

2018-2019 Community Action Plan

**California Department of
Community Services and Development**

Community Services Block Grant



PURPOSE

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

Community Action Plans must adhere to the following federal and state laws:

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 676b (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

To comply with [California Government Code 12747](#) pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet. Additionally, CAPs should provide for the contingency of reduced federal funding.

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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. This sector would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

COMMUNITY ASSESSMENT

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

Public Agency - Standard 3.1: Department conducted 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 analyzes both current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

Standard 3.3: 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.

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.

STRATEGIC PLANNING

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

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

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in CSDs biennial State Plan and Application.

**COMMUNITY SERVICES BLOCK GRANT
2018/2019 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION**

TO: Department of Community Services and Development
Attention: Field Operations Unit
2389 Gateway Oaks Drive #100
Sacramento, CA 95833

FROM: Lassen-Plumas-Sierra Community Action Agency

Agency Contact Person Regarding Community Action Plan

Name: Roger Diefendorf
Title: Executive Director
Phone: 530-283-2466 Ext: 115
Fax: 530-283-2478
Email: rdiefendorf@plumascdc.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2018/2019 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson, Robert Darling

Date

Executive Director, Roger Diefendorf

Date

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The CAP is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

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2018 - 2019 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2017**:

- **Cover Page and Certification**
- **Table of Contents**
- **Vision Statement**
- **Mission Statement**
- **Comprehensive Community Needs Assessment**
- **Documentation of Public Hearing(s)**
- **Federal Assurances**
- **State Assurances**
- **Individual and Community Eligibility Requirements**
- **Monitoring and Evaluation**
- **Data Collection**
- **Appendices (Optional)**

VISION STATEMENT

Provide your agency's Vision Statement which describes your agency's values. The vision is broader than any one agency can achieve; the agency collaborates with others in pursuit of this vision.

The Lassen-Plumas-Sierra Community Action Agency (LPSCAA) creates opportunities for individuals and families to reach their highest level of independence and self sufficiency. LPSCAA is recognized and respected by the public as a community asset that makes a difference in people's lives.

MISSION STATEMENT

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

Organizational Standard 4.1 references the Mission Statement for private and public entities:

Private Entities

The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

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

Public Entities

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.

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

The Lassen-Plumas-Sierra Community Action Agency works to strengthen the tri-county communities' capabilities to reduce and eliminate poverty by actively engaging a broad network of safety-net providers, organizations and individuals through countywide and regional collaborations that include low-income households, the general community, the business community, the non-profit community, faith-based organizations and agency staff.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community

served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

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

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the CAP.

Agencies should describe the methods and strategies used to collect the information and should utilize a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

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

Comprehensive Community Needs Assessment (Insert Narrative)

The Lassen-Plumas-Sierra Community Action Agency conducted a Community Needs Assessment during 2017 in preparation for completion of a Community Action Plan for 2018-2019. The process for completing the Needs Assessment was developed to comply with CSBG Organizational Standards, specifically that:

- Information was collected directly from low-income individuals.
- Information was collected from key sectors of the community, including community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
- The community assessment included key findings on the causes and conditions of poverty and the needs of communities assessed.
- Customer satisfaction data and customer input were collected as part of the

Community Assessment.

- Local and regional stakeholder input through partner community forums and county and community assessments were also used to develop indicators.
- Regional demographics and poverty snapshots across poverty issues were also reviewed.

Results include the following actions:

- Identification and analysis of key community indicators important to region and factors directly related to poverty.
- Leveraging local resident leaders to solicit community and consumer input regarding the needs and priorities of low-income communities.
- Analysis of quantitative and qualitative data collected as a part of the Community Needs Assessment process by LPSCAA staff and the LPSCAA Community Action Board.

For Lassen County the largest demographic living in poverty is a male population aged 55-64. 16.4% of the population of Lassen County lives below the poverty line, which is higher than the national average of 14.7%. Males 45-54 are the next largest group living in poverty followed by males age 18-24. The largest race or ethnicity living in poverty is categorized as white at 3,146 persons with a confidence level of 19%. The next largest group living in poverty is Hispanic or Latino at 370 persons with a similar confidence level, followed by American Indian at 136.

For Plumas County the largest demographic living in poverty is a female population aged 18-24, followed by female 55-64 and female 25-34. Again, the largest group by race and ethnicity is white at 2,285 persons followed by Hispanic or Latino at 274 and American Indian at 178 with similar confidence levels.

For Sierra County the largest demographic living in poverty is a female population aged 55-64, followed by female 45-54 and male aged 55-64. The largest group living in poverty is white at 429 followed by Hispanic or Latino at 52. There is no data available for the American Indian population living in Sierra County.

Homeless numbers for the three counties are based on the Point In Time County conducted in those counties annually in January. For Lassen County the number of homeless stands at 146, for Plumas County it stands at 22 and for Sierra County it stands at zero due to severe winter weather.

CalWORKS data is as follows: Lassen County's recipients are 1,037; Plumas County's recipients 372 and Sierra County's recipients 64. SNAP data is as follows: Lassen County's caseload is 1,632; Plumas County's caseload is 1,042 and Sierra County's caseload is 164.

Recent data for Lassen and Plumas County for free or reduced school lunches show that approximately 50% of the students in both counties receive free or reduced school lunches. The most recent data for Sierra County is from 2010, and, therefore, make lack current reliability. That data shows 135 students participating in free or reduced school lunches.

