Ordinance about sitting, lying and storing property in public places have led to 15% of people who completed the survey reportedly being ticketed, 14% arrested, and 4% incarcerated in the past year.

The primary solution, as identified in national studies and repeatedly throughout the analysis of the local PIT data, is an increase in affordable housing inventory. People are losing their housing and are unable to secure housing because there simply is not enough available housing, particularly for people with low income.

The PIT shows again that the vast majority of those who are without homes in Butte County, lost their homes while living here. In fact, they are most often originally from the county. And while there are some individuals that are temporarily in the county, it should not distract from ensuring that the community has the safety and support necessary to end homelessness for their residents.

The PIT findings also show evidence that while the majority of those experiencing homelessness are single adults, the larger family system is a primary contributing influencer of homelessness. There is a need for multiple, specialized, immediate, long-

term services - health, mental health, employment, tenant legal support, sheltering, public safety, and crisis support, in conjunction with housing - to be offered *as a system* across all households in the community. As funding sources seek to prioritize their investments and service providers hone their practices and partnerships based on the new PIT findings, we must move forward in a system of care and on a foundation of housing to ensure individuals, youth, and families receive the support they need to become healthy and self-sufficient.

Appendix D
Open Question Word Clouds

Q13 What is your single biggest challenge meeting your household's needs?

services back affordable monthly one buying utility bills much propane see expensive
trailer meet rebuilding insurance home repairs expenses find housing go cost living
people kids years campfire Affordable housing struggling Transportation
come keep job gas need help utilities Energy help save time disability
high month paying Lack costs heat need due rent fee
house able food afford work clothing Money child
bills repairs live way income groceries home still Finding
disabled Paying bills PGE bill enough takes PG E pandemic trying
Financial Pge phone fire Sometimes homeless low income medical food stamps
make cool now good Paying rent household since employment everything n
enough money challenges health taxes car area family us

Detailed answers start on Appendix D page 2

Q16 What need does your family have, that is not being met by an available service?

clean call use Unsure seniors enough costs etc Everything problem health care big meet
Pge gas Healthcare things support Financial fire US Car repairs assistance
support services live helpful good will PG E repairs Transportation family
affordable housing never able make pay qualify Nothing cant
much access rent see housing sure services time
need income help answer None mental health services
food lack N take work covid home now people many bill clothing
Money safe affordable taxes need help dental vehicle state propane
PAY BILL say NA know electricity S community Medical energy car whole utilities applied
available found counseling lot even idea programs received keep phone lost think

Detailed answers start on Appendix D page 30

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Housing
Heating&cooling
work and all the regulations required for rebuilding
Not enough money to meet the higher costs since Camp fire.
Paying the higher food and fuel bills
Really trying to keep good food in the trailer. My health not to go.
Food insecurity
5 years ago my dad found out he had stage 4 cancer and couldn't walk he needed some one with him 24hrs a day with out thinking twice i quite my job to take care of him so my mom could conteneue to work. Then i got served eviction from my manager where i had lived for 3 years for not renewing my lease for the coming year. I have been homeless since jan 2015. My dad past away 2 years ago because of his cancer and i been unemployed also child support put a hold on my driver license and i lost my car 2017
Housing costs
House interior and exterior improvements and repairs. Window and doors and heat and air installation.
Doing maintenance ce at my house and utities.
cant find steady work
Having enough to cover how expensive it is to meet basic needs and bills. each month is impossible to meet those needs.
Food , Home, Job
Housing
utilities
Lack of good-enough paying jobs in my field (communications and social media),
Having enough time during the day to get everything done
Security, water, food, love, socializing and health, light, prosperity
Time. My wife and I both work. If we didn't have my mother-in-law during this pandemic, we would've been reduced to a one salary household to make sure our children have care.
affordable cost of living
My house burned down
getting all my bills paid on time
I do well financially, but my family is an exception. I have worked in human services and education and have seen and tried to assist with the struggles especially in the past few years with our combined disasters. I've worked in affordable housing, for United Way and helped find employment for people with mental illnesses. Most of my remaining answers will be based on the populations I've worked with.
Financial
In 2017 we lost her home in the wind complex fire in Bangor California. Unable to find a home to rent, we had to get an RV to live in. We were in need of help with electricity and or propane, and was previously told that you could not help us living in an RV even though we have rent and electricity in a mobile home park.
work and commute use too much of my productive time
Not able to go places
cost of rent
Money

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Not being able to visit neighbors
income. rent almost all 795 out of 940 for rent.affording food
good health care providers
Transportation, food, housing.
Utility and weatherization. Apparently I am being discriminated against by living in a master metered Senior mobile home park where the owner seems to resp the rewards of the homeowners who happen to pay space rent. The owner adds the utilities to the rent bill with no rates shown Electricity, gas, water,sewer,garbage. There are meter reading fees for them to come around and read the meters then they add that to the 'usage' there is also a sewer fee and garbage fee each month on top of the rent fee. It is my understanding that we are not on s sewer but septic tanks. There are no programs we are eligible for to help weatherize apparently because even though we pay a bill we are not recognized as customers of PGE. They ain't even telling tenants the rates for gas & electric or water. As non customers the agencies will not disclose that information to anyone but the customer of record.
Childcare costs and availability
We have been homeless for a few years now cant afford to get into a place i can keep up on rent with little ti no income
My health.
Affordable housing
Money
Drug abuse
N/a
Buying propane and gas all the time. Not having a running car
Finding a place to live in our budget
Transportation
Finding an inexpensive place to do laundry.
Lack of income and not being able to work due to my disability.
Right now since Campfire living in fifth wheel with no power!! Gasoline for generator is biggest expense and need at this time!!!
Fortunately I'm doing okay. I'm retired and lost no income due to the pandemic.
utilities
Access to quality medical care.
Worrying about how to survive further trouble caused by the economy.
Food and pg&e bill
available housing
Groceries and electrical costs.
Housing
My monthly bills
PGE bill
Affordable housing
Food costs rising
I'm a 69 year old man with cerebral palsy and the biggest challenge is finding a good provider.
Mental Wellness
Everything is fine right now.
continued raise in mobile home park I think rent should be frozen at \$600 a month we are paying just for room to parkour Mobile home and owners make a fortune off of high rents .

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Just getting the electric and propane paid were not used to such high bills but since losing our house in the camp fire we now have to live in the main house which is 7200 square feet and the house we lost was only 890square feet.
Increased wildfire related insurance costs.
Going to Chico for things we don't have on the ridge
Paying Pge bills and food.
Utilities bill n grocery takes most of the income. Save out a little for taxes
Money & household repairs.
rent
Liveable wage.
My house is too hot in summer. The swamp cooler does not cool the house sufficiently to function and live a normal life. The house is 85 to 90 degrees every day in summer until 2 am when the house finally cools off. It is really depressing.
rent
Pge bill
Being able to get everything we need on a daily basis.
Being able to keep up with the utility bills while working part time due to COVID
Money. When we do not have enough money for both of us to put in gas to go to work, then that means one of us will not be able to work that week and that means less money for gas next week for one of us, fewer groceries, an/or our cell phones could be turned off till we can afford to get them turned back on. So my answer is money.
Paying utility bills on time
Paying rent is the biggest challenge. I have affordable rent too but it's still difficult after taxes and insurance comes out of my paychecks. I worry about becoming homeless due to not being able to afford rent but since I'm just above the poverty line, there aren't many resources to assist like I don't qualify for low income housing.
Paying bills
Dealing with the Fires and power outages
Electricity and heat
1. Inadequate internet. Especially now that our high schooler has to work and attend classes online. 2. High PG&E electric rates.
AFFORDABLE FOOD CLOSE TO HOME AND GAS
Gas for generator
A home im a senior on disability
Health care at this point
Gainful employment
campfire paradise ca losing everything
A fresh start again. And to get our own place to live again. Too the next question its A & C
Money. We live in Forbestown and we're greatly affected by the fire although our homes did not burn
Affordable housing
Homeless
Affording fire insurance. They canceled mine because I was just over the 5 mile limit from the Robinson Mill station. They count by paved rd. and don't count volunteer stations because they are not staffed 24hrs. Please help solve this issue.
Making sure my family has food.
Finding housing for low income

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Obtaining and maintaining a vehicle.
Food and basic needs
head of household is ill and has had no work prior for a while.
Getting fresh produce without driving all the way to Oroville from Forbestown
time
Money, cooking recipes.
The high cost of living
Affording needed repairs to our home.
going to a grocery store
Meeting financial needs for household essentials.
Food
Keeping my car on the road. Between HUD, SNAP, SSI/SSDI, Medicare we have most of the basics handled its just that car that keeps us held back. We are also having trouble leaving the area. We really want ot move back uo to crescent city but saving uo the cash would cause issues with eligibility for the substance programs we utilize. The longest I've been able to keep a car running is 2 years then I have to sell it to the the state before it dies completely and get the \$1500 retirement fee from them and start all over wiht a new piece of junk. I;ve had to spend THOUSANDS on maintenance (credit cards) to keep cars running that was worth less than \$1500. I am still paying off the repairs on an SUV I haven't driven in 5 years. Public transit is NOT a solution.
Maintenance
Covid restrictions trying to sell real estate.
Finding affordable , stable, safe housing.
Money
inflation
1 income and my eldest receives SDI. We live in a very old manufactured home and our only means of heat is fire place.
Getting necessary services in a timely manner due to the restrictions imposed due to COVID-19
Budgetting
getting help cleaning house
I don't want to go out at all, not even for essentials because Butte County Official have ignored the Science Experts about Covid and had called Butte County to ignore all Mandates so I do not feel safe in public. I'm waiting to get a vaccine and it's so frustrating to hear Butte County Employees have all been moved to the head of the line so all those that ignored the Pandemic get vaccinated a head of us that have been locked down for a year.
Resources being available in Paradise (i.e. food/services).
Not enough resources
covid
Paying rent and bills
PGandE
We are getting better everyday.
Energy costs and needing to modify the house to meet our disability needs
Providing food. Cal Fresh should give more and be easier to qualify for.
Food costs
Propane
Health
Money

