

2024/2025 Community Needs Assessment and Community Action Plan

California Department of Community Services
and Development

Community Services Block Grant



Submitted by:



Colusa Glenn Trinity Community Action Partnership

Lead Agency: Glenn County Community Action Department
345 Yolo Street Orland, CA 95963

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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	Colusa Glenn Trinity Community Action Partnership
Name of CAP Contact	Brenda Enriquez
Title	Senior Community Action Manager
Phone	530 931496
Email	benriquez@countyofglenn.net

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

05/11/2023

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)

Grant Carmon		
Board Chair (printed name)	Board Chair (signature)	Date
Christine Zoppi		
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).

Robyn Nygard		
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)	05/23/2023
Location(s) of Public Hearing(s)	Glenn County Board of Supervisor Meeting – 9:05AM, 525 West Sycamore Street, Willows CA 95988
Dates of the Comment Period(s)	May 5 to 26, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Newspaper: Sacramento Valley Mirror, Willows, CA 95988 Agency Website – Glenn County Community Action Department page: https://www.countyofglenn.net/dept/community-action/welcome CGTCAP Committee page: https://www.countyofglenn.net/dept/community-action/colusa-glenn-trinity-community-action-partnership-board
Date the Notice(s) of Public Hearing(s) was published	Newspaper: 04/22/2023 Facebook: 04/24/2023 Agency website: 05/11/2023
Number of Attendees at the Public Hearing(s) (Approximately)	XX individuals in person, unknown online/virtual participates

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

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

Community Needs Assessment Narrative

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

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

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

The Glenn County Community Action Department (CAD) serves as the lead agency for the Colusa-Glenn-Trinity Community Action Partnership (CGTCAP). The CAD staff prepared the 2023 Community Needs Assessment by creating a community-wide survey, leveraging other internal projects and community needs assessment findings and data collections, and conducting various workgroups. The information and data were presented and discussed to evaluate the community data associated with community demographics for the tri-county region. The collected data included demographic information from respondents and various data sources mentioned above, including questions identifying income, gender, age, and race/ethnicity. A comparative analysis of the 2020 US Census and the prior Community Needs Assessment (CNA) is underway, and results will be added.

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.

The Colusa-Glenn-Trinity Community Action Partnership serves three counties in rural northern California – Colusa, Glenn, and Trinity. Colusa and Glenn County are neighboring counties in the central valley north of Sacramento, while Trinity County is located west of Redding in the cascade mountain range. Both Colusa and Glenn County are small, rural communities depending primarily on agriculture and ag-related businesses for their economies. Trinity County is more remote, with ranching, logging, and tourism being relied upon for the economy.

Colusa County is approximately 1,156 square miles, the town seat is Colusa, and their estimated county population is 21,914 with 19 persons per square mile (US Census Bureau, July 2022 estimate). Approximately 61.3% of the population identifies as Hispanic or Latino, with the remaining population identifying as white/ not Hispanic or Latino. In Colusa County, about 26.7% of the population identifies as being less than 18 years old, 49% identify as female, 11.4% of persons identified as living in poverty, and 79% of households have broadband internet subscriptions (US Census Bureau, 2017-2021).

Glenn County is approximately 1,327 square miles, the town seat is Willows, and the estimated county population is 28,339 with 21 persons per square mile (US Census Bureau, July 2022 estimate). Approximately 44% of the population identifies as Hispanic or Latino, with the remaining population identifying as white/ not Hispanic or Latino. In Glenn County, about 26.8% of the population identifies as being less than 18 years old, 48.7% identify as female, 15.5% identify as living

in poverty, and 82.7% of households have broadband internet subscriptions (US Census Bureau, 2017-2021).

Trinity County is approximately 3,208 square miles, the town seat is Weaverville, and the estimated county population is 15,781 with 5 persons per square mile (US Census Bureau, July 2022 estimate). Approximately 86.2% of the population identifies as White, with the remaining population identifying as non-white race and Hispanic origin. In Trinity County, about 29.1% of the population identifies as being over 65 years old, 48.3 % identify as female, 19.1% of persons identify as living in poverty, and 76.1% of households have broadband internet subscriptions (US Census Bureau, 2017-2021).

