

2024/2025  
Community Needs Assessment and  
Community Action Plan

California Department of Community Services  
and Development

Community Services Block Grant



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## Introduction

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

## Purpose

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

## Federal CSBG Programmatic Assurances and Certification

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

## State Assurances and Certification

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

## Compliance with CSBG Organizational Standards

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

## What's New for 2024/2025?

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

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

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

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

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without 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 statute, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

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

## Checklist

- Cover Page and Certification
- Public Hearing(s)

### Part I: Community Needs Assessment

- Narrative
- Results

### Part II: Community Action Plan

- Vision Statement
- Mission Statement
- Tripartite Board of Directors
- Service Delivery System
- Linkages and Funding Coordination
- Monitoring
- Data Analysis, Evaluation, and ROMA Application
- Response and Community Awareness
- Federal CSBG Programmatic Assurances and Certification
- State Assurances and Certification
- Organizational Standards
- Appendices

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

Agency Name	Community Action Partnership of Riverside County
Name of CAP Contact	Karla Lopez Del Rio
Title	Executive Director
Phone	951-955-0204
Email	Karlopez@Rivco.org

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

05/15/2023

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)

<b>Colleen Wallace</b>		
Board Chair (printed name)	Board Chair (signature)	Date
<b>Karla Lopez Del Rio</b>		
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).

<b>Mark S. Berndt</b>		
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

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

## Public Hearing(s)

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

### State Statute Requirements

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

### Guidelines

#### Notice of Public Hearing

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

#### Public Hearing

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



### Additional Guidance

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

### Public Hearing Report

Date(s) of Public Hearing(s)	June 13, 2023
Location(s) of Public Hearing(s)	County Administration Center, 4080 Lemon St., Riverside, CA 92501
Dates of the Comment Period(s)	5/22/2023 to 6/13/2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Community Action Partnership of Riverside County website ( <a href="http://capriverside.org">capriverside.org</a> ), facebook page ( <a href="https://www.facebook.com/caprivco">facebook.com/caprivco</a> ) and twitter (@caprivco)
Date the Notice(s) of Public Hearing(s) was published	5/22/2023
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](mailto: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 <a href="#">Poverty Data</a>	U.S. Bureau of Labor Statistics <a href="#">Economic Data</a>	U.S. Department of Housing and Urban Development <a href="#">Housing Data &amp; Report</a>	
HUD Exchange <a href="#">PIT and HIC Data Since 2007</a>	National Low-Income Housing Coalition <a href="#">Housing Needs by State</a>	National Center for Education Statistics <a href="#">IPEDS</a>	
Massachusetts Institute of Technology <a href="#">Living Wage Calculator</a>		University of Wisconsin Robert Wood Johnson Foundation <a href="#">County Health Rankings</a>	
California Department of Education <a href="#">School Data via DataQuest</a>	California Employment Development Department <a href="#">UI Data by County</a>	California Department of Public Health <a href="#">Various Data Sets</a>	
California Department of Finance <a href="#">Demographics</a>	California Attorney General <a href="#">Open Justice</a>	California Governor’s Office <a href="#">Covid-19 Data</a>	California Health and Human Services <a href="#">Data Portal</a>
CSD Census Tableau <a href="#">Data by County</a>			Population Reference Bureau <a href="#">KidsData</a>

## Community Needs Assessment Narrative

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

Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

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

Community Action Partnership of Riverside County (CAP Riverside) primarily obtained this data from the US Census Bureau 2017-2021 American Community Survey 5-Year Estimates and from responses to demographic-specific questions on the survey. Basically, as many data points as made sense were pulled, and then disaggregated, when possible, by race/ethnicity, gender or age.

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.

CAP Riverside serves low-income individuals and families throughout the entire County of Riverside, and does not limit its services geographically to just poverty pockets or low-income communities found within it. **However, the highest concentration of CAP Riverside's customers** is found in cities and unincorporated communities in which greater than 15.0% of the population fall below the poverty level. These cities and unincorporated areas include, but are not limited to: Hemet (17.2%), San Jacinto (18.0%), Cathedral City (18.8%), Banning (19.0%), Blythe (22.4%), Desert Hot Springs (26.3%), Mecca (27.4%), Oasis (38.3%) and Thermal (40.2%).