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Electric bill
Building a new. Women relationshi
We're trying to save enough to rebuild our home or put a manufactured home on our property so we can move back.
No stable housing or cash
Worry about our adult children not having healthcare.
Finding a house we can afford to rent. We have section 8 and no one wants to rent to section 8 people because so many destroy the rentals they live in but we were in the house we were renting for 17 years and did no damage to it at all.
Financial struggles,with the increase in food stamps that helped tremendously but that will soon .
Finding a place to live. I'm still homeless and sleeping from one couch to another. Depending on what friend will put us up for the night.
Keeping them safe and healthy in a risky environment
Paying the bills
Food clothing for my kids and help for pay pg&e
My income is dwindling due to no job.
Energy bills
Page and food
Not having my own car. I have a sick diabetic dog 🐕 that really takes a lot of money to keep her going but we manage to make it, thank god for all of the special things we get.
Pg&e
affordable rent and moving expenses
Need employment
Transportation and isolation
We are Victims of the CampFire. We are Struggleing with Everything. There is NOT enough HELP for CampFire Survivors! Money, Gas Money, We Need a Used Car because I have Bad Credit we are Unable to BUY a Used Car, 2 people in our Home are Disabled. We need Help with Food. And ETC.
rent
Finding a job after getting laid off
Help in the yard.
I need a place to live
Our rent is way over priced
really none just food from time to time
Covid 19
Isolation
Money for food and heat and basic items
insurances and property taxes
Paying for propane to keep hot water and heat and keeping it in my house due to old windows and doors
Pge
Rent
I need affordable housing to rent.
I'm disabled so keeping housework and yard work done and doing all other things I'm responsible for is often overwhelming.
Money now unemployed due to the covid pandemic
Getting to the doctor and grocery store.
Food and bills

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Insurance and taxes
Affordable housing
PGE
PG&E
Electricity and propane. For warmth and cooling.
Finding doctors
Housing and Clothing costs
Rent, Car Payment , Insurance Food Bills
Paying bills, enough money to do so
Paying our bills
Not enough money to pay all my bills each month.
Staying healthy
Staying consistent with income and employment
Energy bills
PGE Costs
The need to provide support to others in the community by having them visit our home.
Getting furnishings, paying bills
Keeping up with utility costs.
Power bill
Having enough hrs for my job
Finances
Isolation
Affordable housing to purchase.
Making the mortgage payment and utilities
High pge bill groceries are expensive
Food and basic necessities
Mental fortitude to progress with the Paradise home rebuild.
Balancing home and work life time commitments.
Rent
We're ok
Special diets
healthy foods
Money right now
Utility bills and food.
Income/relocation.
Many members working. 3 adults work. I rent a room.
Purchasing quality fresh nutritious food.
Getting home repairs done
Pg&e is outrageous
Bills are too expensive, and take most of my monthly income.
Foods
Transportation
affording good food and paying high utility bills
Housing
Having to bounce around since and all the costs related to not being able to be in own home since the North Complex Fire

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
enough money
Firewood
Our living space is way too small for six people but it's all that we can afford with rents being so expensive.
Sometimes food and definitely mney
being the only income paying all the bills and haveing free time to spend with the family
Disabilities and lack of transportation and lack of human support.
not enough money to survive comfortably
Income
PG&E is very pricey.
We live comfortably at this stage in our lives.
Loss of personable service. Business that won't allow clients to come in a pay their bill. Tell me to mail it.
Restaurants inside dining, not allowed.
Money
only one income, food and bills
Keeping up with the mortgage payments and looking for work.
Money
Finding a place to live. Mainly a place to accept me while on unemployment and not making 3x monthly rent that required along with credit denial too.
Feeding my pets and paying my utilities
Well I am a fire victim so finding a home is what I have to do first.
Not having children eliminates me from eligibility for most programs.
healthy food
Limited affordable housing options
No
Services are far away (we are living pretty rural after the fire)
taxes
Outdoor chores
health care
High insurance costs, daycare/preschool costs, and other high costs of living.
just moved so refurnishing home
Home maintenance, repair.
Energy savings. We live in an older home with old windows, old plumbing and old appliances.
Paying all my bills
Not having safe child care due to COVID.
The PGE bill is quickly increasing and I cannot keep up with it.
Having emough money for bills.
replacing items lost in the fire.
Medical advice dental insurance, medical bills, potential for future medical or dental related expenses
Our houses all burned down and there's no town left. So money to meet bills is the biggest issue.
Working in a hostile work environment
Not being able to afford the assistance we need to keep up our home/property that we can't do because of health problems.
food
lack of senior services across city not just in southside and downtown, lack of parks west of highway 70.
Rent is high

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Being able to have extra for savings or dr appointments. It's so expensive just to go to the Dr that we don't get the care we need.
After the campfire my husband and I have had trouble finding housing due to the income requirements for rentals. We are on a fixed income
child care
Being on lock down and haveing to stayin.
having enough income for bills and food
Pge burned up the town.. Now i love in a truck
Food
Job
Maintance on provtery
My body aging out
Money
Financial stability and extreme minimal time off.!!!!!!
Financially and physically living thru repeated Pacific gas and electric PSPS.
Getting help in household chores, no one wants to work in homes because of COVID-19 crisis
propan
Paying bills
Making rent and rebuilding my paradise home
Getting everyone a vaccine
food
Not enough money to pay for food and lodging and utilities. Social Security doesn't pay enough but if you're on welfare or an illegal immigrate they get more than we do.
Finding work
electricity/power bills. This includes propane for the heating system, and for emergency power.
Money to pay bills
Home repairs.
Extreme cost of space rent and health insurance and homeowner's insurance double cost in one year.
Food
being able to save for a buffer from inevitable expenses. it is hard to set aside when living this lean.
People not wearing masks
cost of groceries
High rent and not enough food!!
Living in this house for almost 28 years it is hard and challenging, to replace appliances that is old, and make any repair that is needed. But I am blessed with the help I get from The Butte Comunity Agency.
The feel of being isolated.
Inflation
We have high prices in Rent, also in mortoga payment. Racism in Chico from White supremacist Business by cut the services to Latinos. by using race, color and immigration issues.
Food shelter
Animal food and gas money
Food and money
just trying to stay on top of monthly Bills, getting non food stamp items at the stores..
Lack of businesses
Pg+e
camp fire recovery

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Money is the biggest issue. There is so much paperwork and timelines to follow. Right now my phone is not working and that makes it almost impossible to get messages about what I need to fill out next.
Local workers who promise to do work, request down-payments or deposits, then fail to do the work. In good faith, I give them money and they disappear. Christopher Witham, \$1100 Douglas Broughton, \$650 I am disgusted with Butte County.
Food
finding ways to make money to support ourselves with food, clothing, and basic needs. Age has played a major part in acquiring decent employment. Covid and surrounding circumstances have created the major challenges. Being overqualified for positions has been the number one rejection in seeking future employment.
Housing, affordable housing that works with my \$940 SS retirement chk. (Worked 42 yrs for that chk, feeling cheated))
My financial situation and, my lack of money.
Meeting medical bills and fixing the roof or emergency things around the home.
Accessing income is our biggest issue. We have been unable to find jobs, we struggle with mental health and qualify for SSI, but need help applying and pursuing it, and the welfare system has unfairly treated and failed us. We have the most trouble coming up with money, which we need to live.
Being able to provide food for myself and someplace to store and prepare it.
Being able to buy food
Weather proff my old house cracked windows and old roof.
paying the rent / bills/ energy etc
Electric bill
To pay for my deposit for the house that I am thank full for getting after the fire
not your guys area but we make alot so we dont qaulify for anything but no one takes into consideration that cause higher amount we dont get medical so we pay thru his work so he pays over 800 a month just for me and him to have insurance.then we have to pay for services on top of that that are fully covered.
I don't have a home I am homeless so needing a to live on is the biggest challenge for me
Affordable food
Groceries
Livable working wage
Giggling bills, which ones to pay or delay til more funds come in.
Rent
Bills
PG & E bill
shopping and dealing w/ really rude people...
PG&E cost.
Ever sence i lost my home in Paradise my fiance and i split up after fema paid him 48,000.00. Instead of splizting it like what was supposwd to happen he took it all and now im homeless. Its hard to find housing.
Not having a high school diploma/GED in order to attain a good paying job I enjoy.
Seeing all the homeless running loose on the streets. We need a shelter to house them in involuntarily because they are a danger to themselves and need strong guidance to protect themselves from themselves.
assistance with yard and installations/repairs. yard maint estimates average over \$100/hr!
Home repair
Cost of living is high
Only having one grocery store that is kind of expensive to shop at. Having the Town of Paradise Council treat it's citizens with disdain for living in trailers on their properties.

