2024/2025
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

☐   **Cover Page and Certification**

☐   **Public Hearing(s)**

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

Agency Name	Community Action Agency of Butte County, Inc.
Name of CAP Contact	Stefan Spirk
Title	Director of IT & Compliance
Phone	(530) 712-2666
Email	SSpirk@buttecaa.com

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

May 30, 2023

Board and Agency Certification

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

John Kuhn		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Tim Hawkins		
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		
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)

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 the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document information about the concerns and comment as to their validity.

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

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

Public Hearing Report

Date(s) of Public Hearing(s)	
Location(s) of Public Hearing(s)	
Dates of the Comment Period(s)	
Where was the Notice of Public Hearing published? (Agency website, newspaper, social media channels)	
Date the Notice(s) of Public Hearing(s) was published	
Number of Attendees at the Public Hearing(s) (Approximately)	

Part I: Community Needs Assessment

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

Helpful Resources

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

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

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

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

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

Community Needs Assessment Narrative

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

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

Appropriate eligibility and demographic data are collected at the time of client intake and enrollment. Depending on the program and its requirements, this data is collected and stored in at least one of our program-specific databases or collected in hard copy for entry into mandated reporting systems (e.g., for Food and Nutrition Programs). Most, but not all program demographic collections, include questions related to poverty level. Programs that do not collect poverty level require the clients to self-certify as low-income. The collected demographic data provides insight into who is using our programs and services.

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

CAABCI primarily serves Butte County California, but reaches into Colusa, Glenn, Plumas, and Sierra Counties. The agency focuses its direct food distribution activities in remote 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.

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

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

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

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

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

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

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

Feeding America

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

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

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

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

☒ Community Forums

☐ Asset Mapping

☐ Other

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

N/A

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

This year CAA Butte teamed up with the North Valley Community Foundation and Red Cross to provide a more comprehensive community needs assessment survey and focus groups to the community. This consisted of an online survey, which collected both quantitative and qualitative information, and focus groups, which collected primarily qualitative information. For the first time, we collected data in English, Spanish, and Hmong, but we were only able to get Spanish translation in time to be included in our Community Action Plan.

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

A. Community-based organizations – 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 E.

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 E.

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 E.

Gridley Electric	Recology	Mom's Restaurant
Azad's Martial Arts	Lundberg Farms	Wagon Wheel
African American Family Cultural Center	Red Cross	

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 E.

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 E.

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	

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

Butte County residents are faced with barriers common to many California rural communities. The county is large (1,670 square miles) 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. These residents have extremely limited access to employment, education, grocery stores, medical resources, reliable utilities, support services, and transportation services. Housing prices and rental rates increased significantly since the 2018 Camp Fire, impacting the entire community, but disproportionately impacting low-income residents.

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

Of the low-income individuals/households surveyed, the following were conditions they cited:

- ~40% have concerns about stable housing

- ~63% expressed moderate to high difficulty affording rent or mortgage

- ~30% cited extreme heat as a hazard and 48% cited wildfires as a hazard

- ~33% could not afford to see a medical professional when they needed it in the last 3 months

- ~14% did not have enough to eat in the last 3 months, and 42% had enough but was not always appealing to them

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

Customer satisfaction surveys are distributed to consumers of various programs, where it is feasible to collect. The results of those surveys, Google Business Reviews, and other feedback channels (e.g., letters, verbal feedback) are accumulated and included in a Marketing Report. This report is presented and reviewed in the Board of Directors' Program Committee monthly.

Community Needs Assessment Results

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

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Safe, Secure, and Affordable Housing	Family	Y	Y	Y
Assistance with Utility Bills	Family	Y	Y	Y
Food	Community and Family	Y	Y	Y
Access to Medical Assistance	Family	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Safe, Secure & Affordable Housing	• Esplanade House Transitional Housing: 25 Units/100 Beds for Homeless Families w/Children • Affordable Housing for Low-Income families and Individuals: 33 Units/150 Beds • Northpoint Apartments for Low-Income families and Individuals: 50 Units/200 Beds • Weatherization: Repairs and improvements to homes to make them safer and energy efficient.	• FNPI 2g, 3a, 3b, 3d, 4a, 5d, 5e. SRV 2k, 2l, 2w, 4n, 4o, 7a • FNPI 4b, 4c, 4d SRV 4o • FNPI 4b, 4c, 4d SRV 4o • FNPI 4g, 4h SRV 4q, 4s, 4t	• Housing ranks high among survey recipients and is further supported by the unmet demand of our housing programs. • Extreme heat was cited as a high need, which is addressed by repairs and improvements to energy efficiency
2. Assistance with Bills	• Utility Assistance: Provides payment assistance for electricity, natural gas, propane, heating oil, cord wood, and wood pellets. • Weatherization: Repairs and improvements to homes reduce energy bills by improvements to energy efficiency. • VITA Tax Assistance: Volunteer assisted tax returns, with no tax preparer fees	• SRV 4i, 4k • FNPI 4g, 4h SRV 4q, 4s, 4t • SRV 3o	• 1/3rd of survey responses cited difficulty affording medical care when they needed it. By reducing the burdens of high utility bills and poor energy efficiency, clients then have a greater chance of affording medical care and food.
3. Food Assistance	• North State Food Bank: Collects and distributes food in Butte, Colusa, Glenn, Plumas, and Sierra counties. • 530 Food Rescue Coalition: Volunteer driven diversion of edible food from landfill to local non-profits to feed the poor.	• SRV 5jj • CNPI 5d	• 14% of survey responses cited food insecurity
4. Access to Medical	• In partnership with Ampla Health, Sonoma	• SRV 7a	• 1/3rd of survey responses cited difficulty affording