Client Survey results appear to generally be consistent across the Tri-County area with the following highlights:

In the area of education, approximately thirty percent of the respondents were not satisfied with the level of education which they have attained. Over thirty percent would

like to improve their skills in reading, writing, English and mathematics. A major barrier to obtaining more education is the cost of education with approximately fifty percent feeling cost was one of their major barriers to furthering their education. Lack of adequate transportation and lack of child care also accounted for additional barriers with approximately thirty percent answering that transportation was a problem, but in Sierra County, a surprisingly low percentage of respondents (10 %) felt lack of child care was a barrier to furthering their education.

Lack of adequate housing is a concern across the region with fifty percent believing the cost of housing is a barrier to them with over fifty percent answering that the cost of security deposits and deposits for utilities is a major problem. Many respondents also believe there is a significant lack of temporary emergency shelter and housing.

Approximately twenty five percent of the Plumas County respondents felt their housing size was inadequate for the size of their family.

With respect to transportation concerns, the cost of vehicle purchase, maintenance, insurance and the cost of gasoline were major barriers for the respondents. Limited public transportation also places burdens on lower income people in many areas from obtaining more education, employment, medical and dental appointments and obtaining adequate resources.

In the area of nutrition, only twenty-five percent felt their food supply was inadequate, but there are issues relating to nutrition such as inadequate transportation, insufficient income, food stamp allotment running out before the end of the month, and in some cases, lack of proper cooking appliances such as stoves and microwaves.

Healthcare access continues to be a serious problem with the lack of a hospital or emergency medical care facility in the same town where the respondent resides being a major concern. Lack of dental and vision care are major concerns; again with concerns that there is no dental care in the same town as where the respondent resides being a major issue. Long waits for dental services and the cost of prescriptions and lack of money with which to pay for these medical necessities are of major concern for our low income population.

With respect to client satisfaction, respondents to the questionnaire substantially felt that the sub-grantee provider provided for their needs. With only one exception in which the respondent felt that he or she had waited too long for service, all respondents said the provider had provided good service and many of the respondents said how thankful they were for the help.

While there was limited participation in the Public Hearing held on the Community Action Plan, testimony from a representative of the resource centers raised some pertinent points. Specifically, it was mentioned that literacy is a major concern. For example, many of the low income clients who filled out the Needs Assessment questionnaire were unable to read it. Therefore, they needed help in answering a quite simple set of questions that had "yes" or "no" answers.

As mentioned elsewhere in this narrative, Plumas County has no homeless shelter. Therefore, the Resource Center has to refer some of their clients to shelters in a nearby neighboring state or to another larger town an hour-and-a-half away. Those clients who are referred out-of-state and who are on SSI are disadvantaged because they receive a reduction in their SSI payments because of a cost of living reduction in the neighboring state.

Public comments also focused on the lack of transportation in a rural area which covers a large geographical area. For instance, although emergency services may be available for someone who has no food and can obtain immediate food stamps, the client may not be able to actually get to the location where he or she can actually obtain the emergency assistance in a timely manner.

With respect to Plumas County, severe winters are prompting people to want to move from more rural areas to the town of Quincy, where there may be more resources. However, there is a shortage of affordable and available housing in Quincy. In addition, there is a lack of temporary emergency transitional housing throughout Plumas County. While LPSCAA recognizes that the normal Community Action Plan procedure provides for collection of community assessment data prior to implementation or modification of a strategic plan, because of the insistence of CSD that LPSCAA was required to have a strategic plan, LPSCAA developed a strategic plan in 2016, and with the inclusion of current data including customer satisfaction was readopted by the Community Action Board in 2017.

Community Indicators

LPSCAA has identified the most impactful issues affecting the region with respect to poverty which must be addressed to help individuals and families move to self-sufficiency. These include:

Homelessness

Historically, homeless funding in the region has supported homeless prevention services to keep individuals and families housed through rent and utility assistance; emergency motel sheltering funds to provide a safe place to sleep when individuals and families become homeless; and rapid rehousing funds to assure those at-risk secure permanent housing as quickly as possible. Plumas and Sierra Counties lack emergency or transitional housing shelters. Lassen County, through the generous donations of faith-based partners, has several shelters serving single men, single women and families. Two growing homeless populations in the region include unaccompanied male youth and men and women transitioning from the criminal justice system and their families. Without homeless funding and case management support, homeless individuals continue to pass through the revolving door of the criminal justice system, look to drugs and alcohol for comfort, suffer from physical and mental health issues and cannot support a stable living environment for themselves or their children. The prevention of child abuse and neglect and the safety of all community members is of the utmost importance across all program activities mentioned herein.

Nutrition & Health

As a result of the economic situation in the region, food insecurity is a major issue. Food banks, senior nutrition sites, homeless programs, family resource center food pantries and foster/homeless youth programs are all impacted in attempting to provide youth, individuals, families and seniors with sufficient access to nutritious foods to help them sustain their monthly budgets. Food insecurity and hunger can have significant physical and mental health impacts.

Youth

Across the region, there has been an increase in teen suicides over the past several years. The need to provide youth with emergency interventions, supportive services, mentoring, child abuse therapy, and mental health counseling are great. Educational programs offering GED, literacy and transitional services to prepare for graduation and college are needed as demonstrated by the Needs Assessment. Many communities, particularly those in very rural parts of the region, lack any type of youth programming. Teens suffer from depression, negative behaviors in school, lack of parental support and result in some landing in the juvenile justice system. Financial literacy, life skills training and mentoring support can provide teens with the tools needed to successfully transition to adulthood while making healthy decisions.