Based on current Community Needs Assessments, all counties continue to have a high need for affordable and available housing. Additionally, the COVID-19 pandemic has left long-term societal impacts such as health and well-being needs (both physical and mental), the need for social and community connectedness, rural community broadband access, and systemic changes in how assistance and services are delivered. **and results will be added.**

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 3, list the additional sources.

Our organization utilized the Community Commons website: <https://www.communitycommons.org>. This website has various qualitative data sets; one example would be the vulnerable population footprints report that demonstrates and is broken out by race/ethnicity, gender, age, poverty levels, educational attainment, and linguistic isolation.

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 5, please list the additional approaches your agency took to gather qualitative data.

Continued use of the Community Commons website: <https://www.communitycommons.org> where applicable.

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)

Our organization's process for analyzing quantitative and qualitative data collected from low-income individuals and families is comprised of gathering data and information from various web-based tools, resources, surveys, focus groups, key informant interviews, informal/formal input discussions, and direct client data. For example, our CAD customer experience survey encompasses quantitative and qualitative data.

The quantitative data typically collected by our surveys include closed-ended questions, multiple-choice answers, and rating scales for straightforward numerical analysis. Given our rural nature and capacity, CAD leverages large data samples from credible web-based sites. These existing data sets allow us to identify patterns, correlations, and trends that would not be generally collected via our custom data collection methods. Reports are prepared for review and distributed to the functional team/unit.

The qualitative data we collect involves our open-ended questions and subject matter insights. At a minimum, we include at least one open-ended question via our organizational surveys. When we collect qualitative data, we use smaller sample sizes that provide richer information details. Most of our units archive informal input to understand and observe multiple individuals' perspectives, experiences, and opinions. When we extract qualitative data, we create visualization reports/images to explore the context and/or intention of the information gathered.

Combining the quantitative and qualitative data collection methods provides a comprehensive approach to understanding complex data sets and arising opportunities/issues. The analysis leads to recommendations for our CAD leadership team, support data for innovative ideas, frameworks/models, strategic planning, and service/program gap-filling.

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 (CBO) were included in the Community Needs Assessment data collection process via survey(s), breakout sessions, and key informant interviews. 92.31 % of respondents in the CBO category prioritized Affordable Housing as the top pressing issue in the Tri-County regions, followed by Homelessness, Mental Health

and Wellness, Substance Abuse, and poverty. In addition, CBOs identified barriers and/or challenges that rural residents experience, including the cost of living, access to healthy and affordable food, income, shelter/homes, and access to healthcare services.

B. Faith-based organizations were included in the Community Needs Assessment data collection process via survey(s), breakout sessions, and key informant interviews. Respondents in this category prioritized Affordable Housing as the top, pressing issue in the Tri-County regions. In addition, Faith-based organizations identified Mental Health and Wellness and poverty.

C. Private sector (local utility companies, charitable organizations, local food banks) were included in the Community Needs Assessment data collection process via survey(s), breakout sessions, and key informant interviews. Respondents in this category prioritized Trade Skills as the top, pressing issue in the Tri-County regions, followed by Job Insecurity, Affordable Housing, Mental Health and Wellness, and homelessness. In addition, private sector representatives identified barriers and/or challenges that rural residents experience: access to healthcare services, cost of living, shelter/homes, access to healthy and affordable food, adequate Community Infrastructures (safe and promotes wellness, i.e., parks), and employment.

D. Public sector (social services departments, state agencies) were included in the Community Needs Assessment data collection process via survey(s), breakout sessions, and key informant interviews. Respondents in this category prioritized Affordable Housing as the top, pressing issue in the Tri-County regions, followed by Mental Health and Wellness, Homelessness, Substance Abuse, and Public Transportation. In addition, public sector representatives identified barriers and/or challenges that rural residents experience: cost of living, income, access to healthcare services, transportation, and employment.

E. Educational institutions (local school districts, colleges) were included in the Community Needs Assessment data collection process via survey(s), breakout sessions, and key informant interviews. Respondents in this category prioritized Mental Health and Wellness as the top pressing issue in the Tri-County regions, followed by Affordable Housing, Elder Support, Homelessness, and Substance Abuse. In addition, educational institutions representatives identified barriers and/or challenges that rural residents experience: cost of living, Supportive Services (i.e., Mentors, Case Managers, personal coaching), access to healthcare services, Adequate Community Infrastructures (safe and promotes wellness, i.e., parks), and Environmental Health (i.e., water and air quality, pollution).