Assistance	University, and Yuba College, medical screenings, evaluations, and referrals are provided to the Transitional Housing and Affordable Housing residents. • Drug and Alcohol Out-Patient Services are provided to Transitional Housing and Affordable Housing residents, who receive on-site evaluation, assistance, education, and referrals. • Fresh Start provides case management, individual service plans, and referrals to other community services.		medical care when they need it. • 21.4% of mental health diagnoses in adults are substance-use disorders

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

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

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

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

Part II: Community Action Plan

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.
We envision communities where all residents engage in creating and benefiting from opportunities to thrive, achieve and enjoy life.

2. Provide your agency's Mission Statement.
To improve the economic security and well-being of low-income residents of Butte County and our surrounding service area through diverse housing, human service programs and community collaborations.

Tripartite Board of Directors

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

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

The procedure to become a member of CAABCI's Board of Director's is included in the Agency's By-laws and lists the steps by which an individual or organization can seek 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. Prior to the ballot's circulation, a flier will be circulated to the same individuals during the prior month to notify them of the upcoming election opportunity. The flier will contain candidate information. Staff will report to the Board on all procedures conducted during the election. Board members will be asked to approve the results of the election and seat the selected representative.

Service Delivery System

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

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

Our direct food distributions rely solely on the clients' self-certification of eligibility. For other programs, 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, they are asked to complete an application, which includes a Characteristics Data Form is completed to collect demographic information. Services are delivered directly by internal program staff, by third party vendor or service provider, or a combination of both. Information gathered is entered into the programs applicable database, then used for tracking Family National Performance Indicators (FNPI's).

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

There is currently an unidentified barrier for racial minorities receiving services from the agency. While over 25% of Butte County's non-white racial minorities are below the poverty level, less than 5% of the agency's clients identified as non-white. Considering this data, the agency will work more closely with groups and agencies that work closely with underserved minority groups such as the African American Family Cultural Center, Hmong Cultural Center, and Northern Valley Catholic Charities Services.

Linkages and Funding Coordination

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

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

The Agency coordinates the use of its resources through the identification of needs in the community and by working closely with other community-based organizations and coalitions around key community initiatives. All anticipated public and private resources are accounted for and assigned to the appropriate program(s) based on the funding purpose. CSBG funds are used to support the Agency's programs by leveraging other funding sources. providing foundational support for its administration and supporting other community programs that are addressing identified needs. 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. 3: The Agency is using CalAIM to enhance service provisions to homeless families and leverage program operation costs. 4: The Agency is an active member in the Butte County Food Systems and utilizes CSBG funding to leverage collaborative projects that align with the agency's mission.

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

The 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 serve each client more holistically. Through its Esplanade House program, the Agency maintains MOUs with various government and non-profit service providers which allow the sharing of client information regarding individual case management and coordination of services. The Agency operates the North State Food Bank which has MOUs with seventy-two non-profits to distribute emergency food to low-income households in its five county TEFAP service area.

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

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

Butte CoC Membership Meetings	Butte CoC Coordinated Entry	Butte CoC HMIS
Greater Chico Homeless Taskforce	Butte County Interagency Children's Services Coordinating Council	CSU Chico Basic Needs
Butte County Food Systems Collaborative	Feeding the Ridge	Butte-Glenn VOAD (Volunteer Organizations Active in Disaster)
Camp Fire Collaborative	Northern California CalAIM Collaborative	OBJ

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

The agency prioritizes the leveraging and braiding of federal, state, county, and municipal funding in addition to private funding sources within each of its programs. It does this through staying up to date on and applying for many available funding sources, building relationships with funders and local service partners. This allows the agency to leverage its funding to increase organizational capacity and advocate for and support other organizations providing services to the designated population within the community.

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

The Agency continuously seeks and acquires 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 supported regularly 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 the Agency and other community services providers and service networks in their efforts to increase funding.

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

The Agency uses a combination of spreadsheets and an electronic volunteer management system (VOMO) to capture the number volunteers, their hours, and under which program they served.

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

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 increasing use of available community resources to support the needs of the child. The Agency also provides affordable apartment units to Transition Aged Youth who came out of the foster system.