Education

Access to preschool, early educational opportunities and afterschool programming for children is an area needing continued support. More and more children are arriving at grammar school unprepared to learn due to a lack of developmental and social experiences. Workforce development is also an important factor for the high number of foster/homeless youth in the region. Without support, these youth transition from the dependency system to homelessness as adults, believing their only options are to follow in the negative footsteps of their parents or caregivers.

Resource & Referral

For small rural counties, the success of every partner is based on working as a team while attempting to minimize any duplication of efforts to meet the needs of our most vulnerable residents. Cross referral and communication can be vital components to this system. The health and safety of individuals, teens, families and seniors are of the utmost importance to safety-net and community partners within each rural county as we seek to find ways to meet their needs.

See Appendix A for additional demographic information.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI's
Homelessness & Homeless Prevention	Yes	Mac Homeless Prevention Project	Plumas Crisis Intervention & Resource Center	6.2
Homelessness & Homeless Prevention	Yes	Homeless Emergency Services Project	Crossroads Ministries	6.2; 6.5
Homelessness & Homeless Prevention	Yes	Domestic Violence Services & Shelter	Lassen Family Services	6.2; 6.5
Homelessness & Homeless Prevention	Yes	Family Resource Center	SCCAC – High Sierra FS	6.2
Homelessness & Homeless Prevention	Yes	Susanville Utility Assistance Program	Salvation Army	6.2
Homelessness & Homeless Prevention	Yes	Senior Services Plus Project	Plumas County Social Services	6.1
Homelessness & Homeless Prevention	Yes	Domestic violence Services & Shelter	Plumas Rural Services	6.2
Nutrition & Health	Yes	Food Pantry	Fort Sage Family Resource Center	6.2; 6.5
Nutrition & Health	Yes	Food Pantry	Westwood Family Resource Center	6.2; 6.5
Nutrition & Health	Yes	Food Shelf	Crossroads Ministries	6.2; 6.5
Nutrition & Health	Yes	EFAP, Farmers Market, Senior Holiday Food Baskets	Lassen County Council on Aging aka Lassen-Modoc Food Bank	1.2; 6.1; 6.4; 6.5
Nutrition & Health	Yes	Senior Nutrition & Education Program	Lassen Senior Services	6.1
Nutrition & Health	Yes	Plumas County Senior Nutrition Program	Plumas County Public Health	6.1
Nutrition & Health	Yes	CAN – Community Assistance Network	Plumas Crisis Intervention & Resource Center	6.2; 6.5
Nutrition & Health	Yes	Senior Nutrition Program	Incorporated Senior Citizens of Sierra County	6.1
Nutrition & Health	Yes	Senior Services	Western Sierra Residential Center	6.1

Nutrition & Health	Yes	Community Justice Services Program	Plumas County District Attorney	1.2; 2.1; 6.3
Youth	Yes	Lassen Court Appointed Special Advocates	Lassen Family Services	6.2
Youth	Yes	Plumas Court Appointed Special Advocates	Plumas Crisis Intervention & Resource Center	6.2
Youth	Yes	Pioneer Pool Summer Splash – Safety Program	Central Plumas Recreation District	6.3
Youth	Yes	Magic Beanstalk Players	Dramaworks	6.3
Youth	Yes	Therapeutic Horseback Riding Program	Horses Unlimited Incorporated	6.3
Youth	Yes	Caring for Kids Program	Plumas County Social Services	6.2; 6.5
Youth	Yes	Child Abuse Treatment Program	Plumas Rural Services	6.3
Education	Yes	Culinary Arts Program	Portola Jr./Sr. High School	6.3
Education	Yes	Performing Arts Program	Portola Jr./Sr. High School	6.3
Education	Yes	Native American Youth & Senior Programs	Roundhouse Council	6.3
Education	Yes	Sierra Kids Child Development Center	Toddler Towers Incorporated	1.2; 2.1; 6.3
Resource & Referral	Yes	Chester Resource & Wellness Center	Plumas Crisis Intervention & Resource Center	6.2
Resource & Referral	Yes	Greenville Resource & Wellness Center	Plumas Crisis Intervention & Resource Center	6.2
Resource & Referral	Yes	Portola Resource & Wellness Center	Plumas Crisis Intervention & Resource Center	6.2
Resource & Referral	Yes	Quincy Family Resource Center	Plumas Crisis Intervention & Resource Center	6.2
Resource & Referral	Yes	High Sierra Family Resource Center	Sierra County Child Abuse Council	1.2; 6.2; 6.3
Resource & Referral	Yes	Crossroad Ministries Programs for Low-Income Families & Individuals	Crossroads Ministries	6.2; 6.5
Resource & Referral	Yes	Fort Sage Family Resource Center	Communities United for Children & Families	6.2; 6.5
Resource & Referral	Yes	Westwood Family Resource Center	Communities United for Children	6.2; 6.5

			& Families	
Resource & Referral	Yes	Domestic Violence & Shelter	Lassen Family Services	6.2; 6.5
Resource & Referral	Yes	Domestic Violence & Shelter	Plumas Rural Services	6.2

Instructions:

Top Needs: list the top needs from your most recent Needs Assessment

Agency Priority: Enter a Yes or No in the box to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.

Description of programs/services/activities: Briefly describe the program, service or activity that your entity will directly provide.

Coordination: If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

Page: Please include the location where this information can be found.

Insert Narrative (Explain why need will not be met.)

Not applicable.

DOCUMENTATION OF PUBLIC HEARING(S)

[California Government Code 12747\(b\)-\(d\)](#) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency’s public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community’s needs. Examples include: Surveys, public forums, and secondary data collection.