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)

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)

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

The Glenn County Community Action Department (CAD) utilizes virtual and paper surveys for most of our data collection. However, our current systems include small workgroups that support the development of collecting specific data sets. Also, CAD actively gathers evaluation metrics before and after short-term grant projects via our Wellness Team efforts. Once data is captured, the information is reviewed and broken out for ease of analysis. After that, the analyzed data is categorized by commonalities and themes, highlighting extreme outliers. Our Administrative and Wellness units are in the process of developing a new team that will be dedicated to quality improvement, compliance, and evaluation methods. We hope to have this team launched and functioning by the end of the year.

Following the success of the 2019 CNA, CAD staff developed a simple ten-question Customer Satisfaction Survey and released it in early 2020. Clients were provided with the survey following the receipt of services. As we transition from the COVID-19 pandemic challenges, we are experiencing an increased willingness to complete customer satisfaction surveys. Our goal is to provide updates to the CGTCAP Board quarterly. As of May 16, 2023, CAD has a 4.8 out of 5-star rating with no very negative or somewhat negative entries. Most write-in responses express gratitude for our service.

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)
Community lacks Affordable Housing	Community	Y	Y	Y
Families have increased mental health and wellness needs	Family	Y	Y	Y
Families and/or individuals are homeless	Family	Y	Y	Y
Household have an increase of substance abuse	Family	N	N	N
Community lacks public transportation options	Community	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Affordable Housing			
2. Mental Health/ Wellness			
3. Homelessness			
4. Substance Abuse			
5. Public Transportation			

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.

To become a convener of community services as a result of organizational excellence and superior financial stewardship.

2. Provide your agency's Mission Statement.

To respectfully assist citizens to achieve and sustain self-sufficiency through direct services, education, and community partnerships.

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 tripartite board is composed of eighteen members, with six members in each of the three categories: Category I—Elected Officials, Category II—Representatives of the Economically Disadvantaged, and Category III—Representatives of Private Enterprise. The election of Directors shall be consistent with the requirements of the California Government Code Sections concerning the Community Service Block Grant program and the regulation of the State Department of Economic Opportunity.

The Directors of each community shall serve as the selection committee for Board representation of that particular county regarding the Directors from Categories I, II, and III. This selection determines which groups or interests properly represent people experiencing poverty (Category II) and other significant groups (Category III). The groups or interest chosen shall then select their choices for Directors. In selecting groups or interests for Category II, the selection committee shall use a democratic process that ensures the maximum feasible participation of people experiencing poverty, with special attention given to representing significant minority groups within the community. Although the Directors selected for Category II need not themselves be poor, they must nonetheless be chosen in a manner that ensures they genuinely represent people experiencing poverty. Suppose any low-income individual, community, religious organization, or representative believes they are inadequately represented on the board of Directors. In that case, they may meet with the Director/Assistant Director to discuss their concerns and review the board bylaws. They will be given information about the current board's composition, membership, and terms of office, as well as information about applying for membership when vacancies occur. The board bylaws disclosed the abovementioned information, and the bylaws are reviewed annually.

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)

Glenn County Community Action Department (CAD) receives federal Workforce Innovation and Opportunity Act (WIOA) funding. North Central Counties Consortium (NCCC) Workforce Board contracts with CAD to support the operations of the America's Job Center of California (AJCC). When a referral is received, WIOA staff contacts the individual/referral to complete the intake process, collect additional information to determine eligibility and suitability for WIOA funded employment and training assistance, collect necessary documentation and verification (e.g., right-to-work information, income verification, etc.), provide an orientation to WIOA and expectations, and discuss next steps (e.g. career exploration, work readiness skills, vocational training, etc.), enrollment into WIOA (when appropriate), and case management. Follow-up services may be available (after case closed). WIOA funding supports the individual (youth/young adult, adults, dislocated worker/laid-off worker) and business/employer community.

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?