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Accessible hot water is hard to come by.
food
food
Next to no physicians taking new patients, and I'm going on 66. I have dire need for a permanent regular doctor to see for my medical needs.
Finding employment that doesn't require a mask
Homeless people taking over the parks
Health
Food, and related work/income.
Groceries throughout the month. My mortgage payment is much higher than before the fire.
PG&E
Trying to pay our high pg&e bill. Hoping for another stimulus so I can put \$1000. On it. The struggle is real for us.
Getting to appointments and social events.
Having to stay away from others. Grocery shopping and no masks makes it hard for those that are immune compromised. Making sure everything is working properly.
finding people to do repairs for the house
Paying bills due to husband off work due to severe COVID infection and has not been able to work this year.
Pandemic
keeping warm during winter and cool in the summer. thanks to the wonderful people at community action agency, we kept warm during winter
Not being able to work or take on any side jobs during this pandemic. Therefore household income is way less than normal. Utility bills going higher and higher. Baby's growing and eating more and dependent on regular food now. So groceries are definitely costing more.
PG&E bills.
I've been living in a new home my daughter and her BF bought after the fire. I still can't afford my own home around here.
Rent prices
Thank you. It's been tough for everyone up here on the ridge. Not only did people lose their houses and pets and members of their family, but we lost the majority of our town. That includes fast food and grocery stores, the foster care and togos. I also miss Safeway and Grocery outlet. We lost the main hospital and a couple schools too. Everyone is looking forward for the town to reopen but because most of the community is gone, well it may take awhile. I always thought that it would be good to have some low income apartments or cottages up here by the post office. A separate area for low income families and low income seniors. I was looking forward to not having to drive down to Chico for healthcare issues too. Now with the Pandemic it's so confining. I think though as long as we all get our shots and mean time stay the six feet apart and. Wear a mask we should be ok for opening up some businesses.
I am disabled and not mobile, yet my rent is 2/3 of my income and being raised.
Food and rent I work two jobs just to feed an house my kids
Most of those here were either homeless or disabled and without income. I have helped them with help to get either GA or SSI, medical help, psych help, legal help, food stamps.
Quality healthy food.
Paying PGE.
Staying healthy
Food
fixed income with inflation; gas has gone up 33 percent in the last month

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Result of the pandemic
During this pandemic period paying for transportation to and from stores or appointments. Recommendations for social distancing that all should be following calls for mask,gloves(in some cases),and disinfectants. All these practices are time consuming, for good reason,and costly. Even if I follow recommended procedures there are many who don't. That kind of ignorance is not bliss.
I fortunately do not have a challenge right now. However, I was a single mother for a long time unable to drive because of a nerve injury. I was not disabled yet limited and could not find housing. I would love to see single parents and partially disabled people receive more help with housing. So many of them do not qualify for full benefits, yet cannot run a household on their own. Affordable housing was a nightmare before the fire, it has to be so much worse now.
Transportation ... Better income..
Having enough money for ar repairs.
Living in a travel trailer on my cousins property and not having enough funds to cover anything due to the pandemic.
Having steady income
lack of money, as I have been waiting for months for my Unemployment to get processed by EDD.
I had found a job prior to Covid lost her job due to Covid slipped and fell hurt my back can't work anymore trying to get on Social Security disability is a struggle which intern we only get \$849 a month to support three people
buying propane
My rent is 795.00 and I make 975.00 on disability. Not much left over for food, PGE, and toilet paper, etc.. 179.00 doesn't go far. I do get food stamps now which is a blessing but need Section 8 desperately I'm going to be homeless next year when they raise my rent again!! Theyve been busy with Campfire (not an issue - understandabe) and now still are not taking applications. Won't even answer phone to say when they may accept or just take an application to get in line at least!!! I will be homeless next year when they raise my rent once again! And at 57 with a lot of health issues that will be my demise!! And food stamps could pay a bit more or include toilet paper and tampons at leas!!
If we had to move there is no way we could afford rent, IF we could find anything.
Being able to go out and feel safe when there are so many people on drugs in oroville.
Financially. We have been struggling to get back on feet Financially because we maxed out credit cards during the time right after the fire.
Sometimes paying the electric bill in the summer time.
Support for education
Power bill and car reliability.
Utilities
energy expenses
At this time I am fortunate enough to not have any challenges in this area. But for the people I work with and assist, I see their struggle with daily living expenses: gas to job search, adequate food, utilities, appropriate clothing.
Keeping the electricity and gas bill down.
Public transportation not being available except on a very limited basis.
Rent&, utilities.
Paying our bills.
Strategic budgeting in order to be able to afford BASIC needs [mortgage/rent, electricity, phone, water, garbage, internet (mandatory with a student), car pyment, insurance, gas, child's needs (clothes, entertainment, school supplies)], and more!

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Making sure we have the money for any repairs that may need to be done to our house.
Being able to afford basic needs.
Household repairs Difficult to find people to do any repairs Financial hardship
Transportation since I do not own a car and I am disabled so it is difficult for me to get anywhere especially to doctors in Oroville. Affordable healthy food and fresh fruit and vegetables.
Pandemic-related restrictions on the economy caused the economy to stall. Small businesses and Retail stores closed, and workers became unemployed. Retail sector, Construction, Hotel industry, Airline and Travel industry, Service providers of all nature and types still remain affected. The business model of conducting business as usual is no longer. It is now much more regionalized, compartmentalized, and remote. Communication and open dialogue via video conferences now serves a much greater role as in-person relationships have become potentially risky.
daily needs, food, trying to move so we can have a better area and my kids have a room to their own again
Paying bills
Meeting our needs with food, illnesses, clothing, transportation.
Paying rent
Lack of money
Finding financing for buying a manufactured home.
Rent is so expensive can't save or afford to move to somewhere cheaper and it just keeps going up.
Yardwork
Gasoline to get to medical appointments and shopping. Sometimes clothing needs are difficult to meet, such as shoes.
keeping up with utilities costs.
Loss of job and finding a new one
Paying rent
Gas for work, utility bills
Housekeeping
Isolation
Not sure
I live in a communal house with 10 others. My personal needs are met, but I would say my biggest challenge for all here is ample employment opportunities in the area.
n/a
Not being able to afford food every week
Pge bills
No car no phone and in area with no services walking around with no safe place to sleep constantly breaking and trying to fix my car. Kids are staying in a verbal abuse situation trying to get help but still no phone can you get us into a hotel please I have social anxiety and PTSD from trauma and current abuse. I have a lot of fear of shelters and Dr. My son has depression and anxiety also hes struggling with no living place please help trying to get phone turned on 5303274320
Having enough money to live
Lack of businesses. For example there is not a bank in Magalia.
Housing costs
Immediately none. But the amount of savings I have limits how long I can live w/o dangerous deficiencies of \$. I'm a Camp Fire survivor and THAT dinged my savings. Then four major moves in 28 months further reduced savings. Then the need to stay away from maskless people added expenses like cost of curbside p/u or Instacart and inability to shop at the cheaper groceries etc.
Getting 2 of my family members on Disability

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Lack of disposable income and trying to figure out how to rebuild to get out of a trailer since the fire without any disposable income.
We are Ok meeting our needs but we do help other disabled friends that do not have transportation.
Rebuilding our home in Paradise
I am very fortunate and am doing ok. Although I know others are in need of food, housing, and other basic needs.
Income. Sometimes is not enough specially now with the incremental rents and my self having my work hours cut due to COVID.
money. my only income is social security and prices keep going up. and everything is in Chico.
Rent, car insurance ,
We're pretty ok
Finding work. I'm a respite worker & not as many people are working outside the home because of the virus. Want to get a dog sitting business going but that's hard too, because they aren't working or traveling!
Financial/schooling
Food and pg&e/propane
Food costs
Paying for groceries
We are fortunate to not have challenges meeting our household needs. We did lose our home in the Camp Fire and have experienced awful stressors from that that continue daily. We will not be able to rebuild our home due to increased building costs, and COVID shortages.
I'm on my own, I'm retired. I'm sequestered.
Housing affordability combined with making every day bills plus being able to afford the cost of food
Not being able to work
Homeschool and work
Rent, utilities, car payment/insurance, mental prowess.
Pge just don't have the money sometimes when hit with pge or propane
None
Financially
Transportation, finding out about services,,
Just staying a float with everything
none
Propane is a challenge for me and my family. Because I live in a 5th wheel trailer and the propane runs my refrigerator and my hot water heater and my oven and stove and because I live in the fifth wheel I'm not allowed to get the free propane from the state of California I'm trying to figure out why when it's such a need and if we live in a fifth wheel and can't afford to live in a apartment or a house how can we be docked because we're broke?
Affording rent
Paying rent and paying for food
Being a student and being limited in the number of hours I can work.
Spend a lot of time at work and don't have time in day to get everything done.
Paying bill
Medical equipment
Food
Paying electricity
Medical,, Rent
Paying my rent

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Money
Keeping up with rent, bills, gas money, clothes replacement for growing child and car repairs. I guess you could say the ever raising costs of everything....
Basic cost of living expenses are high (i.e. utilities, food, medical)
Paying bills and buying clothes for my child.
My 3 cars burned, I need a car. I need help with FEMA-still being denied benefits that I was told I qualified for. I owe my landlord a tin of money for back rent due to FEMA stonewalling me. I do Not have any household furnishings. I have gotten NO disaster recovery help at ALL. The disaster case manager is lazy and doesn't listen, she lies to me and refuses to help. I waited 2 years and 4 months for this slap in the face disaster case manager. I need help getting a different organization to help me and a new disaster case manager.
no work and edd funds are running out, keep using cc and have high interest, never can catch up, dont have enough money to pay for all we need
MONEY & disability making it hard to shop myself.
Trying to keep utility costs down. Finding activities and resources for my teenager as he is in high school and preparing for college.
Price
Paying for Rent, Electricity, propane, vehicle gas
Home repairs and replacing appliances.
Electricity charges
Food and rent
Having money to pay bills and food
Fighting debt and paying all my essential bills
Having time outside of work hours
Electric bill
Having a trusted therapist who understands trauma and finding a safe place to live
single income
Affording PG&E & needed home improvements
rising costs of everything- pge, food, gas
Utilities and rent
The yearly increase of basic expenses is my biggest challenge- lot rent, car and home insurance/maintenance/repairs, utilities, food, health, clothing, and so on!
Repairs, windows, propane
Accurate info regarding the virus from leadership
Maintenance and repairs
Sometimes groceries get slim by the end of the month. I'm a diabetic and have to be careful what I eat.
Pge
Having money for the big things in life: Furniture, A Home, Large Utilities
fresh fruits and veggies.
Income and housing
Finding founding for Rebuilding after campfire and tree removal financial assistance and food after pandemic
Lack of funds.
Having steady income that allows us to pay the bills to keep the creditors away while making sure the family is taken care of. While trying to maintain a normal life for the kids.