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

Public Hearing Process (Insert Narrative)

Lassen-Plumas-Sierra Community Action Agency (LPSCAA) is a tri-county Community Action Agency. As a result, the Public Hearing is held in a community centrally located in the tri-county area. The hearing is properly noticed in newspapers of general circulation. The published advertisement also invites individuals to submit written documents. In addition, our agency telephone number is given for those who might not attend the public hearing, but would like to discuss issues by telephone. We have invited subgrantees to submit written documents to be received prior to the hearing date and time.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

Comment/Concern	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
Job training needs	Yes	32	N/A
Transportation needs in throughout Lassen, Plumas and Sierra Counties	Yes	N/A	Due to limited funding, agency meets 50% of the transportation needs in ABC, CA.
Literacy	Yes		
Lack of income for food, shelter, and medical needs	Yes		

Attachments

- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:

Lassen-Plumas-Sierra Community Action Agency Public Hearing was held on June 13, 2017, at LPSCAA's office at 183 West Main Street, Quincy California

Attendee: Leah Irons

Staff members Roger Diefendorf and Tricia Elliott Were present.

FEDERAL ASSURANCES

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Provide a detailed narrative describing the activities your agency will conduct that will enable low-income families and individuals to achieve the programmatic purposes listed below. [\(Federal Assurances can be found on Public Law pages 2736-2739\)](#)

1. Programmatic Purposes

(A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers 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, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

LPSCAA supports a vast array of services that promote the achievement of self-sufficiency, including self-sufficiency for families and individuals transitioning from State programs, through our CSBG-funded community partners. Activities include crisis intervention and emergency services, case management, homeless prevention and direct homeless services, nutrition and food security services, and youth development/mentoring and educational programming. Many services provided by community-partners offer resource and referral information to program participants to access community partner programs. LPSCAA strives to attain an adequate education and improve the literacy skills of low-income families through resource centers and after school programs. In addition, LPSCAA is in the process of developing a new literacy program in Plumas County to replace one that no longer receives CSBG funding.

(ii) secure and retain meaningful employment;

LPSCAA provides employment supports through child care programs and “before and after” school programs that assist low-income parents to acquire and retain employment.

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

LPSCAA strives to attain an adequate education and improve the literacy skills of low-income families through resource centers and after school programs. In addition, LPSCAA is in the process of developing a new literacy program in Plumas County to replace one that no longer receives CSBG funding. Our community partner, Feather River College, provides remedial English and math to a high percentage of entering students. This remedial education serves the community well in augmenting community literacy.

(iv) make better use of available income;

Community Justice Services Program offers technological classes to inmates at the Plumas County jail in preparation for their transition back to the community. The program works with Feather River College to provide access to remote educational services which can continue beyond the jail when inmates return to the community. LPSCAA also supports programs that provide life skills and budgeting/money management activities to help individuals and families become better prepared to manage income and sustain working households. Foster youth in the Court Appointed Special Advocate Programs in Plumas and Lassen Counties participate in the annual Foster Youth Education Summit providing educational enrichment, life skills, team building and leadership development as transitioning skills for youth leaving the dependency system.

(v) obtain and maintain adequate housing and a suitable living environment;

LPSCAA is an independent program of the Plumas County Community Development Commission and Housing Authority, the agency that provides a variety of rental subsidy programs (Public Housing, Section 8 Voucher Program, Multi-Family Housing, Family Unification Program (FUP) vouchers and the Rural Development 515 rental programs). LPSCAA further supports programs that provide emergency and transitional housing activities to assure individuals and families are safe from homelessness.

Services to assist low-income people obtain and maintain adequate housing and a suitable living environment are led by Plumas Crisis Intervention & Resource Center in Plumas County, High Sierras Family Services in Sierra County, and Crossroads Ministries in Lassen County. Each of these programs provides homeless prevention services through rent and utility assistance, emergency motel sheltering (Lassen & Plumas), assistance with rent deposits (Lassen & Plumas) and case management services. Lassen Family Services and Plumas Rural Services provide shelter programs for victims of domestic violence and assist clients in transitioning to permanent housing. Housing and homeless funding in the Tri-County area has been significantly reduced over the past two years. Programs work with Community Development Section 8 services to help low-income residents with housing vouchers as well as

gaining access to supportive housing units. Plumas County Community Development Commission utilizes a federal Family Unification Program (FUP) grant to provide dedicated housing vouchers to foster youth transitioning from care in the Plumas, Lassen and Tehama County areas. Affordable housing options in the region are limited and programs provide support and case management services to homeless and transitioning residents to secure permanent housing. Programs maintain strong relationships with local landlords to assist clients.

(vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and

LPSCAA provides funding and program and fund development (grant writing) services to a variety of organizations that provide emergency assistance to low-income families and individuals. PCCDC operates the LIHEAP Program for Plumas and Sierra Counties providing energy and utility assistance to low-income clients.

Plumas Crisis Intervention & Resource Center (PCIRC) is located in Quincy and operates three additional Wellness and Resource Center sites in Chester, Greenville and Portola.

The agency provides a complete suite of emergency services including emergency shelter, food vouchers, clothing, case management, peer counseling and rent/utility/deposit assistance. PCIRC operates the Rape Crisis Center and Rape Prevention Programs for Plumas and Sierra Counties. The agency operates the Plumas CASA (Court Appointed Special Advocate) Program and the Independent Living Skills Program for foster youth. PCIRC has operated the 24-Hour Crisis Line for Plumas and Sierra Counties since its inception in 1983. The agency serves as the fiscal agent for the local food bank, Community Assistance Network as well and the Quincy Community Supper Program.