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

Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services
- National Low-Income Housing Coalition
- National Center for Education Statistics
- Academic data resources
- Other online data resources
- Other

Local Data Sets

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

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

Surveys

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

Agency Data Sets

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

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

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.

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)

**Data collected in CAP Riverside’s Community Needs Assessment is both quantitative and**

qualitative. **Quantitative Data:** This includes numerical, statistical, and demographic data from the community member survey, data from reports done by partner organizations and data from reliable sources, such as the US Census Bureau, US Department of Labor, etc. Trends over time for publicly available data were analyzed for comparison of data. **Qualitative Data:** This is comprised mainly of data collected and analyzed from focus groups, interviews (customer and key informant) and personal stories, as well as qualitative data from the community member needs survey (open-ended questions). CAP Riverside specifically targeted collecting data and information from low-income individuals, through partners and other service provider organizations that serve low-income populations, through its Community Action Commission, by conducting the community member survey at places where low-income individuals receive services (public assistance offices, The Salvation Army, food distribution, etc.), and from its own current and past customers who have received services through its various programs, including: the Volunteer Income Tax Assistance (VITA) Program, Utility Assistance, Tech for Success and Saving for Success, Cool and Warm Centers, Youth Programs and Mediation Programs.

**Analysis** Once the data was obtained from the Microsoft Forms community member survey, it was cleaned, and non-Riverside County respondents were screened out. The resulting statistics were summarized, coding was utilized for open-ended responses, and a ranking order analysis was done to determine priority needs. In addition, analysis of the survey results was compared with analysis of the data obtained from focus groups and customer interviews from low-income individuals,

and with data from partners and other service providers.

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

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Some organizations even posted the survey links on their websites.

B. Faith-based organizations

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Some organizations even posted the survey links on their websites.

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

Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists.

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

Information was collected from their customers/clients/employees through surveys, focus groups, and interviews, and through their email distribution lists. Email notice of the survey, with the link to the Microsoft Forms survey, was sent to constituents of all the 5 Riverside County **Board of Supervisors' districts, and through the all**-County employee list and various County Department distribution lists (i.e. RUHS Public Health, HWS Continuum of Care, etc.) and newsletters.

E. Educational institutions (local school districts, colleges)

Survey dissemination was done through the Riverside Unified and Alford School

Districts, schools participating in **CAP Riverside's Peer Mediation Program**, Mt. San Jacinto

College, and University of California, Riverside.

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)

The causes of poverty in Riverside County appear to be (in no specific order):

**Underemployment** (insufficient wages paid in the available jobs), **lack of higher educational/vocational skill attainment, social inequalities according to race/ethnicity** (especially in connection with income distribution and access to resources, quality education, services and opportunities among Hispanic or Latino, Black/African American, and Native American individuals/families), and **the high cost of living and care** (demonstrated by needs identified in such areas as housing, utility bills, dental care, food, childcare, animal care, health care, transportation, etc.).

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)

Conditions of poverty are evidenced in the priority needs which have been identified in the County of Riverside. These include, but are not limited to: individuals being rent or mortgage burdened, inability to pay utility bills, lack of affordable dental care or health care, food insecurity, lack of adequate employment (having jobs which do not pay living wage), lack of affordable childcare, and lack of ability to afford the high cost of transportation (car repairs, gas, insurance, etc.).