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

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, the local Head Start provider, or other youth focused organizations 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 to expand their own vision for their future.

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

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 historically warehouse, janitorial 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;

☐ Aids 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 14.4)

The Agency provides food to low-income individuals through a variety of programs offered by its North State Food Bank (NSFB) and is expanding its capacity to do so. 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 fifty-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. The Agency partners with CSU Chico's Center for Healthy Communities to operate the 530 Food Rescue Coalition. This program uses volunteers to provide free transportation and coordination surplus food to local non-profit organizations.

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

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 coordinates services with your local LIHEAP service provider?

Since the agency is both a CSBG and LIHEAP agency, we refer clients between CSBG and LIHEAP programs. Our website and marketing materials highlight all our programs, regardless of funding source.

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

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

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

The agency provides referrals to fill gaps in services during case management appointments. We develop linkages by working with other service providers in the area to stay informed of service availability.

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 several data collection systems, which are relevant to each program. Appropriate eligibility and demographic data are 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 monthly. 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, performed by an independent 3rd party firm, is reviewed by the Finance Committee. The committee reviews both the draft and final versions of the 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 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 with direction for corrective action or additional information. A quarterly review of random client files is also reviewed. The agency does not have a formal monitoring report in place.

Data Analysis, Evaluation, and ROMA Application

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

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

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 continuously. 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)

For over 30 years CAA Butte has owned and operated the largest transitional housing program for homeless families with children in Northern California called the Esplanade House. In 2008, the federal government embraced "Housing First" policies. The policy change intent was to focus the Housing and Urban Development (HUD) funds, toward permanently housing homeless households quickly and without stringent barriers rather than fund "Housing Readiness" programs that provided highly proscriptive programming aimed at addressing the core issues of homeless households that created an ongoing cycle of homelessness. By 2015, HUD incentivized Homeless Continuums of Care (CoC) to reallocate HUD related funding to low barrier Housing First programs rather than Housing Readiness programs. This resulted in CAA Butte's Esplanade House losing most of its core funding, putting the program in jeopardy and threatening to reduce the effectiveness of the program and its participants outcomes toward self-sufficiency. Because this long-term program is of such value to the community, the County of Butte identified State funding resources the County receives to help continue the program. A few years after those resources were committed, the State unilaterally shifted their funding policies to align with Federal Housing First policies. This, once again, put the Esplanade House program's funding in jeopardy. Considering the in-depth analysis and performance data over a 30-year period, the CAA Butte was determined to not shift its program model to a lower-barrier Housing First program and continued looking for funding that would enable the program to continue with program that required sobriety and program participation, which Housing First considers barriers to housing.

In 2022, the Esplanade House took its initial steps to becoming eligible to work under CalAIM, a Medi-Care/MediCal funded program that provides fee-for-service dollars to entities that are addressing key preventative care services related to homelessness. The agency contracted under CalAIM in 2023. This funding is not tied to Housing First and will allow CAA Butte's Esplanade House program to continue to offer robust best practice programming to break the cycle of poverty with multiple generations of homeless families with children and improve their capacity towards self-sufficiency.

> 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)

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 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 help coordinate food donation matching with recipient organizations and volunteer driver scheduling.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☐ Yes ☒ No
2. If yes, please describe.
3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☐ Yes ☒ No
4. If yes, please describe.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
☒ Yes ☐ No
2. If yes, when was the disaster plan last updated?
Updated in 2019 to include wildfires, updated in 2021 to account for pandemic, and has since been reviewed annually.

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 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.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

        –

        I.   document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
        II.   strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization's mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The organization's programs and services are in alignment with the mission.

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

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Public Commentary	C
Qualitative Assessment of Butte County and Needs	D
Community Needs Assessment Survey Responses	E

Appendix A - Copy of the Notice(s) of Public Hearing

To be included after Public Hearing

Appendix B - Low-Income Testimony and Agency's Response

To be included after Public Hearing

Appendix C – Public Commentary

The following are comments by the public on the draft Community Action Plan. The public comment period was June 16, 2023, through July 7, 2023.

Date/Time	Q1	Q2	Q3
To be included after Public Hearing	*To be included after Public Hearing*	*To be included after Public Hearing*	*To be included after Public Hearing*

Appendix D – Qualitative Assessment of Butte County and Needs

Community Action Agency of Butte County Inc. (the Agency) used several sources for its Community Needs Assessment. These include a "Community Needs Survey," in-person listening sessions, Census data, and a Butte County Department of Public Health Community Health Assessment. The listening sessions and the method of surveying were different from prior years. This year we partnered with our local Red Cross and North Valley Community Foundation to conduct the survey and listening sessions, with the goal of a more robust and collaborative assessment.

The Community Needs Survey was conducted online using a Google Form and primarily marketed via social media posts and paid social media ads. Questions included identifying information (for deduplication purposes), demographics, household income, and ~30 questions regarding the participant's housing, transportation, mental health, physical health, social supports, food security, and financial stability. The survey received over 700 responses. Once filtered for our service area and household incomes below $75,000 annually, we had 138 usable survey responses.