Plumas Rural Services (PRS) operates the Domestic Violence Services and Shelter program in Plumas and Sierra Counties. The program provides support to victims of violence through emergency services, counseling, legal support and court advocacy. Transitional services for victims are also available. The agency also operates the Child Abuse Treatment Program for each county.

In Loyaltton, the Sierra County Child Abuse Council and High Sierras Family Resource Center provide homeless prevention services in Sierra County through utility and rent assistance services. The agency also operates an onsite emergency food pantry and commodity distribution for the county. An array of home visiting, youth development and child safety programs are also available at the FRC.

In Lassen County, Crossroads Ministries serves breakfast and lunch six days a week, provides emergency food baskets and a clothing closet at the Family Resource Center site. The program also operates several homeless and transitional housing sites with support services. Crossroads operates a homeless prevention program through rent and utility assistance, transportation services and access to benefits support. The agency serves a large number of Veterans and Hispanic/Latino families.

Lassen Family Services provides a 24-Hour Domestic Violence/Sexual Assault Crisis Line. Agency programs include the Lassen Court Appointed Special Advocate Program, Domestic Violence and Sexual Assault Rape Crisis Counseling and intervention, legal aid and court

advocacy, emergency shelter and transitional housing for victims, Child Abuse Treatment Program (CHAT), emergency food and clothing, transportation and other emergency and intervention services.

Communities United for Children and Families operates two Family Resource Centers in the remote Lassen County communities of Westwood and Herlong. Services at these sites offer emergency food pantries, commodity distribution, case management and emergency services, family and youth programming and resource and referral supports. These FRC sites are vital to their regions as they are the only programs available to low-income residents, seniors and children. Many participants lack transportation or access to any outside services and rely heavily on staff at these family resource centers for support.

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

(l) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

LPSCAA is the community action entity of Plumas County Community Development Commission and Housing Authority. Therefore, there is considerable interaction between LPSCAA and the Housing Authority, which also interacts with local law enforcement, behavior health, social services, various non-profits and the local community college as well as the Continuum of Care.

(l) requests best practices for intervention in urban areas. There are no populations within the LPSCAA geographic area, which would qualify as urban areas. Small rural areas present a very different challenge than due urban areas, and grassroots interventions generally come about through the assistance of resource centers and other local non-profits.

(II) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

The Community Justice Services program in Plumas County works in close collaboration with law enforcement, probation and the courts to successfully transition offenders from the jail to supported community living. All participates have mandatory case management plans and participate in programs and classes that are offered daily at the Day Reporting Center in Quincy.

Please indicate the activities your agency sponsors to satisfy the Federal Assurance listed in #1 above (check all that apply):

Disaster Preparedness and Relief

Energy Support

- Job Training
- Asset Development Programs
- Educational Support
- Career Development
- Volunteer Coordination Efforts
- Food Resources
- Health Education
- Tax Preparation /Tax Credit Information
- Mentoring
- Parent Support
- Child Development Information
- Medical Service Access
- Home Visiting/Case management
- Childcare Services/Head Start
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

2. Needs of Youth

(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

Please select the types of programs your agency sponsors to address the needs of youth:

- Youth Mediation Programs
- Youth Mentoring Programs
- Tutoring
- Life Skills Training
- Youth Employment
- Entrepreneurship Programs for Youth
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

A number of programs funded by LPSCAA currently and in the past address the needs of low-

income youth and provide case management, mentoring, life skills/budgeting and other direct supportive services. With LPSCAA's support, including our grant writing activities over the years, agencies have had an increased opportunity to create both collaborative and innovative programs designed to address the gaps and unmet needs of high-risk youth. These include the Family Unification Voucher Program, which has been primarily used for foster youth transitioning from the dependency system; the Independent Living Program; Horses Unlimited and Feather River Equine Therapy; dramaworks programs for youth education through theater and teen health peer leaders; "Summer Splash" swim lessons and family passes for low-income youth; High Sierra Family Services' "homework club"; Mentors Bridging Access for foster youth; Lassen & Plumas Counties Court Appointed Special Advocate Programs; BabyPacks & KidSacks providing duffle bags filled with emergency clothing, hygiene and comfort supplies for children spending their first night in foster care; Children's Services Plus offering foster youth access to emergency health needs and enrichment activities; Portola Junior/Senior High School's Culinary and Performing Arts Programs offering educational enrichment activities for youth; and many others.

(ii) after-school childcare programs

LPSCAA provides funding to support before and after school services for youth. Enrichment activities for children and youth include access to outdoor recreation, sports, pool safety, music, dance and theater.

3. Coordination of Other Programs

(C)To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts)

Please indicate the types of programs your agency coordinates services with:

Local Workforce Investment Boards

Social Service Departments

CSBG MSFW Agency

One-Stop Centers

Child Care Centers

Faith-Based Organizations

Community Based Organizations

Other: Click here to enter text.

Other: Click here to enter text.

Other: Click here to enter text.