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 data is collected as part of the Community Needs Assessment by inserting questions in the Community Member Survey (in both English and Spanish). These questions include: ***If you have received services from Community Action Partnership, how satisfied were you with the services provided to you? If you were unsatisfied with any of the services you received, please tell us why. How helpful did you feel the staff were? How helpful did you feel the services were?*** Responses to these questions are evaluated and analyzed to determine if action should be taken toward program improvement or improvement in customer service. In addition, Customer Satisfaction Surveys (in both English and Spanish) are regularly provided to customers receiving services from all of CAP Riverside's **various** programs. Both forms of collecting customer satisfaction data (in Microsoft Forms surveys) are aggregated and analyzed, and the results are presented to the Community Action Commission (the tripartite board) for evaluation, planning and program/customer service improvements, if needed.

## 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)
Individuals need utility bill assistance	Family	Y	Y	Y
Individuals cannot afford dental care	Family	Y	N	Y
Individuals need food assistance	Family	Y	N	Y
Individuals lack affordable housing	Community/Family	Y	Y	Y
Individuals lack adequate employment	Community/Family	Y	N	Y
Individuals lack affordable childcare	Community/Family	Y	N	Y
Individuals cannot afford the high cost of transportation (car repairs, gas, insurance, etc.)	Family	Y	N	Y
Individuals cannot afford health care	Family	Y	N	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. Individuals need utility bill assistance	CAP Riverside provides utility bill assistance; will provide assistance to over 14,000 households from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2024 and 2025	SRV 4i.	This is the top priority need identified from quantitative data results of the Community Member Survey and requests for assistance from Riverside County 211
2. Individuals cannot afford dental care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 5bb., SRV 5cc., SRV 5dd., and SRV 5ee. Actual indicators will depend on awarded <b>subcontractor's</b> services  SRV 7c.	This is the third priority need identified from quantitative data results of the Community Member Survey
3. Individuals need food assistance	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 5ii., and SRV 5jj. Actual indicators will depend on awarded <b>subcontractor's</b> services  SRV 7c.	This is the fourth priority need identified from quantitative data results of the Community Member Survey and the second most requested assistance from Riverside County 211
4. Individuals lack affordable housing	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2024 and 2025	SRV 4m., SRV 4n., SRV 4o. Actual indicators will depend on awarded <b>subcontractor's</b> services  SRV 7c.	This the second most requested assistance from Riverside County 211 and the 6 <sup>th</sup> ranking priority need identified from quantitative data results of the Community Member Survey
5. Individuals lack adequate employment	TBD – will depend on programs/services awarded to subcontractor(s)	FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h., other actual indicators will	This is the seventh priority need identified from quantitative data results of the Community Member

	(Delegate Agency); CAP Riverside will provide job skills training to 10 WEX and ESE participants from DPSS in-house; will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2024 and 2025	depend on awarded <b>subcontractor's</b> services  SRV 7c.	Survey and the eleventh most requested assistance from Riverside County 211
6. Individuals lack affordable childcare	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2024 and 2025	SRV 2c., SRV 7e., and SRV 7f.  Actual indicators will depend on awarded <b>subcontractor's</b> services  SRV 7c.	This is the eighth priority need identified from quantitative data results of the Community Member Survey
7. Individuals cannot afford the high cost of transportation	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2024 and 2025	SRV 7d.	This is the ninth priority need identified from quantitative data results of the Community Member Survey and the twelfth most requested assistance from Riverside County 211
8. Individuals cannot afford health care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 2024 and 2025	SRV 5b., SRV 5e., SRV 5f. Actual indicators will depend on awarded <b>subcontractor's</b> services  SRV 7c.	This is the tenth priority need identified from quantitative data results of the Community Member Survey and the eighth most requested assistance from Riverside County 211

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.

***Ending poverty in Riverside County***

2. Provide your **agency's** Mission Statement.

***Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy.***

## Tripartite Board of Directors

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

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

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

The Community Action Commission (the Commission) is the CAP Riverside's tri-partite board which oversees the activities and policies of the agency. Low-income representatives are democratically elected in the County district/community in which they reside, and reflect the votes (voice) of low-income residents. Community members, inclusive of low-income members and organizations, have many opportunities to provide input to the representation of low-income residents on the Community Action Commission. The primary opportunity is via community and Commission meetings. However, face-to-face, faxed, mailed, emailed, and phoned input are always accepted.