Listening sessions were held in Chico, Magalia, Oroville, and Paradise, where 122 individuals participated across 11 separate sessions. No identifying information was captured during these sessions.

About Butte County's Population

Butte County counted 217,884 residents in the 2020 census. The county's poverty rate of 16.5% is marginally higher than the national (12.8%) and state (12.6%) poverty rates. This puts Butte County slightly higher than other California counties with similar population sizes.

County	Population	Poverty Rate	+/- National	+/- State	Est Individuals in Poverty
Marin County	262,387	7.5%	-5.3%	-5.1%	19,679
El Dorado County	190,568	9.3%	-3.5%	-3.3%	17,723
Shasta County	181,935	13.5%	0.7%	0.9%	24,561
Yolo County	216,703	15.0%	2.2%	2.4%	32,505
Imperial County	180,051	16.4%	3.6%	3.8%	29,528
Butte County	**217,884**	**16.5%**	**3.7%**	**3.9%**	**35,951**
Kings County	151,887	17.6%	4.8%	5.0%	26,732
Madera County	156,304	21.8%	9.0%	9.2%	34,074

The number of individuals in poverty tends to be clustered in the more populous areas, such as Chico, Oroville, and Paradise/Magalia.
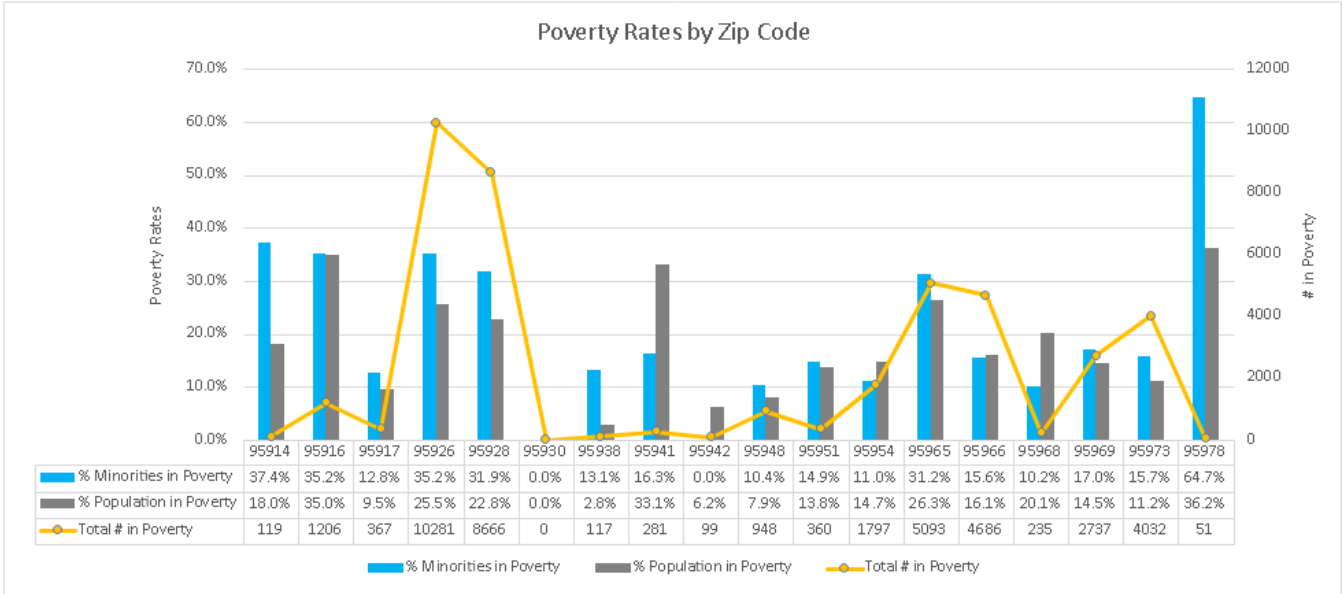
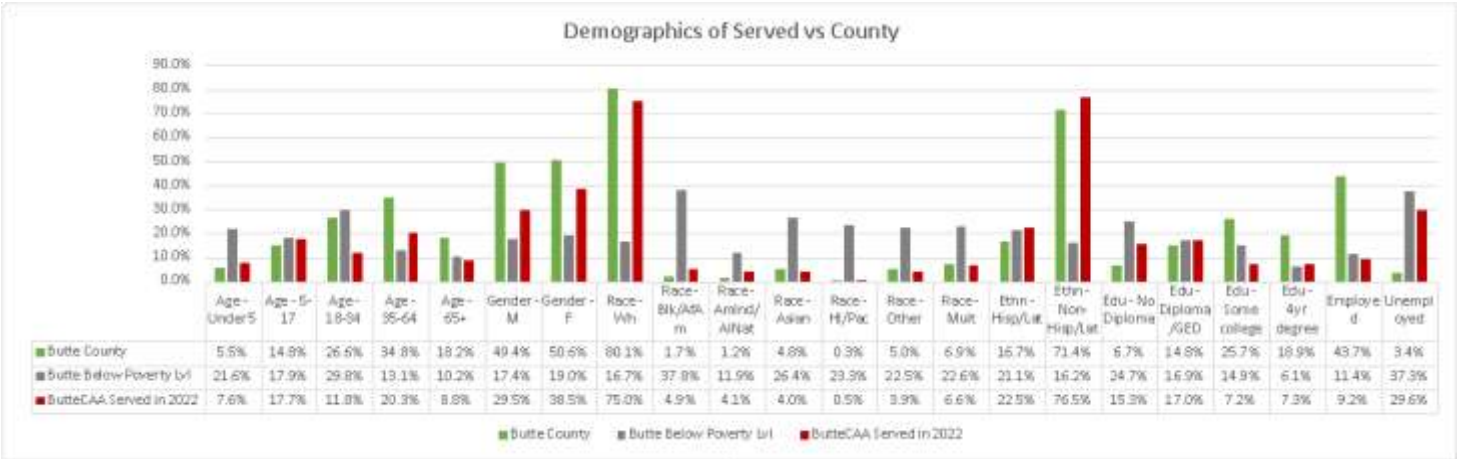Butte county's population has a lower proportion of minorities and higher proportion of white-non-Hispanic/Latinx individuals, when compared to California and the national average.
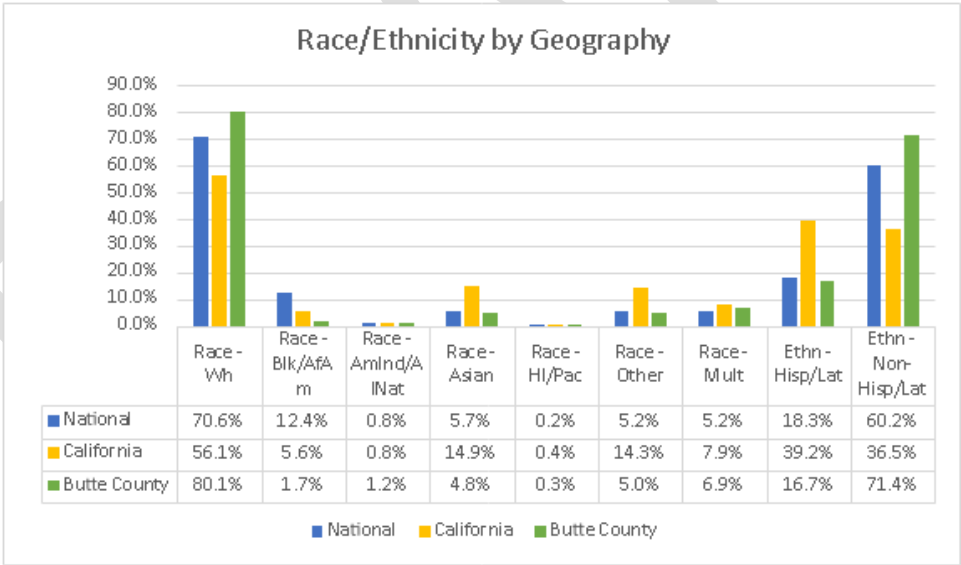