Appendix D
Q13 Responses

What is your single biggest challenge meeting your household's needs?
Living on a fixed budget when everything gets more expensive. We don't get more money, prices just keep going higher and higher. We can't make it on our budget. Period.
Pge
since they increase rental space every year I'm hit with \$25 increase on my space and rent n utilities takes most of my check .help with food n cloth will be nice .
Paying all my bills.
Cooling my house
Covid being jobless and too many bills to pay. Cannot keep fresh fruit or milk due to costing too much. Money for gas. Resources for parents who need a break since school is 2 hours there is no me time.
Enough money for bills
Food
Money for home repairs
Repairs around home and yard
Make sure we have enough food for family of 4
Paying utility bills
Finding services that are open when I'm not at work.
Permanent housing
Food
None
After rent.... Pge
making my paycheck stretch far enough to pay my bills AND afford food to feed my family
Money, utilities are always high.
Having the resources to pay bills
Affordable housing
Having enough money to pay the rent or food.
Food security vs. Utility/gas expenses
Financial
Steady work to make income to pay bills
Not working during the pandemic

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Availability
Proff of ownership
counseling
Too many people needing services
Nothing I can think of
Other's need it more, age
Jobs that are available in my field
The cost.
Im getting help on a few things but can't find help for the rest.
not having organized brain to remember all the details
being a single mom
No documents
Income
transportation
Multi-year long waiting lists for affordable housing and Section 8.
I have been very successful and getting all of the help that I have applied for.
Provision
My feeling that others are more in need than my family. Luckily we have been covering our bases.
What the f*** can I apply for and how the f*** can I apply for it with no computer
What I have seen in my work with these populations: Serious lack of access to quality mental health services, even for those with good insurance
Supposedly make to much money.
Having to live in an RV.
employer is not supportive although they claim to be
I make too much money to get help, but not enough money to get by
Transport
None
wait lists especially since sec 8 isnt even taking apps & transportation
heath care focused on "billing" and not on patients' care or needs
Being ignored by agencies and organizations that have been grant money to help Camp fire victims that are NOT helping the Camp fire victims but pocketing the money for their own agenda.
Not having representation to have equity in services. It seems we do not exist when it comes to programs that are bent to help senior, low income on fixed incomes. The out of state landlord seems to only be interested in raising rates and rent as much and as often as possible
When you make too much to qualify and can't afford to pay privately
Very hard because my disabut ou es make it hard fo me to make it to any appt reall anywhere
None
? Are there any services available to a 62 yo man that just wants/ needs safe affordable place to live
Age
drug abuse
Location. Fear of people and authority
I'm DISABLED (PTSD) & I have ZERO Support. I do not drive. Public Transportation is extremely challenging for me. I'm not eligible for County or State ASSISTANCE due to the amount of my SSDI. I have MEDICARE Part A & B With NO SECONDARY Insurance to cover the Balances. I'm also Type II Diabetic and I don't have a Primary Physician.

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
The threat of being thrown off the property by the Town of Paradise for not having a building permit.
Nothing
Not knowing where or how to apply!!
income
Lack of providers in the region
rules and difficulty in applications
Funds are running out .not able to pay For food or pg&e
no internet
Make too much, but not enough.
I don't know
I own to much with no income
Have not applied for anything
No barrier, yet.
Unavailable medical Drs that take my insurance No Primary care for 3 years. No clinics for my care
I haven't applied for any support services.
money grabbers that own the mobile home parks
Unsure
Communication. Both on inquiry and follow through.
We ave an income.
Not know who to contact about applying for benefits.
I do have the care program with PG&E but my bill is always like over 200 and I have too much shade for a solar program the water bill seems to be going up high it used to just be a static number and now it's well over 100 sometimes 200 just depends my income is \$65 from Social Security and \$1100 from a pension just doesn't work I haven't been able to work on any side jobs which is usually what I do since the pandemic
Complex applications & amount of paperwork.
being on waiting lists.
I'm not sure moving to a new county.
I am disabled and got a part-time minimum wage job 2 years ago boosting my income enough to not qualify for support services.
north valley catholic services took copies of all my receipts but didnt help me after i found a rental
Communication to agency that can help
No car or ways to get around to get things that are offered that could help us out.
Not sure if I would qualify, trying to work as much as possible along with caring for a sick child
Money for gas an/or transportation.
Unable to qualify for some assistance due to legal status
My family size and income are a bit to high to qualify for assistance. I'd probably be better off if I didn't work.
Hard to reach people and closures due to covid
Lack of knowing what is available
Have not applied
Help my high schooler get into Oroville High School.

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
MY DOG, I NEED A PLACE TO MOVE MY TRAILER TO THAT ALLOWS LARGE BREED DOGS. SHE IS ALMOST 11 YEARS OLD. DOES NOT GET AROUND AS WELL ANY MORE BUT BECAUSE OF HER BREED AND SIZE I HAVE BEEN TURNED DOWN FROM HERE TO THE OREGON BORDER. I AM 55 YEARS OLD AND MY ROOMMATE/LANDLORD DIED IN MARCH OF 2019 AND I AM FORCED TO MOVE. ALSO THE EXECUTORS OF THE ESTATE SHUT MY WATER OFF TO BULLY ME IN TO MOVING. I HAVE BEEN WITHOUT RUNNING WATER FOR 9 MONTHS NOW AND THE WATER COMPANY REFUSES TO TALK TO ME OR RETURN MY CALLS
Time to get thru the red tape,
Getting around
Limited health provider resource
Paying taxes
clothes, bedding, food, medical, phone.
Not having help with my daughter the last 9 month with out my other half and then the cover 19 crap doesn't help at all.
I live in a county with no resources
Lack of finances
Mail
Money
Unemployment (EDD) has too many cases and not enough workers. This is causing a delay in benefit payments, eligibility and placing anxiety and doubt in a lot of people's minds.
Not sure
Limited resources
physical health and low energy.
Never applied
I don't need services
I don't get listened to when I have a situation to deal with and NOBODY in the community seems to want to stand and take on my needs when everybody knows i need them! Not enough: ILS workers, FNRC workers, Counselors, Doctors MDs/PHD's/Medi-Cal,Medi-Care/State, Federal, etc. Not knowing what their barriers are and why they can't help us get support services that we need rather than suffer thru with what we have to !
We haven't applied for any we don't think we qualify
Does not apply.
I do not need a support service at this time.
Mental health.
A reliable vehicle and my anxiety issues. I apply for LIHEAP but they keep sending the app back because they can't read my writing that is terrible due to wearing a brace.
Paper work
Filling out the daunting forms.
Sometimes I need help in how to and where to apply a guideline I'd what and we're to go with a outreach social services . Many times I receive information too late or it's too overwhelming . Or vague
Nothing
government inefficiency
Timing...there is a backlog due to changes made to accommodate COVID safe practices
Income guidelines
time
Lack of mental care in Butte County.

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
My income
none
We have received everything we need. Thank you.
A full size van & and housing grants
income limits should be adjusted so more people qualify and get more cal fresh aid.
State Disability has run Out. Trying to get S.S. Disability
Not being able to reach people on the phone
Not sure
None
I have trouble completing forms due to mental illness.
Bank of America card ACTIVATION
We have not applied for any assistance.
Financial barriers
Not being able to get back into Butte County
services not available, sure you gave us edd pandemic, but then you tax us ,I cant pay taxes,
Probably communication barriers
None
Being 100-150.00 over the income level
Food clothing for my kids to pay for the pg&e
Not applying for services
Pride
Sometimes not having a car
Money
transportation especially in case of fire since I do not own a vehicle
Husband is disabled and I need work. Consistent work.
Transportation and isolation
We have had trouble getting a Counselor, Because we have had to Move so many times since the CampFire in Paradise CALIF. & Our car is barely running! We Lost Everything to the CampFire! Starting Over has been So Tough! We are very Depressed & Sad. I dont think we will ever get over the Terror of the Campfire in Paradise in 2018!
response to my applications
None
Being home less, food
I'm not sure I never hear back
None
I don't know where to go
knowledge
Waiting list and programmes not having funding
My age which is 85.
My current income is too high for me to be eligible for any support services I can't pay for, but my mortgages and debts make it harder to pay for help as well. I have a rental and one tenant has quit paying rent now. So that also makes it harder as I still have to pay all costs.
Not enough funds takes to long to receive
Living in the foothills
Being able to catch up on bills