Vacant seats for low-income individuals are publicized and applications are accepted and reviewed by the Commission Membership Committee. The Commission has an election policy incorporated in its Bylaws. Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be elected, they can submit a petition to the Membership Committee of the Commission. The Membership Committee reviews the petition to determine if it has merit and then forwards it to the full Commission, with recommendations, as an Agenda Action Item at the next available Commission meeting.

Once the low-income sector member and the alternate are elected in accordance with the democratic selection process set forth in the Policy on Election of Low-Income Representatives, the name of the elected low-income sector member and alternate shall be submitted to the Board of Supervisors for appointment. If a low-income sector member or alternate is not appointed by the Board of Supervisors,

the democratic selection procedure set forth in the Policy on Election of Low-Income Representatives shall be followed again.



## Service Delivery System

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

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

Community Action Partnership of Riverside County (CAP Riverside) is changing its service delivery System to broaden its impact and increase its partnerships. Over the course of the next two years (this Community Action Plan period, 2024-2025), CAP Riverside intends to primarily provide services to individuals, families and communities through partner organizations, while increasing their capacity to provide services to the residents of Riverside County. This approach will involve subcontracting, training, assisting in fund development, coordinating collaboration, convening organizations according to programs and services domains, etc. to address the needs of low-income Riverside County residents. It will also include monitoring of customer intake, eligibility, contracts and programs/services by CAP Riverside staff over providing direct services themselves. CAP Riverside's service delivery system currently flows along two parallel avenues: 1) programs directly administered by CAP Riverside; and 2) programs funded by CAP Riverside through a Request for Proposal (RFP) process (subcontracted). Participants are encouraged to cross-enroll in programs to maximize resources for achieving self-sufficiency. In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Volunteer Income Tax Assistance - VITA (Free Tax Preparation Program); Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); and Cool/Warm Centers (centers providing relief from extreme hot/cold weather conditions and savings on utility bill costs).

CAP Riverside has a customer intake process for all of its direct programs and services, which utilizes a common comprehensive intake form for all programs. The form captures a variety of demographic, household and income information, and is used to determine eligibility across all programs internally, and for referrals externally. CAP Riverside also sub-contracts for services to cover gaps in services in Riverside County and to address priority needs identified in its biennial community needs assessment. Sub-contracting is conducted with the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. Evaluators on the RFP/Q review team ensure selected proposals are reflective of CAP Riverside's mission and strategic goals. Subcontractors use the customer intake form for CSBG related services they provide. CAP Riverside also incorporates community referrals to outside programs and services as a part of its integrated systems of care service delivery strategies.

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?

In its approach to fighting poverty in Riverside County, CAP Riverside will utilize the analysis of poverty data in relation to the demographic makeup of Riverside County residents, and in connection with the various characteristics of each of the 5 supervisorial districts in the County, in its efforts to determine what poverty looks like for each segment of the County (i.e., where do the people in poverty live, what are their characteristics, what conditions do they live in, etc.). This analysis not only informs the programs and services that CAP Riverside will partner with other agencies to provide, and to whom, but will also inform State legislators, the Riverside County Board of Supervisors, funders and local service providers towards greater resources, collaborative efforts and advocacy in addressing the various aspects of poverty specific to Riverside County.

## 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)

An analysis of the community needs assessment identifies what priority needs CAP Riverside will address **via the agency's service delivery strategies. Anything outside the internal scope of** services and existing subcontracts is flagged as a gap in service for which a community referral must be made. All front line and call center staff are trained to make referrals to help meet **customers' needs. Customers are also directed to** the 2-1-1 Riverside County resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance the program benefits customers receive. CAP Riverside's call center staff maintain a directory of frequently requested programs and services, which is shared with program staff. Several staff members have been trained as community resources and outreach specialists. They represent the agency at community workshops, fairs, and events. They also serve as internal reference points for staff seeking services for their customers.