Butte County's poverty rate appears to impact the adults aged 18-34 and children under 5 the most. Individuals in minority racial groups are also disproportionally experiencing more poverty than their white counterparts. The agency's services are reaching racial groups proportional to the county's population and population in poverty. However, poverty rates within a racial group show that minorities have significantly higher poverty rates. For example, White individuals in Butte County have a poverty rate of ~16.7% (+/-1), while Black/African American individuals have a poverty rate of ~37.8% (+/- 6.8).

Demographics of Served vs County

	Age- Under 5	Age - 5- 17	Age - 18-34	Age - 35-64	Age - 65+	Gender- M	Gender - F	Race- Wh	Race- Blk/AfA m	Race- AmInd/ AlNat	Race- Asian	Race- HI/Pac	Race- Other	Race- Mult	Ethn- Hisp/Lat	Ethn- Non- Hisp/Lat	Edu- No Diploma	Edu- Diploma /GED	Edu- Some college	Edu- 4 yr degree	Employe d	Unempl oyed
Butte County	5.5%	14.9%	26.6%	34.8%	18.2%	49.4%	50.6%	80.1%	1.7%	1.2%	4.8%	0.3%	5.0%	6.9%	16.7%	71.4%	6.7%	14.8%	25.7%	18.9%	43.7%	3.4%
Butte Below Poverty Lvl	21.6%	17.9%	29.8%	13.1%	10.2%	17.4%	19.0%	16.7%	37.8%	11.9%	26.4%	23.3%	22.5%	22.6%	21.1%	16.2%	34.7%	16.9%	14.9%	6.1%	11.4%	37.3%
ButteCAA Served in 2022	7.6%	17.7%	11.0%	20.3%	8.8%	29.5%	38.5%	75.0%	4.9%	4.1%	4.0%	0.5%	3.9%	6.6%	22.5%	76.5%	15.3%	17.0%	7.2%	7.3%	9.2%	29.6%