Narrative Response:

LPSCAA funding represents a small portion of the revenue provided to each agency listed herein. The agency utilizes the services of a fund development consultant to help programs secure additional federal, state, foundation and corporate funding to build their capacity and sustain their services. This is an effective use of funding as the rate of return is significant. In the development of funding applications, the consultant is often able to partner the work of like organizations to strengthen regional proposals. As a small rural region, each agency is generally aware of the work of partner agencies and supportive in providing a coordinated

system of resource and referral information to assure clients can access needed services. In response to unmet community needs, LPSCAA is able to identify gaps in services and seek the needed funding support to assist with those gaps. LPSCAA has also provided technical assistance to the Tri-County region since 2008 to address our growing homeless issues and secure needed funding. The agency annually seeks support from CSBG funding for various programming. The Agency recently obtained funding for the Ohana House and Pathways Home Project (PCIRC). Every effort is made to utilize and combine local resources for the most comprehensive service delivery possible for rural residents. See Appendix A

4. Emergency Food and Nutrition

Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.

LPSCAA provides critical funding to county senior nutrition programs as well as multiple food banks, food pantries, food closets and commodity distributions. Federal and local funds are growing more inadequate each day to meet the local demands given the growing unemployment rates and the significant reduction in funding for these programs. In Plumas County, PCCDC was successful in two separate funding years in securing Community Development Block Grant funding to rebuild the local food bank and remodel PCIRC's Family Resource Center in Quincy. The PCIRC project created much needed additional space that not only serves PCIRC, but also other agencies that utilize the site to provide direct services to low-income individuals and families.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102]. .

Please indicate the types of entities your agency coordinates services with:

- Workforce Investment Boards
- Social Service Departments
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Local Colleges
- Adult Education programs
- Job Training Organizations
- CSBG MSFW Agency
- CalWORKS
- Community Based Organizations
- Substance Abuse Treatment Providers
- Other: [Click here to enter text.](#)

Other: Click here to enter text.

Other: Click here to enter text.

Narrative Response:

PCCDC established itself as the Lassen-Plumas-Sierra Community Action Agency (LPSCAA) under a three-party Joint Powers Agreement with Lassen, Plumas and Sierra Counties, and administers the tri-county CAA. PCCDC/LPSCAA staff coordinate extensively with a wide variety of social service, community and faith-based partners to assist low-income individuals and families in achieving self-sufficiency. The Tripartite Board in making its allocations attempts to evaluate the different needs represented by our prospective subgrantees in order to avoid duplication of services. Employment and training activities are coordinated with Alliance for Workforce Development through their One Stop Centers in working with teens and adults.

See 1(A)(ii). In addition, LPSCAA works collaboratively with regional grantees including county social service programs and community-based organizations, to assure the effective delivery of services and avoid duplication. As a small rural region, program services and resources are limited. The Agency is conscious not to duplicate services and to work in partnership to achieve collaborative goals and positive outcomes for families.

6. Low-Income Home Energy Assistance

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

LPSCAA works closely with other regional Community Action Agencies in order to develop the most effective delivery systems to our low-income populations. PCCDC operates the LIHEAP Program for Plumas and Sierra County residents to access energy and utility assistance with its membership in the Regional Continuum of Care, LPSCAA and its partners work closely with HUD and state funding sources to provide homeless services, increase coordination of activities, and address the unmet homeless needs in this rural region. Agencies and collaborative partners also work together to deliver emergency crisis intervention programs for energy assistance in the region.

7. Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships

Describe how your agency 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.

Please select the various organizations that your agency forms partnerships to serve low-income residents in your service area, check all that apply:

- Local school districts
- Social Service Departments

- State agencies
- Colleges
- Faith-Based Organizations
- Community Based Organizations
- Local Utility Companies
- Charitable Organizations
- Homeless Programs
- Participant in County Taskforce
- Local Food Banks
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

LPSCAA coordinates with a wide variety of government and private entities, including faith-based organizations to serve low-income residents and communities. See Appendix B.

8. Establishment of Procedures for Adequate Board Representation

Describe your agency’s procedures for establishing adequate board representation 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 the board (or other mechanism).

PCCDC, the governing body of the LPSCAA, has two low-income Commissioners. The tripartite LPSCAA Board includes six low-income member representatives, two from each County.

According to LPSCAA's By-Laws:

The election of Directors shall be consistent with the requirements of the California Government Code sections concerning the Community Services Block Grant Program and the regulations of the State Department of Community Services and Development.

The Directors of each County shall serve as the selection committee for Board representation from Categories II and III of that particular County. Regarding the selection of groups of interests for Category II*, the selection committee shall use a democratic process consistent with Government Code § 12751 (b) that ensures maximum feasible participation of the poor with special attention given to representing significant minority groups within the community. Although the Directors selected for Category II need not themselves be poor, they must be selected in a manner which ensures they truly represent the poor and reside in the area served.

*Directors are selected within the following three categories:

Category I Six elected officials, or their representatives, two from each county, serving at the pleasure of their respective Boards of Supervisors.

Category II Six low-income members, two from each county, who are persons chosen in accordance with procedures pursuant to regulations of the State Department of Community Services and Development that ensure that members represent the poor in the area served, and who are democratically selected.

Category III Six members, two from each county, are officials or members of business, industry, labor, religious, welfare, education or other major groups and interests in the community.

9. Cost and Accounting Standards

Describe how your agency will ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds.

LPSCAA is structured as a Joint Powers Authority with PCCDC serving as the governing body. As a public agency with federal funds exceeding \$500,000, PCCDC is required to be compliant with all applicable OMB, GASB 34 and other applicable Federal and State regulations and requirements. The agency is also GAAP compliant.

10. Service Delivery System

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.
- b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based on an in-depth analysis of performance data.