CAP Riverside establishes beneficial partnerships with public, private, community and faith-based service providers to address priority needs and to fill identified gaps in services. CAP Riverside makes referrals to partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that have a history of strongly meeting community needs. For example, the County of Riverside Community Action Partnership holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-income residents receive information on energy conservation, energy assistance programs,

community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. CAP Riverside provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.

CSBG programs administered by CAP Riverside leverage CSBG funds with public and/or private and in-kind support. CSBG funds are also sub-granted to community and faith-based organizations that may use funding to leverage with other funding streams. A major focus over this next two-year period for CAP Riverside will be capacity building for several Riverside County service provider organizations in the areas of fund development and leveraging various funding streams.

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)

CAP Riverside has MOUs (Memorandums of Understanding), MOPs (Memorandums of Participation) and Professional Services Agreements with a host of other County Departments, organizations, businesses, faith-based organizations and nonprofit organizations. These have been established and executed for all of its programs and services. Funded agreements include, but are not limited to: Delegate Agency contracts (subcontracts for services), consulting services, weatherization subcontracts, etc. Non-funded agreements include, but are not limited to: mentor agencies in the Riverside County Mentor Collaborative, tax sites for the VITA Program, cool and warm center sites, etc.

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)

CAP Riverside ensures that the programs and services it provides are known, accessible and utilized by low-income individuals and families in several ways. First, the agency has strategically placed its satellite offices in areas where the percent of the population below the federal poverty level is consistently high and always higher than the poverty rate for Riverside County, as a whole. These satellite office locations (with corresponding poverty rates) are: Hemet (17.2%), Blythe (22.4%), Desert Hot Springs (26.3%) and Mecca (27.4%). Next, CAP Riverside targets its outreach efforts to low-income residents of Riverside County by conducting outreach in low-income communities, and in conjunction with events which partner organizations, who also serve low-income populations, hold. Also, as low-income individuals and families receive utility assistance, and/or have their tax returns prepared through the VITA Program (which combined constitute the greatest number served by CAP Riverside), they are referred to other internal and external programs and services, as well. Furthermore, CAP Riverside has employed a more direct referral system in partnership with the Inland SoCal United Way's 211, where customer info. is sent to CAP Riverside staff via email notifications from Inland SoCal United Way's system, referrals are then obtained from the system, then CAP Riverside staff send program info./applications directly to the residents. Duplication of services is avoided in Riverside County through strong collaboration and constant communication by CAP Riverside with its various partner organizations in all of the various sectors.

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

CAP Riverside currently leverages CSBG funds with federal, state and local funding streams. In 2022, CAP Riverside received \$4,231,051 in non-CSBG Federal Resources, \$263,633 in other State Resources, \$314,991 in other local resources and \$40,000 in other private sector resources. CAP

Riverside also continually seeks new opportunities to apply for federal funds and to partner with the private, public, and community-based sectors to leverage funds with CSBG funds. In relation to increasing programmatic and organizational capacity, CAP Riverside plans on primarily providing services to individuals, families and communities through partner organizations, thereby increasing **the agency's** capacity to provide services to the residents of Riverside County, and broadening its impact in its service area.

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

CAP Riverside recognizes that CSBG funds are subject to federal budget cuts. Depending on the extent of cuts to CSBG funding, CAP Riverside could potentially have to reduce and/or eliminate services and discontinue sub-contracting. To minimize the impact of such cuts on programs and services, CAP Riverside will continually seek new opportunities to apply for federal funds and to partner with the private, public, and community-based sectors to leverage funds with CSBG funds. Strategies, such as increasing community collaboration and using more volunteers to help mitigate the cost of service delivery would be implemented.

In addition to identifying new sources of revenue, CAP Riverside will work closely with its Commission and governing body, the Riverside County Board of Supervisors, to minimize the impact of funding reductions. All stakeholders will be involved in the decision-making process when and if major budget adjustments or reductions are required. CAP Riverside will continue to seek funding at the local, state and federal levels, and public and private sectors, to support on-going and new initiatives that present high-impact, self-sustaining strategies to end poverty. Other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of customers served.