Workforce Innovation and Opportunity Act (WIOA) Priority of Services guidelines require priority be given to individuals (adults) who qualify as low-income or are receiving public assistance and individuals who are basic skill deficient. Priority of Service also applies to Veterans and eligible spouse of Veteran.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

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

The Glenn County, Community Action Department, administers the regional Dos Rios Continuum of Care (CoC), composed of multiple regional representatives, to help identify funding needs. The CoC comprises community members, elected officials, economically disadvantaged representatives, and private enterprise representatives. The CoC Board acts as a coalition of social service providers in our area. The tripartite CoC board is active and provides ideas and support in coordinating funds with other service providers. Coordination is done regularly through monthly CoC Executive Board Meetings and additional meetings throughout the year to ensure collaboration and cohesion. We also plan to continue building our staffing capacity to provide additional collaboration and support with our county partners, as we all see to deliver the best services and support possible to our vulnerable populations.

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

The CGTCAP has several Memorandums of Understanding (MOUs) as part of a three-county Community Action Partnership. As the partnership's administrative organization, the Glenn County Community Action Department has entered into subcontracting MOUs with providers in Colusa and Trinity counties. In Colusa County, agreements were created with the Tri-Counties Community Action Partnership nonprofit and the Department of Health and Human Services for housing services and employment support. For Trinity County, agreements were executed with the Human Response Network (HRN) and the Department of Health and Human Services to provide housing and supportive services for clients. Our agency has financial and non-financial MOUs/ agreements to obtain services for CSBG clients.

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)

Our various team members within Community Action attend a wide range of meetings that ensure care coordination is occurring with shared/mutual clients of outside entities/partners. We are also in the process of piloting CAP60 and integrating HMIS data to reduce and/or eliminate the duplication

of services.

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

The CSBG funding allotment is critical to our continuous operations, and we use these funds as leverage to obtain additional funds. We are continually searching for additional funding sources that are complementary to the operational goals and that contribute to the programmatic and organizational capacity. As new awards are granted, we integrate or restructure our department to ensure the best use of funds to support our clients and sustain our staffing capacity. In the last 12 months, we have added a total of four Program and Administrative Services Coordinators to the department to provide administrative support to contract/ agreement development and coordinate various service programs and grant-funded projects, such as our Continuum of Care, Centers for Disease Control and Prevention, California Advancing and Innovating Medi-Cal (CalAIM), and County Medical Services Programs. In addition, we also have robust partnerships with a local clinic (Northern Valley Indian Health) where we are partnering on an ACEs PRACTICE grant to strengthen partnerships and increase clinical screenings for ACEs (Adverse Childhood Experience) and report to the toxic streets, develop sustainable, evidence-informed practices, and build a sustainable workforce to support the impacts of toxic stress and support prevention activities. Our organization continues to have a healthy partnership with local Health and Human Services Agencies who contract with us to project manage, explore, and integrate opportunities and share best practices.

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

The contingency plan for potential funding reduction includes continuously applying for grants that align with our current efforts and organizational goals. Our Wellness unit within our Community Action Department is piloting the Community Support and Enhanced Care management reimbursement model process with local Managed Care plans through the CalAIM initiative. Also, we are currently exploring the Community Health Worker claiming benefits to create a sustainable discretionary revenue stream to support us during unforeseen funding reductions.

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

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)

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)

For the past two decades, Glenn County Community Action Department (CAD) has partnered with Glenn County Office of Education, Glenn County Health and Human Services Agency, schools, local businesses, and other community partners to support the Youth Employment Services (YES) Program. High school students who successfully complete all three modules of YES may qualify for a paid work experience activity (funded with Workforce Innovation and Opportunity Act (WIOA) dollars and other state/federal grants) The YES Program prepares students for “life after high school”; course material covers the following areas- work readiness skills, job-search, workplace safety and employer expectations, exploring post-secondary options (e.g., college and university, trade schools, work-based training, military, etc.), independent living skills (e.g. budgeting, renting an apartment, using public transportation, etc.), leadership skills development, etc.