■ Butte County ■ Butte Below Poverty Lvl ■ ButteCAA Served in 2022

Conclusions drawn

Analysis of the open-ended survey questions found that housing, housing costs, food, mental and physical health care, and assistance with expenses are the greatest need. While most low-income survey responders feel at least stable and secure with their housing, most also expressed moderate to high difficulty paying for their housing. Transportation costs are mentioned, but a substantial majority of low-income responders (83%) use a vehicle they own as their primary mode of transportation.

The in-person listening sessions supported the online survey responses. The session in Magalia (~20 miles from Chico, Butte County's most populous city) showed that the population is still concerned about wildfires. Access to health care services, food distributions, and reliable utilities is difficult for some participants, due to the remote area's infrastructure and distance to services. A need for tax assistance, financial literacy, and education on how disaster payments are taxed was also raised.

The discussions about food/hunger among 11 separate sessions fell into the following categories: Community gardens, food benefits (i.e., CalFresh), Food Bank food distributions, transportation to/from food sources, and education about food distribution.

Session participants liked the idea of a Community Garden, but the time investment and transportation were cited as potential barriers. Access to drinking water for the homeless was mentioned. Publicly accessible faucets limit the flow rate, making drinking more difficult. Some participants had difficulty obtaining CalFresh and using the benefits at local markets. There was some concern about losing benefits when receiving CalFresh or SNAP. Cultural foods are limited in the more remote parts of the county, and available mostly in the more populated cities.

There appeared to be a lack of understanding about varying food programs and how they work. Food pantries are replenished in different ways. One pantry might be regularly replenished, while another only has food when a donation comes in. The providers of the food and their schedules are not always clear, leading to uncertainty about food type and availability.

- Sources
  - Community Needs Survey Data
  - Community Needs Listening Sessions
  - Butte County Dept. Of Public Health Community Health Assessment
    https://www.buttecounty.net/DocumentCenter/View/3245/2019-to-2022-Community-Health-Plan-PDF
  - 2020 Census S1701 Dataset ACSST5Y2020

Appendix E - Community Needs Assessment Survey Responses

Open-Ended Question Word Clouds

What are your top three expenditures (money spent) each month?

Are there resources or services lacking in your community? Please explain.

What resources or services would you benefit from receiving? Please explain.

Summary Tables

How do you feel about your current housing situation?	
Fairly stable and secure	35
Fairly unstable and insecure	10
Somewhat stable and secure	33
Very stable and secure	49
Very unstable and insecure	9
Total	**136**

Overall, how difficult is it for you to afford housing (includes rent or mortgage payments)?	
1	28
2	22
3	36
4	28
5	22
Total	**136**

Which of these hazards do you feel are most relevant to you and where you live?	
Drought	5
Extreme Heat	43
Floods	7
Smoke/Air quality	14
Wildfire	67
(blank)	
Total	**136**

Which of these best describes the food eaten in your household in the past three months:	
Enough but not always the kinds of food we want to eat	59
Enough of the kinds of food we want to eat	59
Often not enough to eat	5
Sometimes not enough to eat	14
Total	**137**

Was there a time in the past three months when you or someone in your household needed to see a health professional but was not able to afford it?	
Always	7
Don't know	2
Never	61
Rarely	27
Sometimes	26
Usually	13
Total	**136**

Overview:
There were 11 community listening sessions held all throughout Butte County, including in Oroville, Chico, Paradise, Gridley, and Magalia. 8 sessions were hosted in English and 3 sessions were in Spanish. Each session took one hour to an hour and a half and a total of 119 community members participated. The following were some of the main themes emerging from the sessions.

Hunger

Community gardens

There is interest in the community gardens, some of the timeframes expressed would be in the morning when the children are at school for other folks in the evenings after their daily activities. Some of the groups stated they are interested in gardening but that it would be easier to maintain a garden in their own home so they would prefer support for soil, tools, and workshops.

For people that were interested in the community gardens, some of the things that were stated included:

Community garden would be great

We need more Community Gardens in the city center current Gardens could be more centered and more connected with neighborhoods

No time to garden - volunteers

Access to water was brought up, in [Location] it was stated that people will not drink well water, need potable water that is not contaminated
Blue water tanks to increase water access

Specifically for people that are experiencing homelessness it was stated that:
there are nozzles on the faucets which limit water access for people and that there is need for more drinking water availability

For CalFresh and the Farmer's Market Match Program and food distribution people stated:

There used to be people that came and passed out sandwiches, if it were not for them, I would starve

In the process of getting my daughter back, I could not get food stamps until she was with me. I did not qualify for many programs because she was not with me

Food bank information was said needs to be even more widely distributed, and that it would be great if more fresh foods options were available

How are people notified when they give out food?