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

Numbers of volunteers and hours are documented in the Better Impact volunteer management system (i.e., Volunteer Income Tax Assistance volunteers, volunteers for the mediation programs, etc.), and by the Executive Assistant (tracking hours volunteered by the tripartite board, the Commission).

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)

CAP Riverside will expand and rebrand its Riverside County Mentor Collaborative (RCMC). In this effort the collaborative will become more inclusive, and will incorporate programs and services for the parents of the mentored youth. CAP Riverside will facilitate more partnership opportunities for organizations serving youth in Riverside County, connecting them to other County agencies and to additional resources.

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)

CAP Riverside will engage in partnerships and in community collaboratives/coalitions to address youth-related issues. The agency leads the Riverside County Mentor Collaborative (RCMC), which is a partnership of mentoring programs that provide safe, positive, life-changing mentor-protégé relationships. CAP Riverside also administers the peer mediation program in elementary, middle and high schools throughout Riverside County which provides students with problem-solving, communication, active listening, and leadership skills to resolve conflict and become peace advocates.

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)

CAP Riverside is a division of the Department of Housing and Workforce Solutions, which also includes the County of Riverside Workforce Development division. CAP Riverside, as such, is strengthening the linkages and partnerships connected with both, and channeling its customers to job opportunities offered by Workforce Development. Both divisions are working to align their agency goals and practices.

CAP Riverside also partners with the Riverside County Department of Public Social Services (DPSS) and its various divisions to provide resources and opportunities for recipients of public **assistance. This includes referrals from DPSS to CAP Riverside's Savings for Success** (asset-building) program, and CAP Riverside providing on-the-job training to DPSS welfare-to-work participants (a minimum of 20 over the next two years) in its Energy and Community Services Divisions.

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)

CAP Riverside partners with **Inland SoCal United Way's Riverside County 211** to employ a more direct referral system for emergency services. CAP Riverside also coordinates with community and faith-based organizations and public institutions to provide customer referrals to food assistance and emergency services countywide. When disasters strike locally, such as flooding and wildfires, CAP Riverside coordinates the distribution of items such as food vouchers, rental assistance, blankets, sleeping bags, etc. to victims of disasters.

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))



CAP Riverside is the provider of the Low-Income Home Energy Assistance Program (LIHEAP) in Riverside County. The agency ensures that emergency energy services are delivered countywide by partnering with over 100 community and faith-based partners to provide utility bill payment assistance and weatherization application opportunities and referrals for eligible low-income residents.

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

**Community Action Partnership is Riverside County's provider of the Low-Income Home Energy Assistance Program (LIHEAP).**

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)

The County of Riverside Community Action Partnership uses funds to support innovative community and neighborhood-based initiatives in accordance with the priority needs identified in the results of the Community Needs Assessment and in synch with its mission. Partnerships among providers of services to low-income individuals and families are developed; low income individuals also move toward self-sufficiency by strengthening family and other support systems. CAP Riverside helps develop parents in teaching their children financial literacy, capability and responsibility, through its Asset-Building programs and Youth programs, developing financial skills and goal setting. CAP Riverside sub-grants CSBG funds to community programs that address the top challenges of poverty identified by the community needs assessment through Requests for Proposals (RFPs). The agency looks for innovation, collaboration, and strong partnerships when evaluating these proposals.

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)

**CAP Riverside partners with Inland SoCal United Way's Riverside County 211 to employ a more** direct referral system for services, and coordinates with community and faith-based organizations and public institutions to provide customer referrals for services countywide. Case management and follow-ups on referrals will be performed by CAP Riverside through its partners, for whom CAP Riverside will provide capacity building assistance.

## 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.

Program monitoring is conducted by CAP Riverside Executive Management staff and includes the following activities:

1. Review of program and financial reports. This includes, but is not limited to: review of progress on outcomes in relation to projections, program performance versus level of expenditures, evaluation of program expenditure reports, compliance with CSBG contract terms and conditions, support documentation, etc.
2. One-on-one Community Services Division Manager meetings with Program Managers
3. Community Services team meetings to address opportunities, challenges, etc.
4. Annual performance evaluations
5. Workshop and training evaluations
6. Customer Satisfaction Surveys

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.