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Lack of computer experience
Communication
nothing
We make just a little too much, and we are homeowners.
What services are available?
The amount of people who are in situations like me needing help as well and lack of the resources to help everyone
Having Gas to get to places I need to go to.
Paperwork. Overwhelmed
They ask us to pay for our medical insurance
I have to recieve a shut off notice from PG&E in order to get utility assistance but due to Covid-19 PG&E isn't giving shut off notices. My bill is so high now I feel I will never get a handle on it .
Nothing
Government regulations
Don't qualify- right above lowest barrier
covid and not everyone has been vaccinated or want to
Rules and restrictions on aid disbursement. No ability to submit receipts for reimbursement. Limitation on what we can buy and how much we can spend. This is all in regards to getting aid from the survivor fund. For furnishings, we we given a list and limited amount was so low I could not find items in price range. We also were not allowed to pay the difference in order to get furnishings that were a bit better quality. I.e. couch allowance was only \$300.
Haven't looked for any resources.
Myself.
No personal contact...can't go to the computer lab etc
Nothing
I don't know
no barriers to support services needed
I am finding it difficult to make follow up e-mails or phone calls.
EDD system for CA had issues with eligibility (we moved, so documents had two different addresses throughout the process) and once the link was removed from the account, unable to call for help and get guidance on how to resolve the issue.
Documentation and access to fax/ scanner/ printer/ post office.
Eligibility timeframes. Many of the programs started after I had already begun my rebuild
We can get by without extra services but the tailgate foods with fresh and healthy foods really help us out. Milk, eggs, butter, cheese and produce. We are most grateful.
Lack of Documentation
Income & transportation.
No appointments have been set. I would have had it done already.
none
We make over the income threshold but still not enough
Foods
Communication
affording the fuel to get to the services
Being a Camp Fire survivor, and not living in Butte County, makes the resources available for me, very limited.

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Complicated forms to fill out
knowledge of what services and how to access them
Thanks to CAA, I have firewood and am able to keep my home warm each winter.
I'm not sure.
The in ability to get require documents neccessary to get help because of covid because they are closed.
I dont really know what services are available to me
Isolation and lack of emotional support
do not qualify due to income restrictions (\$21,156 a year for two adults????)
Requirements for single parent to qualify
Unemployment backlog
Butte CAA not replying to my message for tax help. I left my email and phone #. But I got this survey from you. knowing where to turn to for help for my mother who is 92
Getting the the correct paperwork and documents.
Not meeting the requirements from renters, and not having enough for a downpayment for a house.
Because I'm single and have no dependents, help is very limited. I'm disabled and in horrific pain every day. The money I get never covers the basic everyday life. I never have enough for basics for myself, like the luxury of vitamins or healthy foods or any personal hygiene. The food from most food banks (which I am very grateful to have) causes weight gain and are "filler" foods. Nothing fresh or healthy but it is keeping me alive. I'm not trying to sound ungrateful, just trying to live longer.
My renters. Credit I made some bad choices in my past and I am paying double for them now,
Not having children
housing
Availability of low income housing options
None
Lack of funding for services
Haven't applied
None
High costs of living. inability to afford many extra curriculars.
getting a job- to look for work.
Legal status
I have applied for the program that will pay up to \$1,000 if not half of your PGE bill but still no word on any progress.
I can't get Medical because we own two properties, one useless and worthless and uninhabitable property in Paradise, and our new home. We don't want to take a big loss in the property in Paradise, and it is costing us money to maintain it. The town of Paradise made it too difficult to rebuild at this time, which we would have liked to have done, but OH WELL!
Very expensive
We're in-betweeners, we make too much for assistance but not enough to thrive. Pretty amazing how much money was raised in our name for the Camp Fire victims, yet tertiary programs don't always work, and our needs (cash) were never met.
I only ride a bike. Making return visits can be a hardship
Anxiety. I have failed to apply for resources that may be available to me due to anxiety issues.
isolation
poor city leadership

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
I need a caregiver
I don't qualify for additional help.
transportation
services on the ridge that aren't super expensive
not being citizen
What the hell csn i apply for? Im not able to apply for grants.. And grants are the only way to get money from butte strong fund. Whoevers genius idea that was can go suck a dick
Time/Travel
Criminal record
Having the time to do all the requirements
None available!
Job longevity and accessibility to services!!!!!!!!!!!!!!
COVID
There's no one in the county offices or section 8 offices or Social Security offices and nobody and I mean nobody answers the phones
The limit of assets that a person is allowed to have is very low so I do not qualify for any assistance because I am above the limit. Seems you are not allowed to have any savings to speak of if you want to receive any kind of help. So people like myself who have worked at all their lives at low-paying jobs and have a savings account that offers them a little security fall through the cracks when it comes to being able to get any kind of help.
Acquiring more daycare kids to make ends meet.
price of food
Because of the pandemic some agencies are not open or not answering the phones.
Dont know where to go
Unknown . Just haven't gotten an answer from government agencies.
None
So far, I don't need support services.
there are none available to augment low INCOME: dollars are required to pay rents, insurance premiums, doctor visits. Food banks are good, but they don't pay the bills.
Information
case worker burn-out. retaining quality case workers should be a priority. being on an ever revolving meet and greet is a waste of time and resources for the system.
over stressed and nonefficient agencies with No Clue city council
Do not qualify for foodstamps.
I didn't know about this kind of help. I heard from a friend.
Red tape through your organization
The Racist from the Mayor and the City Council member by attacking neiligents (people by low income) and Latinos.
Haven't applied
Not knowing what is out there for help
I do not know, I have only Applied for SNAP and of course MediCal. Those are just about enough..
Availability
Anxiety

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Because of the pandemic I am not able to get full time care fir my three kids and I can not work. My current phone issue is looking like it is impossible to fix. I get so depressed when I try and try to get things taken care of but hit one road block after another
Incompetence. I am now working with case managers in Senator Dianne Feinstein's office to resolve Medicare issues. I went to Congressman LaMalfa's office just to get an appointment with Chico IRS office. Assemblyman Gallagher's office had to help me get through to ID.me, a "trusted third-party vendor" with the State of California. Crushing, time-consuming Incompetence at state and federal levels.
Make to much age
Not even sure where to go for supplemented housing. Also as a single male I understand family's with children should have priority. This is stressing me out it's very cold out hrre
The single biggest barrier that limits me from getting the support services that I have applied for is the no transportation. The lack of transportation or lack of motor vehicle.
Not quite qualifying for help.
Having an advocate that both understands the systems that I need to navigate AND has experience in the struggle of poverty and mental illness would change everything. It would bulldoze the walls between myself and success.
No ID
I'm I social security disability I don't get much help at all
My Mother passed away 3months ago trying to get Ranch house in my name
Lots of people needing help that are far worse off than I am.
I have not been able to get any stimulus checks an trying to figure everything out since fire
Not having my social security catd
I don't qualify for food stamps by a small amount , so healthier food is a issue to buy
Foot dragging. It takes an inordinate amount of time, copious amounts of paperwork and research at my end to satisfy the powers that be.
America
LIHEAP grant runs out quickly.
access to my vaccine. waiting over a month since i signed up on line.
Once a year.
My background.
Time management. Because becoming homeless eliminates the option of scheduling the daily tasks one needs in order to prepare for a day of successful productivity. Hygiene, meals,getting dressed, even having gasoline.
Nothing
have only requested VITA assist and received it, but waiting for call to finalize
outside city limits, not enough money and in a wheelchair ubable to do the work myself
Income is too high to receive public assistance but income is bare minimum to pat for cost of living
We have applied for multiple services and nothing ever comes of it.
shy
No available physicians in Chico.Briefly went to Ampla but very bad experiences.
Single barrier is the government officials who are not using scientific data and common sense
I haven't applied for any.
Communication of local events and the availability. Etc.
I don't know what is available for me.

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Paperwork
They can only pay so much and our bill is high and growing. It scares me I don't want it to get too outta control.
We have not applied.
Services for taxes done. I had no idea when you started taking sign ups for Vita. I left several messages and emails, but no one ever got back to me. I finally got a email saying they were already booked up. By the time someone called and said I can get an appt. I was at H & R Block having my taxes done. I think someone should have called or emailed me sooner that they were booked up. Please get organized for next year.
Unknown
possibly my age, i'm only 64
Always just slightly above the income threshold for getting any kind of assistance.
Patience, waiting for settlement.
I'm not sure
Wait lists for housing are too long.
I have not applied for anything
There does not appear to be help for someone like me. Only assistance I find is for people who have children, or can work part time (I am fully disabled) or are seniors, or have drug problems. There is no help for a disabled adult who is not a senior.
Gas to an from work
Missing birth certificates or other info needed for applications and now the fact that even DMV has limited access. My vehicle broke down about a month ago and I can't afford another for now and the services in Magalia are limited so I have to go to Oroville and Chico for most things. Bus is possible but not practicable since I'm 76 and I have mobility issues that make transferring buses very challenging. Most here are in the 30-60 age range but not as disabled as I am. Their challenges are with understanding the info they are asked about and the frustration they experience when they don't understand. I may be old and slow but I can help them all with that!
I don't have support services. I do get water and PG&E discounts.
The biggest barrier is my disability. I'm almost lost my foot in 2018. I can barely walk, however I want to teach my kids to try not to give up and you should work to make ends meet if you can. However my foot has caused a big decrease in the hours I can be available to work, and with the being the barrier, I loss income, and it's hard for me to get around to take care and apply for the available services that are provided to the community.
None
Never know when the food is distributed
not applicable
Long turn around times to get unemployment payments
I am on a fixed income. That makes you neither rich nor poor depending upon qualifications called for when applying for support service programs. The economy at present is in strange times. If minimum wage goes up so will everything on the marketplace and that is scary because a fixed income is what it is, barely enough to get by.
Not having transportation is the biggest thing ...unable to put applications in or get to appointments..
Nothing
Ability to use those services to the full extent .
Unemployment gets frozen all the time

