

County of Riverside
Community Action Partnership

Strategic Plan

2018-2022



County of Riverside

Community
Action

PARTNERSHIP

Helping People. Changing Lives.



Community Action's Mission and Vision

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

Vision: *Ending poverty in Riverside County*

Community Action is Riverside County's designated anti-poverty agency, established in 1979. We are a public agency; a department of the County of Riverside. We are governed by the Riverside County Board of Supervisors and administered by the Community Action Commission. Community Action Riverside is a member of a national network of 1,100 community action agencies (CAAs) created through the 1964 War on Poverty legislation to end poverty. Community Action Riverside is guided by federal regulations and national standards, policies and best practices. Community Action Riverside receives funding from public and private sources. Its primary funding source is the federal Community Services Block Grant (CSBG) that is administered through the California Department of Community Services and Development.

The agency has embraced the national community action promise that "Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other."

Strategic Goals

Strategic Goal 1: Maximize Customer Stability

Strategic Goal 2: Maximize Customer Achievements Toward Their Full Potential

Community Action Riverside's Strategic Approach

Community Action Riverside has embraced the outcomes management process called Results Oriented Management and Accountability (ROMA). This process permeates the planning, implementation, monitoring, evaluation and reporting at the agency. After identifying problems that need to be addressed, staff, along with other community stakeholders, determine outcomes they want to achieve. Strategies are then developed to reach those outcomes. The Community Services Block Grant identifies six national goals that should be a focus in all community action agencies' local Community Action Plans. These six goals are combined with our two local goals to ensure that the needs of the community are being met.



Community Action's Core Values

Core Values

Community Action fosters a caring and friendly environment that embraces diversity and empowers and encourages personal growth by promoting the following core values:

Dedication

Community Action sees dedication as an integral component of all work done within each of the divisions. Community Action employees demonstrate compassion for one another and those we serve.

Individual growth

Community Action supports personal and professional growth. Community Action recognizes education as a means to achieve personal well-being, development of strong work ethic and self-rejuvenation.

Innovation

Community Action supports and encourages innovation through ideas, the use of technology and creating new solutions.

Embracing Multiculturalism

Community Action Partnership supports multi-cultural perspectives and participation while representing an array of cultures and backgrounds.

Optimism and Hope

Community Action recognizes the importance of optimism while providing hope towards attaining economic improvement. Community Action provides solutions that empower positive outcomes.



The Face of Poverty in Riverside County: Community Needs Assessment

Results from the agency's 2017 community needs assessment and community dialogues indicate that there are many challenges to having the lowest poverty rate in southern California. Of those surveyed in English:

- 56.12% had income at \$30K or below*
- 68% listed mental health care access as an issue
- 55.89% listed dental care access as an issue

Of those surveyed in Spanish:

- 72.34% had income at \$30K or below*
- 40.66% said they did not have any savings
- 44.57% felt that they were unable to get dental care

Top Ten Needs from the Needs Assessment Survey	
<i>English Survey</i>	<i>Spanish Survey</i>
1. Dental Care	1. ESL Classes
2. Health Care	2. Employment
3. Employment	3. Food Assistance
4. Heating/Utility Assistance	4. Health Care
5. Financial Assistance	5. Dental Care
6. Food Assistance	6. Utility Bill Assistance
7. Rental Housing Assistance	7. Financial Assistance
8. College Education	8. Rental/Housing Assistance
9. Child Care	9. Transportation
10. Animal Spay/Neuter Services	10. Child Care

Community Action Riverside will address these challenges by strengthening and growing programs in the priority areas, expanding partnerships and collaboratives, and implementing continuous best practices.

* The median household income for Riverside County is \$56,603. According to the *Living Wage Calculation* for Riverside County, even this median household income would not be enough to support a household with 1 adult and 2 or more children, or 2 adults with 1 or more children (as annual income before taxes). Source: Dr. Amy Glassmeier and the Massachusetts Institute of Technology (MIT), *Living Wage Calculation for Riverside County, California*, 2017.



STRATEGIC PLAN

Strategic Goal 1: Maximize Customer Stability

ROMA Goal 1: Low-income people become self-sufficient.

ROMA Goal 2: Conditions in which low-income people live are improved.