If we had more fruits and vegetables, more people would get it

To supplement your monthly budget with the angel card program was wonderful. Market program here does not accept CalFresh

Farmer's Market schedule (locations and times) is needed

If you use SNAP, you lose SSI

The problem with the food was the same with the snowstorm. People cannot get out we need to move the obstruction or get them the food

Ask for ride to go to other stores

Help getting groceries

Sometimes family does not qualify for CalFresh, barely over the threshold

There are people that have transportation issues that can't get food. I know a woman that had disabled adult children, but she couldn't go up there.
So, one thing that was going on in Magalia was the market mobile changed to get less food, limited foods being delivered, need more food to drive attendance

People come to get food by bus and must wait all day for a ride back

Everything runs out quickly - takes an hour to get through the food distribution line

February (nutrition workshop) but not there was interpreter in Spanish only English

Printed list of resources with food bank locations and dates
Flyers mailed with quarterly resources

Canning Workshops can help prepare us for natural disasters

Pantries working well

People feeding each other (Red Meals)

Farmers Market (getting more connections with Farmers around here)

Chico more access to Fresh Food, many farmers are from Sacramento (Thursday night markets, on Saturday more local ones)

530 food rescues. E.g. if Panera has excess food a volunteer picks it up and takes to a center

Encouraging more places to donate

Cooking classes would be great. Not everyone knows how to cook

Cultural food options are limited, Latino grocery stores are small Orland or Gridley has more

"there's only two Asian markets that I know of"

Food insecurity is common we need more free community dinners like the food revolution dinner at the sccac

Pay what you can restaurants and options where you trade work for food - in restaurants and other venues

Cooking courses would be great. even though we have lots of access, not everyone knows how to cook

More communal kitchen / meal events. even once a week. there is a lot of food insecurity here

There used to be a good food discount store... but it got priced out.

Restaurant, expensive, rarely accessible by walking

Jesus center has no alternative to food being served

If people get public donations, then anyone should be allowed to eat there (vegan, kosher)

Community fridges
Issues with hoarding food donations due to starvation, we need more food assistance
Issues with transportation to free food locations, long walks across town, some people are in wheelchairs
Farmers Market - match EBT money, co-op has similar benefit
Last two months has been empty (Lavern, 5th and 6th, Palm Ave, 4th, and 5th)

There are a lot of places where people are not welcome. The relationship between Sellers and community members is not one of trust. Advocacy is the only real solution to this. Or creating spaces for these folks without an air of charity. [How?] No limits, no surveillance. If there's not people doing literal handouts. We make agreements and there's accountability.

 how we took care of each other through the process. feeding each other

Nate's comments:

What I read in here and heard from the sessions are a couple of things:

First, I think food distribution is confusing for people. Because we have so many ways, different pantries, some operating through CAA, some not, some are just fridges people put out, or pantries. However, the people do not understand this. They just think "food pantry" and do not understand how one might be supplied regularly every week and one relies only on donations and you never know what they will have.
Seems to be that some branding or marketing could help. Or at least a sticker, magnet or flyers that might put out the schedules for the ones controlled by CAA so that even at these other locations, people can learn about where else they can go.

For transportation issues, I think working to understand where there is a need and where the nearest pantry is

would help us to know where to get ones, or where there is a need. For me, these comments hint that we need more data to identify the places that might be more convenient for people to reach.

Cooking courses come up often too and this is something we can work on and think about how to partner with a chef. I know Enloe has a nutritionist and I think Shelby said the County has someone they are trying to offer this too. It is worth looking for partners to help create menus for food boxes and/or offer classes or streamed videos of what and how to cook items.

Listening Session: Magalia

Magalia Community Park Listening Session #1

Strengths:
- Neighbors helping neighbors.
- The people Gathering Together.
- The leadership of our County Sheriff.
- It was good communication.
- Almost 4 years until I got into my new home it was stressful.
- I think it is the neighbors' helping neighbors and the surrounding community Chico and Williams whether it be Butte County or others
- when the fire happened, we should have had someone in Sterling directing traffic
- people got a car you got a radio
- JD expansion, micro-Watts.
- the religious Organizations that jumped in. They all pulled together to help and still···
- The beauty of the remaining trees. PG&E gives alerts and shuts off power during high
- wind over 15 mph. Phones and internet go down. Pretty much stuck with no
- communication. You are vulnerable. Can you build a cell tower here?
- Exercise groups