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Unfortunately Covid I am compromised I am the head of household and I am not able at this time to go to many places.
the pandemic is causing the paperwork to move to slow and its causing back up also
I haven't even been able to apply for Section 8 won't take applications and can't find them on the internet to apply there possibly (if they were taking them) I get emails saying I can emergency apply but its just a big run around. I spent several hours on sites they sent me to just a few days ago. Also I do not have a car for the last 2 + years and getting to food banks is not easy. Pay gas if and when a friend isn't Working. Food bank hours on weekends would help, cause rides are Few and Far between! Also rides to doctors appointments I have several a month and my daughter works and college my mom works only p/ t but is tired at w/ health iss yes of her own at 82.
I don't think there is a barrier for us aside from housing being unaffordable in our own hometown.
Havent asked
Knowing what we qualify for and seems like not much help available anymore.
I applied to section 8 but missed the letter.
Applications are too long and complicated.
all the redtape!
Again, for clients being able to have access to computers
No barrier
Not knowing where to look for help.
Even though I am disabled, I had to return to work full-time in order to not become homeless. A living wage doesn't exist in this country and those who have disabilities are left behind even more! I'm literally killing myself to work full-time so I can pay bills!
We currently are not eligible for any support services.
Income guidelines
Lack of transportation and money to afford transportation.
Lack of computer system and peripherals capable to open and support remote communication and information sharing.
No one ever calls back or helps
I make too much to qualify for many programs but I don't make enough to cover the needs the programs would help with.
I am the only one to care for my roommate who has been living with liver cancer, my special needs 24 yr old son, and my 82 yr old mother that lives close by and by herself, not to mention my own issues and health. I run all the errands since the pandemic has kept us home and safe.
I haven't applied
The difficulty of everything being online and bot being able to reach a real person as opposed to an automated service or someones email
Would be easier if it was in person...tele and virtual communication is the barrier.
I don't know, I've applied and gotten whatever services I can.
Agoraphobia
Travel expenses and limited access to support agencies.
to much income for help
Loss of income
Finding Housekeeping services that are affordable and reliable.
Nothing

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
I feel I have found ample support. I have tried to get VITA tax help at CAA but was told there just aren't enough volunteer tax helpers signing up.
Nothing
Getting to the appointments.
Transportation and no stable place to be
I'm in a different city after the fire
Being so far from the butte area in a different city due to the pandemic and wildfire.
I think I'm ineligible because my savings are not tied up in a home I own.
My disability and my family's disabilities and the paperwork involved.
Don't know what is available.
Have not applied for services in last few years. Home is paid for, cars are paid for. We are retired and living on SS and Retirement payments. Our friends we help with shopping and transportation could sure use a daily ride type transportation, for seniors and disabled that will take them anywhere in County Boundrys.
No grants, programs to help with fees and price of Lumber
I've not applied
Status
knowing where the support services are.
haven't applied i don't think
Having a savings.
Don't know where, or what resources is out there for help
Don't usually qualify. Plus I take care of my mom now since we both lost our homes in the campfire. She really can't be left alone long. She is a fall risk.
Incredibly time consuming to apply for State /County benefit programs
I make too much on qork comp to get help from edd and I'm still waiting to hear about snap
I haven't applied for any.
Cost of Living
Not aware of support services
I haven't applied for anything. I'm not sure there is any help for what I need.
Lack of resources and covid.
Nothing
Nonr
Not sure
scared of contracting the virus, so trapped at home due to fear
none
My living in a fifth wheel camper, I was denied any help for propane
My teen is not happy with me right now
Lack of money/lack of transport
My schedule is not flexible
medicare doesn't pay for a lot of stuff I need.
Unknown
We are not an illegal immigrants

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Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?

I have applied to receive help with my 2020 taxes on February 11, but have not had any personal contact since then. I received an immediate automated response saying that I had applied. Since then, I received another automated response. Neither one has given me any impression of when I'm going to be contacted to get a specific appointment time. I have called the correct phone number to leave a message for VITA. It assures me that someone will return my call, but I have not received any return calls for the three I've left. I have responded to the automated emails asking for clarification and have not received any responses to my asks for specifics. If it is impossible to answer phone calls, then the message to simply say, "We are not able to respond to questions or messages." If VITA is not able to make an appointment for me, then they should let me know, "We regret to inform you that we have too many people wanting our services and must deny your request for help this year." I am just asking for clarity and communication.

Getting a full time job

We live on 675.00 a month. We do not qualify for help.... I am a only parent, other parent is deceased. We have section 8, it is the only reason we are not homeless. We "make" just a few dollars over the amount cut off. And that makes us ineligible for medical or Cash Aid or even food stamps.

Salary is low but still over maximums so do not qualify for certain programs.

Gas money

Lazy incompetent Disaster relief case manager. I need help with FEMA.

no events to serve our food at , we have a small concession stand and cant open no money to open no where to set up

Lack of time due constantly filling out paperwork as a result of the Camp fire burning up everything I owned.

I haven't applied for any

I am not a citizen

finding the support services

We've been blessed by a few services but have been unable to find home repair at affordable costs.

Transportationn

Criminal record

Work hours and COVID 19 has most places closed

I might not qualify because i am on Low income SSA

My income is not enough to support my family, but is too high to get most services, we fall between the cracks

Uninformed professionals Not taking into account the severity of the fire or the pandemic worsening my experience. It am having the hardest time at the same time I have Received support but the pandemic and other terrible events have affected my life

unemployment frustrations

Wait-lists for services and a lot of services are on hold due to the pandemic.

usually my income

Income

I have usually gotten help when I applied in the past. I don't know what support services are offered.

Myself. I'm ill and the process of applying is cumbersome

Lack of vaccines

Haven't applied for any

Sometimes transportation

Poor credit

Waiting list

No founding

Appendix D
Q15 Responses

What is the single biggest barrier limiting you from getting the support services you have applied for?
Transportation.
Cutting through the red tape. So many forms...
Having to do things over the phone or online
I only get \$856 monthly from SSI and rent will be like \$550 for rental space and plus utilities SSI wont raise my check only \$12 this year
Did not qualify based on income but my bills exceed my income.
I've been treated well by Community Action Agency. Im careful with my money or I would be in trouble. I guess no barrier
Covid. No help avilible.
Communication
Time
Income, I make just barely toomuch to qualify for help. Making \$50 a month too much disqualified me from 500 a month assistance.
No funding for resources
House hold supplies
Not enough assistance availability
Mental illness
Money for school
None
There isn't alot around ... like I see in other areas
Just over income. Or in past cases my car is "worth too much" and it disqualifies me for services
Make just enough to not qualify for food assistance programs. Older kids are distance learning (attend school in Chico normally) & not able to receive the school lunches.
I don't know about services

Appendix D
Q16 Responses

What need does your family have, that is not being met by an available service?
Handy man services
counseling
Permanent affordable housing procurement
Counseling
Housing
Uncertain
House and yard maintenance
vehicle
most everything
Help with getting a place to stay with a small dog.
Some aspects of all needs resulting from being a victim of the Bear Fire are still difficult to overcome
Affordable housing.
None.
Socializing
Can you get more people to mask-up or take the vaccine? That would be cool.
Everything
What I have seen in my work with these populations: Serious lack of access to quality mental health services, even for those with good insurance Lack of reliable internet (rural) Low-paying jobs Lack of affordable housing
Financial
Help with electricity and or propane
professional and comprehensive weatherization of home as a paid service
cost of rent
Vehicle. & Dr appoint.
None
sec 8 or help with affording rent
health care that looks to the patients' needs and not administrators paychecks and retirement plan
Transportation, housing, food.
Weatherization and change eligibility for access to programs. Bring the food programs to the seniors and elders(who are not able to get out to the community) to where they live.
Childcare
I need housing for my son and i and cant keep appts oi ve beeb cut off my ssi my disability keeps me anti scial i need help
My grandson who doesn't live in my household has schizophrenia and isn't getting as much services because of Covid.
Affordable senior living
Help keeping my yard kept up
professional help
Everything
ALL OF MY NEEDS.
Not having an emergency room in Paradise anymore.
Nothing

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Q16 Responses

What need does your family have, that is not being met by an available service?
Used to be Cal Fresh before COVID was qualified for only \$16 in food stamps that didn't go very far!! Now it has increased to max at least until pandemic over!! Can't even begin to say how much this has helped,
Job services
Healthcare needs
employment
My unemployment
no internet
Healthcare, energy efficiency services,
Housing
Medical, bills
Nothing
None, so far.
Primary care physician
I haven't applied for any support services.
high rents
At this minute I don't know. Maybe help with going after PGE to make them make us all whole again they have been getting away with way to many things, the upper management as well as their investor's have never lost anything they drive nice cars, live in big beautiful homes, take awesome vacations and take home bonuses and paychecks that they truly don't earn they steal from all there customers raise there rates and are still not held accountable for there wrong doings!!
Continued education.
Unknown
food and clothing needs.
I have some over 100 feet tall pine trees that belong to the city they border my Fenceline they drop pinecones continually and create so much work for me I used to pay someone to trim them and clean up after them but I'm old now I'm 73 almost 74 now and I can't just get out there and do that I've asked the city to trim them do some thing with them they said there's not a problem there's so much work for me my other need us about safety our family no longer feel safe cars are being stolen all around my neighborhood at 1427 normal so much thievery and unfortunate people I found sleeping in my bushes scare the hell out of me can't go out walking no more can't take my grandkids to the park the more my daughter won't visit because of all the criminal element that you see everywhere and that means I don't get to see my grandkids I'm glad you move those people out of the park and away from the triangle but something bigger house to be done it's not safe in the city any longer I moved here in 1972 it's just change so much and not for the good it's a beautiful beautiful little place and who wants to send their kids up here nobody I know they're like nope too much crap going on up there
Household repairs.
Tax help.
Not a need just help weatherization of a mobil home.
Air conditioning so I can live a normal life and not suffer so much in summer.
unknown
Information
More food! I better stable place to live. Some clothes & a way to wash & dry them
Assistance with paying PGE bill
Propane an/or gas for generator and car. As well as vehicle repairs.