- a. Plumas County Community Development Commission (PCCDC) and LPSCAA;s service delivery has to be bifurcated into two separate areas: PCCDC provides direct assistance with CSBG funding for weatherization and energy assistance and LPSCAA's service delivery is indirect through its sub-grantees. For direct service delivery, the Agency representative travels to outlying areas when necessary in order to adequately serve our rural populations. Each of the approximately 30 sub-grantees has its own method of service delivery depending on the type of service provided and the geographic area served.
- b. While the changes have not yet taken place, the Agency's recent satisfaction survey and Community Needs assessment are providing data to help the Agency to improve both internal and external service delivery. LPSCAA staff has been working with the tri-partite board, which makes the grant awards, to broaden the boards horizons from a strictly pass-through agency to one which leverages its resources into providing a greater variety and greater level of monetary support to its programs.

11. Linkages

Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

Historically and currently, both LPSCAA funded and other community-based organizations maintain a strong track record of collaboration, coordination and communication to provide a continuum of care to at-risk populations. These efforts are enhanced by multi-disciplinary treatment and case management teams that meet regularly to assess and coordinate service delivery. Information and referral are routinely used to maximize the comprehensive delivery of services.

LPSCAA and LPSCAA staff review local and regional Community Needs Assessments, Mental Health Services Act Stakeholder input, County and non-profit Strategic Plans other published information to help identify gaps in services and address unmet community needs for high-risk CSBG populations. This allows the Agency to connect programs together for collaborative services, match potential funding streams with community partners, match programs together for collaborative grant applications and continue to sustain existing services through combined efforts and resources. LPSCAA staff is knowledgeable of the various funded programs and an attempt is made for cross referral among programs.

A good example of this connectedness among program providers occurs when the Plumas County Sheriff is preparing to discharge a defendant from the local jail system, They connect and refer to the Alternative Sentencing Program who develops a case plan for the discharged inmates. Further referrals are then made to Plumas Crisis Intervention & Resource Center for multiple supports such as housing and homeless prevention, peer counseling, lifeskills classes, etc. Additional referrals are made to workforce development, alcohol and drug and mental or community health services as identified. Family referrals may include vouchers to the Food Bank, assistance with child care, referrals to school district partners or connection to the Community Supper Program. Each partner seeks needed services to assure every client's needs are met.

This system of linkages has been in place in this rural region for many years.

12. Funds Coordination

Describe how CSBG funds will be coordinated with other public and private resources.

LPSCAA supports service providers with a small portion of the funding needed for the delivery of services. Agencies are continually seeking outside support from federal, state, local, foundation and corporate donors through grants and donations to maintain financial viability. As a rural region, this is often a very challenging and difficult process given the limited resources of support available due to our rural geography and lack of foundation and corporate presence. Low service numbers are often not competitive against urban neighbors when competing for federal and state grants. LPSCAA, as part of PCCDC, an agency with a primarily low-income focus, receives a variety of federal, state and local dollars that compliment CSBG funding with the mutual mission of community development in the broadest terms (including all phases of self-sufficiency).

13. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)

Describe how your agency will use funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle which may include fatherhood and other initiatives with the goal of strengthening families and encouraging effective parenting. -.

Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

- Fatherhood Strengthening Classes
- Counseling
- Non-court-ordered parenting classes
- Co-parenting communication skills
- Classes assisting incarcerated or recently paroled men
- Job training and employment assistance
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)
- Other: [Click here to enter text.](#)

Narrative Response:

Funding is targeted to organizations which propose programs such as, for example, the two programs, Community Justice Services and Roundhouse Council, that are representative community and neighborhood-based initiatives which provides case management, life and parenting skills, nutrition education, anger management, cooking-budgeting-gardening skills, general life enrichment for re-entry offenders, support for food and activities at Family Fun Night. In addition Roundhouse Council offers, a weekly intergenerational gathering involving a community meal and cultural enrichment which is in line with this priority. LPSCAA allocates a portion of its CSBG funding to program development and grant writing efforts to build the capacity of CSBG grantees and leverage additional funds for its identified priorities. This endeavor has yielded excellent results. Over \$9 million dollars in grant funds, over a 15-year plus period, have been secured on behalf of community-based organizations serving CSBG clientele at a ratio of approximately \$1 CSBG dollars to \$21 grant dollars.

STATE ASSURANCES

California State Law establishes assurances for the State and eligible entities. Provide narrative descriptions of how your agency is meeting each assurance.

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

LPSCAA staff provides technical resources to assist sub-grantee organizations in grant research and proposal writing to access new funding sources. Staff provides sub-grantees with supportive activities and to build infrastructure as an organization to better position programs for long-term sustainability. A feature to support as well as provide for reduced funding is a capacity building program which can be available to subgrantees as well as other community-based organizations. A share of its Community Services Block Grant (CSBG) funding is earmarked to conduct grant research, writing and technical assistance to leverage additional funds for LPSCAA from federal, state, local, foundation, corporate and private donors.

In the event of reduced CSBG funding, LPSCAA Board members would consider reductions in administrative services and decreases or realignment awarded to sub-grantee organizations.

[California Government Code § 12760](#): Community action agencies funded under this article shall coordinate their plans and activities with other eligible entities 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.

LPSCAA's Request for Proposals specifically prompts potential sub-grantees for a discussion regarding the duplication of services in order to assure that duplication does not occur. Funds are allocated by the tri-partite Board through screening process with the goal of distributing CSBG dollars to organizations provide services supportive of LPSCAA priorities. Organizations and applicants seeking to address service gaps for CSBG participants are also given due consideration. The level of an organization's funding is based on a consideration of the applicant's other financial resources, the effort needed to accomplish the CSBG program objectives, and the ability to integrate and leverage other funding with CSBG dollars.