Communication:
- I ended up evacuating - my daughter knew before I did. Because she had seen the pictures, had to go to the center in Chico to get cards it was hard, and I got sick, and it was hard. only get back to property last September - nearly 4 years been in a FEMA trailer inviting it first then they tell you must move
- Why does the emergency line sound like something out of the 1970s?
- I bought a house and 8 Days Later lost home stuck back on Dogtown Road. AM/ FM Radio to get local info as quickly as possible. routing issues to sheriff or fire. Calms Center, something low-powered to coordinate local info.
- outdoor spaces, hiking trails, parks

Health
- Exercise classes here, Paradise stronger, organizations on the ridge have increased to support Health and Wellness
- Adventist Health will pick you up, but I know someone who rode the bus and ended up late and had their appointment canceled

- Chico has been a lifesaver for vets; for health, Adventist Health is a long wait; and Enloe nice, People on next door asking will the time for transport to / from appointments
- I travel to Walnut Creek to see my doctors often must drive to Redding or Sacramento for vet care - drove neighbor once or twice
- People need to recognize what we go through. I have problems with my throat, smoke affected. I have allergies right now 5 to 10 years later it can be cancer.

Transportation:
- There is not any
- there is the shuttle bus that takes you
- It is impossible to get appointments. dental all the way in Sacramento
- There are a lot of animal lovers here and there are no vets
- Doctors are not going to come out here, Adventist or the vets. a lot of doctors left
- we do have a local family service

Food
- Passing out food is great, but you should limit it. Once you mention the word free people come out of the cracks. I know people that do not even use the food.
- How are people notified when they give out food?
- If we had more fruits and vegetables, more people would get it to supplement their monthly budget with the angel card program. It was wonderful. Market program here does not accept CalFresh
- There are people that have transportation issues that cannot get food. I know a woman that had disabled adult children, but she could not go up there. Those are the type of people we need to help with disaster, getting food already an organization that has that information. (Database registry of list of people)
- Fire was four and a half years ago, and people still need resources. I can build a garden next year, maybe the year after.
- I volunteer for MCC, also Paradise and Third Church on Pence that is giving food away. [?] On what is available. For the same reason people need to support themselves for 2 weeks, power food what water
- that is true, people are impacted by inflation
- so, one thing that was going on in Magalia was the market mobile changed to get less food, limited Foods being delivered, need more food to drive attendance, Angel Card
- If you use SNAP, you lose SSI
- The problem with the food was the same with the snowstorm. people cannot get out we need to move the obstruction or get them the food
- the free trees were great - But I am not ready for trees yet.
- it is an American problem, we are all fat

From the previous evacuation:
- Need to know the difference between a warning and mandatory evacuation. if you have black plastic tubs with Essentials and emergency list on top of it will save you precious minutes.
- Another thing friends help you is not having Insurance canceled. It would be great to have a centralized source of companies and sharing. People are panicked. The 3 years are up
- If you live up in this area you need Cal insurance.
- This is a lower risk insurance area now because everything burned.

- POA Gave out new evacuation map and paper, but I could not find myself there
- Paving some of the roads to get off ne Rodger, Carterville, Skyway over the top

Housing:
- I found out during the snowstorm that my water pipes were underneath. And at my age there are things I cannot do anymore. I need this done and I will be willing to drive someone somewhere (bartering system centralized)
- Heaviest snow this year since 1952. I am afraid some houses will collapse. Maybe work with the jail?
- The difference between stick Built and mobile home - mobile homes are breaking down, at the end of life.
- battery system needs to be centralized to work well.
- Let's not forget about the college and what they are learning. that is a valuable source

Safety:
- You must provide your own safety. This used to be patrolled by a highway patrol. They do not Patrol the area anymore unless there is an event
- New martial arts program for kids and adults
- I have a security system and my daughter gets notified every time I go outside
- Ankle monitors near bus stops, registered sex offender walking dogs during kid drop off
- looking out for each other is the best bet
- my neighbor is a nudist he brings hitchhikers home and he is a pervert
- ask for an incident number not a case number that will start a paper trail, eventually can get a restraining order

- **Family**:
- You cannot afford it [childcare]!
- Sliding scale!
- During snowstorms schools would close after parents already went to work. Lack of communication. Childcare on campuses?
- it is cheaper to have my wife stay home than to pay for childcare

Financial literacy:
- Serious tax need
- People need help doing their taxes
- they do not teach you anything, there used to be classes
- paying taxes on fire money, experts on minimizing taxes on disaster payments
- financial literacy is important for kids, younger teens something good for them to know, adults too
- You all should have influence with the federal government to stop taxing money from the settlement funds from PG&E
- Emergency preparedness classes. food and pet food
- It is not just buying a home it is maintaining; insurance, taxes, these things

Key locations/ places:
- Recreation areas
- This Center. we made it important
- POA

- Grange hall
- Should hope people get in their homes
- Concerts in the summer
- Billie, Nimshew Parks,
- De Sabla
- Paradise Lakes
- Merlot Park in Sterling City marvelous place to take your family
- Library
- Lakeview Park
- Amphitheater
- disc golf
- lots of facilities that are important to emergency preparation
- DeSabla grange
- Concerts