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Q16 Responses

What need does your family have, that is not being met by an available service?
Help with paying utility bill
Sliding rent housing.
Paying off pge bill 3000\$
Food loss reimbursement
Police and code enforcement in Clipper Mills
Nothing I can think of.
WATER SERVICE TURNED BACK ON. I AM WILING TO PAY BILL BUT WATER COMPANY REFUSES TO RETURN MY CALS. I WAS NEVER NOTIFIED THAT WATER WAS BEING SHUT OFF. NOBODY WILL EVEN TELL ME WHY THEY SHUT IT OFF
None
low income houseing
Covid-19 vaccine service
Psychiatric services
clothes
Checking in on thire clients with the covid is going on.
We need so much we need access to mental health services we need financial support etc.
Housing
Homr clothes food
Fire insurance
There are a lot of resources that everyone has access to it's just not being handled run a timely fashion , mostly due to the pandemic. I believe there are an adequate amount of programs and services to meet our counties needs but there is a need for public service announcements. There is also a need for volunteers to go out in the community and be an ambassador and tell people and take people to these fine services.
Communication
Cash aid for gas
income to pay bills, savings is dwindling.
None
Nothing
Not enough ILS workers and such persons with knowledge or brains to be able to help with ideas to keep my partner and I in tune with what to do every time something we cannot solve for the both of us to survive every day! WE NEED ALL THE SUPPORT SERVICES THAT WE KNOW ARE OUT THERE AND WE DON'T GET THEM BECAUSE OF COMMUNITY BARRIERS !
Unsure how to answer
none
Mental health services.
Reliable vehicle would make such a HUGE difference in out lives. I could work door dash/instacart and possibly even get back into college.
New windows and a heater
Help filling out forms.
Have transitional housing but I don't have help in finding permanant housing that is safe , affordable. Transportation. I have but have received nothing from communities programs / agencies
Money
covid vaccination
Physical therapy in a safe space for a high-risk individual
None really

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Q16 Responses

What need does your family have, that is not being met by an available service?
income tax help
Mental Care
Housing
I need a scooter to get around because I have pain all thru my body and also I have COPD so its hard to walk up to my mailbox.
We are grateful.
Housing Grant's for renters City of chico use to have them many years ago Also we need a full size wheelchair lift van I am in a power chair & so is my room mate We need grant writers we are both legally blind as well as disabled.
Income from child support was lost due to covid. Went to court. Child amt was lowered. Updated paperwork not yet received from child sup services. Child money not received yet this month. Afraid to use the \$10 cal fresh I was approved for in case a little child money comes through. If it doesn't come through \$10 is not enough to help and I will wind up in credit card debt trying to provide for my daughter alone because her dad isn't helping. Also, been waiting for weeks to get a call to set up date to get taxes done with vita.
Not eligible for food stamps
Propane
Dental & eye glasses
More Money
Transportation
Blusjnn
Our septic tank was damaged when Cal OES cleared the property. We need help to figure out how to get it fixed.
No running car and no financial stability
We could use help with getting food
transportation. I need a car
Unfortunately all the above.
None
I don't know
Pg&e
Cost of living
food
None I can think of
Limited on wood & a/c unit / swamp cooler is broke
support and encouragement from caring people
Trailer so we can use it to clean our land from burn scar and avoid fines. We could then get our burnt wood from the trees there also. We lost our truck and trailer in the fire.
Emotional support and lack of family and friends...
Food, Gas, A Car, & Towels & Blankets Sheets for Beds, Pillows, Couseling, ETC.!!!!
rent money
None
Food
Find affordable housing
Money
None
I need a kitchen and bathroom

Appendix D
Q16 Responses

What need does your family have, that is not being met by an available service?
same as answer to #4
Weather proofing
housing
Assistance with housework and yard work and accounting. As I don't qualify for assistance so Im on my own.
Just everything like slow vita taxes people don't answer phones any more or reply to messages
Transportation
None
None
Weatherization
nothing
Help with homeowner insurance. And 1 time a yr get a free load of wood.
Healthcare
A home to live in a vehicle to drive and clothing
Help with gas cards would be helpful
Why should seniors like us we are 61 and 67 have to pay for our medical
Utility assistance
I tried to get my heroin-addict adult son help. There was not a lot of help to be found. Behavioral Health could not help him with his mental health issues because he was not suicidal (at that moment). This county could do a lot better for those dealing with addiction and mental health problems.
Consistent unemployment and employment
Unsure
none
Help with Bill's, furnishings, finding a reputable company to clean up burned out lot of weeds, etc., and money to get it done before we get fined by Paradise.
None.
Mental health
Above
My needs are met
Traveling to Doctor's Appointments in South Lake Tahoe. Surgery scheduled on June 28
They are being met now
none
Mine is probably opposite on most others. My son and I were preparing to do the clean up on our side by side home sites. We invested in a back hoe and were ready to start. We were told by Casey Hatcher of Butte County that The Town of Paradise in conjunction with Butte County had written an ordnance that required us to use a licensed contractor or have CALOES do our clean up. Since then I have had a negative attitude towards all the government control of everything, and am having trouble moving foreword.
Sense of community, mental health services beyond counseling, children's engagement venues which are indoors (museums, play groups, clubs), how to navigate the EDD system
Specialized dietary requirements for health issues.
Food giveaways that meet my special diet needs. I have Celiac disease and much of what is given away contains wheat. Gluten free versions are way more expensive for less product than wheat based versions so I spend much more and get much less.

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Q16 Responses

What need does your family have, that is not being met by an available service?
Things are getting better so we are not leaning on services except for the food drive. That is most helpful for us because even though we are a family of four, we still take care of extended family by providing meals for them. Mainly elders.
Money to move
Need more food give aways.
I have no income, no calfresh (foodstamps).
My income from rent aids them for any costs they need to cover.
none
Energy savings...weathering etc
Foods
None
high fuel costs, heating and cooling
I am trying to work with a representative for help with housing, but my work schedule, and current living situation, has made connecting, and follow up, almost impossible.
Be nice to have more gasoline and propane help
I have no idea what's available
Nothing
Idk
I would say money for sure.
without knowing what services are available I cant really say
isolation and not enough available and reliable IHSS care givers...
dental, vision, and no help for addicts who are poor
Not receiving child support even though award it
Getting PG&E paid down
Help with my taxes.
my mother has a need for food to be delivered to her while I'm at work
Cash aid
Mainly bring place in an a house or apartment that we could maintain there after, or preferably wed like to be able to build our home on a piece of land granted to us as my partner is BBC a journeyman carpenter.
I would love to be able to get a discount on pet food. And to get personal hygiene products. It sounds greedy, but would love razors or lotion and deodorant. I use vinegar to clean, but getting cleaning products at a discount would be lovely!
None at the moment
Needing stable low cost internet to work from home.
loan housing
More available low-income housing options
None
We are trying so hard to rebuild. We are still in a travel trailer after the fire. Our whole lives are different, and we're working to get back on track.
none
health care, dental care
We are able to meet most of the needs in our family, but it isn't very affordable and doesn't leave much for other activities. However, due to pandemic, there isn't very many options for kids/family to get involved in.
nothing

Appendix D
Q16 Responses

What need does your family have, that is not being met by an available service?
Children care
We have all utilities and are able to do normal day to day activities. It's just hard to find the money to pay so much of one bill and be left with close to nothing for our sons.
Medical services, the age old problem in this country.
Limited number of medical providers accept California state medical insurance program
My 95 year old mother in law that lives in my bedroom could use assistance getting a new home. Her burned too. I know dozens of people that want to return but home prices are skyrocketing and rents along with them. So maybe, rent control.
Home repair/maintenance
food/gas
where can we safely go to walk. our city streets have basketball backboards blocking the sidewalks making us walk, roll our wheelchairs into the streets, Company trucks parked on city streets-wrong.
No caregiver services unless I pay for it.
We need good medical services that are affordable. My employer offers insurance but it's only for major services. So because I get insurance through my employer I don't qualify for state services.
housing
child care
Everything
Utilities
Being together
Physical, mental and financial stress relief
Rent
Financial security, emotional stability!!!!!!
Consistent dependable financially affordable housing, refergeration, heating, cooling
Talking to county and state workers
Medical insurance
Rent
cost
I need Help paying my PG&E Bill! It's very high. Getting yard work done. I can't do it myself. Gardening people charge too much for me to pay them.
Finding work
none at this time
We are just floating with our heads aliittle above water. Lol
Monthly income of \$1200, vs rent, medical insurance premiums, homeowners insurance premiums of \$1000 per month are cause to consider seriously moving to a lower cost of living state where costs are lower since income is static and determined by the federal government (i.e., social security)
Gasoline
Empathy and kindness and understanding of individual circumstances
Groceries
I am very grateful to get the help .
Income taxes
Trash , cut and ask for the payment. high prices in PG& E, and Noises , speed, by cars , Where is the City Councils, and the Chico PD to control this aggressive drivers.
Haven't applied