[California Government Code §12768](#): Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other eligible entities funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not an MSFW entity, please write "not applicable".

Not applicable.

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:



Pay Stubs

- Social Security Award Letters
- Bank Statements
- Tax Statements
- Zero-income Statements
- Unemployment Insurance Letters
- Qualification for other need-based program, describe

Free/Reduced Lunch Program Applications can be used to determine CSBG eligibility.

- Other, describe:

In cases where the documentation may not be available or not permitted, service agencies are required to conduct due-diligence by using client self-declaration forms that are signed by program participants. LPSCAA in its monitoring capacity has the ability to verify that contracted agencies comply with these requirements through program site visits.

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

Client self-declaration forms are signed by program participants in these circumstances.

Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

LPSCAA uses community data on poverty and special CSBG eligible populations to direct community-targeted services, ensuring services are provided in communities that have high levels of poverty and associated needs for resources. Community service programs are required to document outreach activities and program participation through collection of items like sign-in sheets, surveys and flyers, which are reviewed by staff as part of the regular contract monitoring process. Contractors report their activities associated with community-targeted services regularly as part of their programmatic reporting.

MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

LPSCAA uses benchmarks to determine appropriate performance targets for its programs. Staff evaluates its programs and services through contractor performance monitoring which provides information on whether or not goals and objectives are being met. This process also allows LPSCAA staff to identify problems, barriers, or systemic factors that service providers may be encountering in serving the target population. By monitoring contractors' performance audits and site visits, staff can determine if the program design is having the intended impacts on the low-income families. In addition, through performance monitoring, LPSCAA should be able to assess if changes are needed in strategic direction, goals, and/or objectives. Staff evaluations are based on, but not limited to, the following outline and requirements for each grantee: services match LPSCAA's mission; services are not duplicated; case management is provided; program success is measurable; performance capability is present; program facilitates service collaboration and agency cooperation among partners; cost effectiveness of the services; and agency is meeting a community need.

2. Describe the frequency of evaluations conducted.

Monitoring is accomplished in two different ways first by the receipt of subgrantees reports which speak to the type and number of services provided. This constitutes a 100% monitoring of every program during the year. In addition to the foregoing, LPSCAA staff endeavors to do a 5% on-site monitoring of all programs each year.

3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

LPSCAA develops and follows a monitoring plan for all contracts to ensure compliance with contract provisions and integrity to the goals and outcomes related to CSBG and all other revenue sources through the following methods:

- Site Visits - Staff visit contractors and project sites to evaluate contract compliance through observation, interviews, examination and verification of records. Site visits include a focus on compliance with the Performance Work Statement and the contractor's internal control systems and delivery processes.
- Contractor Meetings – Staff schedule meetings with contractors to review/resolve issues.
- Reviews of Progress Reports are conducted to ensure completeness and accuracy of the report. Reports are reviewed upon receipt and outcomes are closely tracked to ensure desired results are achieved.

- LPSCAA’s monitoring system includes invoice validation as part of the routine monitoring.
- Technical Assistance – Is provided by LPSCAA consultant to assist staff in resolving issues.
- Corrective Action Notices (CAN) – When contractor performance fails to meet acceptable standards and technical assistance does not achieve the desired results, notices of non-compliance are issued to ensure contract compliance. A failure to respond may result in suspension of reimbursement or termination of contract.

DATA COLLECTION

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the [State and Federal Accountability Measures](#), provide a narrative description on your agency’s data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the system(s) your agency has in place to ensure accuracy, review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

LPSCAA utilizes a reporting system that ensures data is collected timely to document the progress of grantee program goals and objectives. Data is summarized in the Programs Report (CSD 801) and submitted to LPSCAA in accordance with contract requirements. The LPSCAA’s Finance Department has made the necessary adjustments to submit fiscal reports to CSD in accordance with contractual requirements.

Data collection is conducted through the following system:

- LPSCAA staff has defined monitoring duties.
- Data collection requirements are detailed in grantees Statement of Work.
- Report templates provide grantees projections detailed in the CSD 801.
- Excel spreadsheets track reporting requirements, deadlines and activities.

Staff works one-on-one with grantees to assure compliance

Describe the data reporting process.

LPSCAA staff is committed to the completion of timely and accurate reports to CSBG and other funding sources, community partners and LPSCAA Board members.

Activities include:

- Sub-Grantees submits data at specified intervals based on contract and funding

requirements;

- LPSCAA staff reviews data reported from grantees, identify any discrepancies, conduct an initial analysis and provide data reports to the LPSCAA Executive Director;
- Staff finalizes data reports, seek final review from ED and submit to the State or other funder as required.
- LPSCAA Executive Director shares data to the LPSCAA Board as part of the regular Director's update.

Describe how the data is used, analyzed and acted on to improve agency programs and services.

Data is used to support multiple activities, including:

- Program Design: LPSCAA uses the quantitative and qualitative data collected as part of its Community Needs Assessments to identify service gaps and needs.
- Performance Monitoring: LPSCAA staff review program and financial data as a part of their ongoing monitoring activities.
- Reporting Progress: LPSCAA uses data to report on the progress of its programs in serving low income individuals, families and communities within the Tri-County region.
- Evaluation: LPSCAA monitors key performance measures to get a snapshot of how the services provided are supporting regional goals and meeting CSBG National Performance Indicators. Data including the Community Needs Assessment is utilized by staff to guide the LPSCAA Board in making current funding decisions.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.