**The following are included in CAP Riverside's monitoring process for subcontractors** (also known as Delegate Agencies):

- Program Progress Reports (PPRs), Invoices (Reimbursement Requests) and Expenditure Reports
  - Submitted monthly – all delegate agencies submit PPRs with Reimbursement Requests and Expenditure Reports to the Planning Division

- PPRs include: Narrative information, statistical data and Customer Intake Forms (where applicable)
- Planning Division reviews PPRs, Reimbursement Requests and Expenditure Reports monthly, in comparison with contract scopes of work (outcomes), Fiscal expenditure reports, etc.
- Desk-Reviews
  - Conducted regularly for program quality control checks, compliance with contract terms and comparison of Delegate Agency Expenditure Reports with Fiscal division expenditure reports
  - Submittals of Reimbursement Requests, PPRs and Customer Intake Forms reviewed for timeliness and progress toward outcomes
  - Status of insurances, licenses, and registration on SAM.gov checked
  - Conducted by Planning division
  - Performed in lieu of or before site visits are conducted
- Site Visits
  - Conducted at minimum once per contract year
  - Conducted by Planning Division and Fiscal division staff members
  - Accompanied by a tripartite Board Member (Commissioner). Sign ups for site visits are done after a monitoring presentation in a tripartite Board (Community Action Commission) Meeting.
- Issuance of formal monitoring reports: Monitoring Site Visit Reports are completed after each monitoring site visit, then sent to each delegate agency visited, including a request to acknowledge accuracy of the report.
- Follow-Up on Corrective Action: Monitoring Site Visit Reports include, if applicable, findings

with deadlines for correction action to be taken, and for verifying documentation of corrections made to be submitted. Training and technical assistance are also provided to each delegate agency, if requested or required and if applicable.

## 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)

CAP Riverside utilizes various tools to measure the effectiveness of its programs and services, including:

- Customer Satisfaction Survey -- measures level of satisfaction regarding service delivery, accessibility/location of services and customer service
- Monthly program evaluation -- provides feedback on service delivery, customer progress toward achieving outcomes, expenditure tracking, etc.
- Workshop and training evaluation -- provides participant feedback on presentations, curriculum content, etc.
- Pre/Post Assessment – demonstrates increase in knowledge and skills as a result of training, mentoring, workshops, etc.
- Annual Monitoring Site Visits Reports to Delegate Agencies (sub-contractors) -- conducted by  
CAP Riverside staff and Commissioners to monitor customer outcomes achieved, programmatic/fiscal data and contract compliance
- Direct feedback and written testimonials from customers
- Special events -- open houses, community dialogues, etc. offer opportunities for feedback from a diverse group of stakeholders
- Program Exit Interview -- provides opportunity for participant evaluation of

program/services and feedback on program successes, challenges, and room for improvement

- Customer feedback log -- provides copy of customer feedback, filed by date
- Quality Assurance Review -- conducted by Executive Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

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)

CAP Riverside's Tech for Success program is designed to bridge the digital divide in Riverside County. Many Riverside residents lacked access to technology needed for educational or employment purposes (i.e., college courses, job skills training, job searching online, applying for employment, etc.). Tech for Success participants attend a series of educational workshops to acquire skills and learn about community resources. Examples of these workshops include financial literacy, raising money smart children, child support, conflict resolution, and access to community resources. Upon completion of these workshops, participants are provided a laptop computer and one year of mobile internet access that help them, and their families, move toward self-sufficiency. Following is illustration of how CAP Riverside has applied elements of the ROMA Cycle to facilitate change in the lives of individuals and families through the Tech for Success Program in Riverside County:

**Assessment.** CAP Riverside has assessed the need for digital devices and internet access through requests from its own customers, and through requests and referrals from the County of Riverside Digital Equity Program, Head Start Programs, Cities in Riverside County, the Department of Public Social Services (DPSS), Office on Aging, Mt. San Jacinto College, the Coachella Valley Adult School, senior centers, the CA Department of Rehabilitation, the Riverside County Office of

Education (RCOE), etc.