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Q16 Responses

What need does your family have, that is not being met by an available service?
Financial and food shortage
Generator for power outages
Not
Right now my lack of a working phone is my biggest problem. When people at agency say they will call and I borrow a phone for several hours and get no call that is huge. I just wasted a favor and my time
Vision and dental health care for seniors. Medicare is a MESS. Enloe's business practices are predatory. Health care in Cuba is better than what seniors receive right here in Butte County.
Food
Affordable housing
Housing
There are several needs actually that me and my family have had not been met , by almost all of the local available services that are out there.The main needs that we have that aren't being is the financial assistance and lack of transportation.
Not certain but most likely medical and help fixing things around the home.
I need legal assistance. I've been manipulated by someone that sits in a situation of power above me(controlling my housing funding, housing they know I can't afford and shouldn't have pushed me into taking in the first place) into signing over guardianship of my daughter. I'm scared and I feel helpless.
I'm a Camp Fire survivor and I have never been able to access the services that were/are being provided. I was unable to get the wildfire assistance or file for the lawsuit. I need assistance with food and being able to get to food giveaways in my area.
Being able to get food
We put solar on our roof company was to fix roof first never did have issues with that still on PGE due to fact company didn't tell truth about the prep work to be done. Never got turned on.
None
Help with paying bills lost my job due to fire and losing everything to it and the covid
Shelter
Healthier food
Car repairs
Getting the logs off my property so re-building can finally begin.
Wifi
More LIHEAP
we are doing ok actually. husband does shopping as he has had the vaccine. i have anxiety disorder, so i am home.
PG&E.
Housing
Help with housing. Ive been told I don't qualify for section 8 because of a prison term I served over 21 years ago. When literally dozens of people I know recurve it that have the same issues.
Nothing
pet groom at my home
siding, fascia, painting, roof repair,heater,cooler, stove
Emergency savings

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Q16 Responses

What need does your family have, that is not being met by an available service?
Not having a washer and dryer and the only laundromat costs us about \$30 per week to use.
bills
Refer to previous answers.
More affordable housing
None.
Mental health services
Food distribution and where to find different available services as the needs arise.
I needed help with furniture.
(Taxes). called several times for an appointment for Vita program with no answers
We are just worried about our electricity bill thats all. I can make everything else happen pretty much. But that bill is overwhelming.
We will survive. Others are much more deserving.
nothing.
Help with housekeeping
if it wasn't for the community action agency being available, i can't imagine us being able to survive the cold winters, hot summers and so much more, i can't even say enough about what this organization means to us
Utility Assistance grants, food assistance or mortgage modification. Nobody can help because we make above \$50k
Not sure how to answer, but probably affordable health care.
My own home
I need section 8 list to open up again.
Electrical outlets on the left side of my home doesn't work and recent!y shorted out. I am limited income and can not find an electrician for less then 350.00 an hour.
Rent and food and counseling- MediCal requires an LCSW, and there aren't any available.
Rent it went up so I work more and I can't spend time with my kids it makes me feel sad
Currently I need a vehicle to get to appointments and services. My last car was \$500 and ran for a couple of years; it was a 1991 used car with high mileage but it served me well for the past two years. I'm h0ping I can find another good deal when I get the \$1400 check we are hoping for.
Greater affordable HEALTHY food
We.need a car.
Not being able to see people in person; not being able to hug.
Food
not applicable
I am a family of one,68 and have had both my vaccinations. That doesn't make me feel any better or more comfortable dealing on a limited shelf-life for myself. Many more deep thoughts and considerations have to be made on a day-to-day basis. Transportation, food, utilities, rent,bills, and then worrying about the unexpected. Staying on top of all that is my main concern.
N/A Sometimes if a family can just get a roof over their head and stabilize and THEN worry about increasing income it would be a huge help.
Unable to look for a good roof for myself
Nothing
Unsure.
None at the moment

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What need does your family have, that is not being met by an available service?
I need help filing for Social Security disability and I need help to re-file for unemployment
money help for car repairs
Section 8 mainly ##1. Definately would be rental help ASAP. Even when I get to put in an application the wait will be years probably. My rent is even far below all the other tenant here... And worse elsewhere, 1and 2 bedrooms are starting out at 1000.00 and are few and far between since all the fires!! I will be homeless next year when they raise my rent again!!
See above
More safety patrols.
Need help with bills and food. Also need furniture. These things are hard to get because we were forced to move into a home above our price range due to no housing available.
None
Vehicle assistance an lower priced energy.
none at present
None
Money.
Our basic household supplies(shampoo, conditioner, toilet paper, etc.)
There are NO services with the intent to truly lift people up and out of poverty. Only programs that make people stay poor enough to qualify for services, but never to do better, never to create upward mobility. If you provide services that move people OUT of survival mode, they would actually THRIVE which would benefit ALL people!
Affordable housing
transportation
Steady income. We are quite industrious enough to stay afloat but there is no longer income to squirrel away as a safety net. We depend on serving others to make a living, and a bottomless job market affects all others.
Food, furniture, moving out of state
Food stamps would be helpful and pge not jacking up our rates constantly
Mostly food insecurities and vaccines for covid.
none
Better/safer public transportation
Nothing currently.
I have no idea.
Mental health treatment
Travel expenses, clothing and energy costs.
utilities help
Gas cards to use for work
Housekeeping
none.
We don't get services
Bills
Support, in getting services in out in area with no services in tent cause that's all I can be at to sleep
Catching up on debt because of the fire
Car repairs.

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Q16 Responses

What need does your family have, that is not being met by an available service?
I'm retired, disabled, and need in-home help with major cleaning that requires strength and stamina (floors primarily).
Someone to help me coordinate getting disability benefits for my family members.
Assistance with permits, septic, water
Avail transportation for seniors and disabled.
Rebuilding our home
For others...being just above qualifying incomes for some services.
Counseling (don't have full scope medical)
community! between the fire and the virus, there is no community
don't know
Being able to get Food Stamps & Medi-Cal.
Being at home is very stressful
Help getting a ramp built so I can get my mom out of the house to a physical Dr. Appointment. Phone calls with the Dr is not good enough. He just can't see how she is deteriorating.
Just struggling to pay stuff right now
None
Medical and dental bills accumulating outside of what is covered on our insurance. We have a daughter with special needs.
Need for funds
I'm not sure there are any services to help
Rent, utilities, food, clothing, shoes, car.
Nothing
None
Not sure
food, help with pg&e
nothing
Help with propane
Help with teen
Helping with the phone bill
More access to CalFresh.
dental work ,compression wraps ,glasses
Reasonable health care
I can't think of any other needs other than a method of finding like-minded people in my neighborhood who would like to build a friendship. I wish there were Zoom gatherings organized around interesting themes so I could find like-minded people.
None
I cannot afford to pay rent, keep the utilities on, pay insurance or keep my vehicle registered. And cover the cost of toilet paper, gasoline, feminine hygiene products and batteries for my hearing aids. . Every month it comes down to going without out something needed. Lately i have had to endure going without my hearing aids and being deaf because the reality is hearing is apparently a luxury in my life.
In person education every day of the week. This is absolutely our biggest issue at this time.
Gas cards, helping with both propane and pg&e.
I have NOTHING! NO SERVICES AT ALL ARE HELPING ME! NONE Service or ANY help would be nice.

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Q16 Responses

What need does your family have, that is not being met by an available service?
just cant say, need all, electricity and mortgage, food
Groceries.
none that I can think of
Just affordable house
I.H.S.S. finding a provider
Affordable home repairs.
None
Shelter
None
I don't know it's just right financially.
Affordable housing, I pay more than half my income to rent
None
An advocate
I don't understand this question
Affordable home improvements
after effects from campfire
Food and rent
I think a service that would be most helpful is assistance with mobile home repairs. I have several things that need repairs but can't really afford them, like some non-working electrical wiring/outlets, lack of connections for a washer/dryer, need for a ramp, dry rot in bathroom floor and water-heater closet, lack of insulation in walls, etc.
Propane
Get us all vaccinated
None
Help with groceries
Need new fuse box
transport and access to healthier food options.
Housing
Tree removal and founding for home rebuild
Mostly food shortages. We do have calfresh but the price of food went up, a lot. To supplement we use the food banks and US commodity boxes. A lot of the food we get in the boxes are poor quality. Rotten vegetables, low grade meat that is more preservatives than actual proteins. We used to see dried beans, oatmeal and rice. Its hard to be healthy when eating poorly.
We get by and get food boxes from the church. Can't really afford anything like car repairs and house repairs and things like a new roof. So we just don't do it.
Pge help
cloth , food , bottle water
Yard care actually
Support for gas and groceries. Plus some kid free support for parents with special needs kids
Gas
Food boxes

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Q16 Responses

What need does your family have, that is not being met by an available service?

I work full time, have to kids. Have worked hard to buy my home, but when repaired are needed they are not covered by insurance and can be very expensive. A burst pipe, a clogged toilet, etc. Sound simple enough but can take the whole months food budget easily to fix

tree trimming, basic repairs

Non essential items

None at the moment

Finding appropriate, affordable housing in Chico.

Electricity support service

None

Rental Assistance

The ability to provide services to my daughter with special needs. She needs extended therapy beyond the school services. many which are not covered by her insurance. Also being able to afford dental care. I cant afford anything extra because my income is stretched thin.

Food security

Not sure Of any services available

Food assistance. Need more food distribution in Chico

Gas & electric bill