Strategies

- Expand the knowledge of financial literacy and other training in all agency programs
- Expand opportunities for individuals and families to obtain technology to address the digital divide
- Fund delegate agencies with a proven track record to fill gaps in services as determined by the results of the community needs assessment
- Expand the pool of agency volunteers to improve conditions in their communities
- Develop a marketing plan designed to effectively communicate the nature and value of agency services
- Commit to reaching the unreachable, especially those in rural isolated areas of the county
- Expand technology and research to identify those communities with the greatest needs
- Expand the use of volunteers to support the services of the agency
- Expand partnerships among service providers and supporters to ensure broad range of referral resources
- Expand agency presence on local policy councils and decision-making boards

Strategic Goal 2: Maximize Customer Achievements Toward Their Full Potential

ROMA Goal 3: Low-income people own a stake in their community.

ROMA Goal 4: Partnerships among supporters and providers of services to low-income people are achieved

ROMA Goal 5: Agencies increase their capacity to achieve results

ROMA Goal 6: Low-income people achieve their potential by strengthening family and community engagement opportunities

Strategies

- Increase asset building opportunities for low-income individuals through the Savings for Success Program
- Increase employment support and training opportunities for the working poor, youth and veterans through partnerships
- Expand cross training opportunities for volunteers in all agency programs
- Develop a fund diversification plan that focuses on resources necessary to build and increase in-kind support for all agency programs and services
- Expand partnerships with other community service providers who help individuals seeking advancement improve their communities
- Ensure staff has the knowledge, skills and abilities needed to provide efficient and quality services through ongoing professional development
- Expand access of education and services that benefit all residents



PROGRAMS AND SERVICES

The following programs, services and activities will be implemented towards achieving our goals:

Strategic Goal 1: Maximize Customer Stability

- *Annual Report and Impact Stories*
- *Branding, Marketing, Outreach and Social Media*
- *Community Conflict Resolution Education*
- *Community Needs Assessments*
- *Crisis/Disaster Preparation*
- *Earned Income Tax Credit (EITC)*
- *Energy Savings*
- *Funding Development*
- *Healthy Communities/Food Security*
- *Location Space*
- *Manpower Hours*
- *Other Services*
- *Partnerships and Collaboratives/Coalitions*
- *Resources Donated*
- *Volunteer Income Tax Assistance (VITA)*
- *Volunteers/In-kind Services*

Strategic Goal 2: Maximize Customer Achievements Toward Their Full Potential

- *Business/Non-Profit Support*
- *Certified Mediators*
- *Community Action Academy/Technical Assistance/Training*
- *IRS Certified Tax Preparers*
- *Location Space*
- *Manpower Hours*
- *On-The-Job Training and Pre-Apprenticeship Programs*
- *Professional Development*
- *Project LEAD*
- *Saving 4 Success*
- *Savings Education*
- *Youth Programs*

Community Action Commission

The Community Services Block Grant Reauthorization Act of 1998 requires that private nonprofit entities and public organizations administer their CSBG program with tripartite boards that “fully participate in the development, planning, implementation and evaluation of the program to serve low income communities.” Our agency complies with the CSBG Act through our Community Action Commission. Our Commission is comprised of public, private and low-income representatives from the community. The Commission meets 10 times per year excluding August and December.

LOW-INCOME SECTOR

Teresa Hunter, District 1
Marvin Powell, Jr. District 2
Mary Morse, District 3
Ernesto C. Rosales, District 4
Ernie Saldana, District 5
Alternates:
Art Garcia, District 1
Jesse Valenzuela, District 2
Vacant, District 3
Carole Schaudt, District 4
Randy D. Triplett, District 5

PRIVATE SECTOR

Tiffany Baker, Social Services,
(Vice Chair)
Josh Dunaj, Education
Bruce Kulpa, Housing
Gail Ousley, Social Services
Terri Vise, Health Care
(Secretary)

PUBLIC SECTOR

City of Banning, George Moyer,
Mayor
City of Indio, Elaine Holmes,
Mayor
City of Palm Springs, Dale Cook,
Mayor’s Designated
Representative (Chair)
City of Perris, David Starr Rabb,
Mayor Pro Tem
City of Riverside, Mike Soubirous,
Councilmember

Contact Us:

MAIN OFFICE

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Riverside, CA 92507

SATELLITE OFFICES

HEMET SERVICE CENTER
749 N. State St.
Hemet, CA 92543

COUNTY ADMINISTRATIVE CENTER
260 N. Broadway
Blythe, CA 92225

DESERT HOT SPRINGS WIC CAP
14320 Palm Drive
Desert Hot Springs, CA 92240

MECCA WIC CAP
91275 66th Avenue
Mecca, CA 92254