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)

Glenn County Community Action Department (CAD) receives Workforce Innovation and Opportunity Act (WIOA) funding to support the operations of the America’s Job Center of California (AJCC). The AJCC is located at 125 E Walker, Orland, CA 95963. WIOA funded staff assist individuals with their work-search and job-training needs and support employers’ workforce efforts (e.g., recruitment, workforce transition, etc.) WIOA serves youth/young adults, adults, and dislocated/laid-off workers and the employer/business community.

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)

Glenn County Community Action Department (CAD) is a trauma-informed organization and focuses on serving the “whole person.” Depending on the individual’s specific needs, referrals may be made to another team within CAD (e.g. housing, employment, weatherization, etc.), Glenn County Health and Human Services Agency (e.g. CalFresh, public assistance, MediCal, etc.), partners, and other community-based organizations (e.g. food banks, etc.).

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))

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

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)

Glenn County Community Action Department (CAD) regularly collaborates with community-based organizations and partners to leverage resources, braid funding, streamline processes, and minimize duplication of efforts. The primary goal is to support the individual and family using a trauma-informed approach.

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)

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.

Since Glenn County Community Action Department (CAD) serves as the administrator for the Colusa-Glenn-Trinity Community Action Partnership, we adhere to Glenn County's Department of Finance protocols, practices, and procedures. CAD adheres to county budgetary control procedures, generally accepted accounting principles, and pertinent state/ federal rules and regulations. We follow the GASB and OMB circulars, ensuring integrity, accountability, and stewardship of local, state, federal, and private foundation funds. Separation of financial functions is implemented at every level to safeguard assets. All systems are flow-charted, documented in a county board-approved Finance Policy/ Procedure manual, and reviewed internally for strong preventive controls. Agency management and the CAP Board of Directors generate and review financial and grant reports. On-going monitoring occurs through:

- Annual assessment.
- Two independent yearly audits.
- Various grant/program reviews.
- Monitoring by funding entities, state agencies, and internal county staff to ensure fiscal and programmatic compliance.

When monitored/audited by internal staff or external via state agencies/ independent auditors, a sample of all fiscal operations and grant program files are reviewed, usually at random, and determined if proper accounting and grant compliance has been performed on each item. Results are communicated so continued compliance can be achieved.

The County also has an audit committee that provides oversight of the annual audit and other relevant issues. Finance staff are trained in OMB and are knowledgeable about federal regulatory and grant requirements.

A sampling of monitoring activities may include:

- Program assessments to monitor an individual program's compatibility with the agency's mission of self-sufficiency, ability to maintain funding without CSBG or administrative assistance (sustainability), and efficacy with partners.
- Client surveys monitor satisfaction with the timeliness of services, treatment by staff in customer service, services provided, and awareness of CSBG programs or leveraged

programs.

- Agency staff engagement surveys and SWOT analysis are conducted to capture staff satisfaction with job-related training, supervision, administration/management, communication, safety, understanding of mission, and strategic plan.

Community surveys are provided in alignment with the CAP Plan to measure community needs and priorities. This effort assists in the identification of programs' effectiveness and areas of development to improve CSBG program services.

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.

Per the Glenn County Department of Finance protocols, our agency administers monitoring processes and documentation requirements from sub-contractors in adherence to approved financial accounting practices. Our agency conducts desk audits and provides feedback with recommendations for improvement, if necessary. We will adhere to fiscal and grant eligibility monitoring for all subcontractors quarterly.

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)

Recently, we deployed a team focusing on compliance/quality improvement. We assessed our current capacity for our evaluation methods and found that we could increase our data collection, types of measurement tools, and reporting mechanisms.

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)

Our organization has modified our service delivery model. We found through a ROMA cycle that a Community Health Worker/Promotores de Salud client care is more effective in meeting people and families where they are and supporting specific individualized needs and assistance.

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)

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If yes, please describe.
Although we do not have formal DEI programs, we follow the main principles of DEI and do our best to promote and represent all people of different groups, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations.

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?
Our organizations disaster plan was last updated September 18, 2019.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
The main strategies that guide our organization to remain operational during and after a disaster include the following: <ul style="list-style-type: none">• ICS/NIMS (Incident Command System and National Incident Management System) training.• As-needed remote working to decrease capacity issues.• Satellite office access points to remain operational.

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 that the agency meets the 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 that the agency meets the assurances set out above.**

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

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

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

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:

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

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B