**Planning.** In planning to provide digital devices and internet access, CAP Riverside selected and incorporated strategies designed to move its customers toward self-sufficiency, including: assistance in securing employment and setting/pursuing educational goals, bundling services, utilizing a whole family approach, community engagement and strengthening partnerships to meet needs.

**Implementation.** CAP Riverside has been implementing the Tech for Success program through program staff and in partnership with the County of Riverside Digital Equity Program, the Riverside County Office on Aging, Head Start Programs, Cities in Riverside County, the Department of Public Social Services (DPSS), Mt. San Jacinto College, the Coachella Valley Adult School, senior centers, the CA Department of Rehabilitation, etc.

**Achievement of Results.** CAP Riverside staff have established, and are utilizing measurement tools and performance standards for the Tech for Success program, for accountability, to measure program performance and to document participant achievement of outcomes.

**Evaluation.** The Tech for Success Program Manager, the Planning Division Manager and Executive Management continually evaluate results for the Tech for Success program. Program data is also presented to the Community Action Commission (the tripartite board) for its involvement in the evaluation process.

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)

One recent change that CAP Riverside has facilitated for low-income residents of Riverside County involves its Volunteer Income Tax Assistance (VITA) Program. The full ROMA cycle was applied in the following ways:

**Assessment.** Assessment of the program concluded that the number of volunteers involved in



preparing tax returns in the program was still much lower than the pre-COVID 19 pandemic number of volunteers. It was also determined that there was a need to improve operations for efficiency and effectiveness. In comparing program data on the number of tax returns prepared by site in each of the five Supervisorial Districts, it was discovered that there were very few tax prep sites in District 3, and an inordinately low amount of tax returns prepared there. In addition, messaging on the impact of the program was not circulated very widely.

**Planning.** Creative and innovative approaches were planned for volunteer recruitment.

Also, decisions were made to reorganize the management of volunteers by reassigning CAP Riverside staff. Efforts were also planned to increase the number of partners and partner tax prep sites.

**Implementation.** Volunteers were recruited through social media, HubSpot emails, all County of Riverside employee emails, through Spanish-speaking advertising and media channels and through staff of the Riverside County Board of Supervisors in their respective Districts. Various staff were assigned from other programs in efforts to recruit and manage volunteers better, to increase tax returns prepared and to increase partnerships/tax prep sites.

**Achievement of Results.** The following results ensued. From the previous program year number of volunteers (65), the number of VITA volunteers increased to 78 (a 20% increase). The number of tax returns prepared went from 3,500 to 5,200 (a 48.57% increase). And the amount of tax refund dollars that went back into the community increased from 6.5 million dollars to over 9.2 million dollars (a 41.54% increase).

**Evaluation.** At the end of the tax season, the VITA program was evaluated. A need for more volunteers was evident, and there was discussion on possibly hiring a volunteer coordinator. It was still determined that a greater focus should be made on increasing partners, partner tax prep sites and volunteers in District 3. The training and training materials were also evaluated and will

be improved for the next tax season. In addition, it was decided that there is a need for a better volunteer management system (software) and for better volunteer incentives and recognition.

## 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?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If yes, when was the disaster plan last updated?
The Continuity of Operations Plan was updated in 2020.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
CAP Riverside has a continuity of operations plan that ensures essential services will be

provided during and after a disaster to the community. The plan outlines the following strategies:

- Essential functions
- Interdependencies
- Orders of succession and delegations of authority
- Staff to perform essential functions
- Personnel accountability
- Devolution
- Internal/external notifications
- Vital records management and supplies and equipment
- Continuity facilities
- Communication systems

## 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 under part 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 <b>Agency's</b> Response	B