2020-2021 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant
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Purpose

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

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 provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

State Assurances

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by agencies is included in California’s State Plan. Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. The following is a list of state assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix B).

Federal Assurances and Certification

Public Law 105-285, s. 676(b) establishes federal assurances agencies are to comply with. CSD, in its state plan submission, provides a narrative describing how the agencies in California will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances and any other laws, rules, and statutes in the performance of the activities funded through this grant. (Federal Assurances can be found in the CSBG Act Section 676)

The following is a list of federal assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix C).
2020/2021 Community Action Plan Checklist

The following is a checklist of the components to be included in the CAP. The CAP is to be received by CSD no later than June 30, 2019:

☒ Cover Page and Certification
☒ Vision Statement
☒ Mission Statement
☒ Tripartite Board of Directors
☒ Documentation of Public Hearing(s)
☒ Community Needs Assessment
☒ Community Needs Assessment Process
☒ Community Needs Assessment Results
☒ Service Delivery System
☒ Linkages and Funding Coordination
☒ Monitoring
☒ Data Analysis and Evaluation
☒ Appendices (Optional)
Agency Contact Person Regarding the Community Action Plan:

- **Name:** Vince Wrzalinski
- **Title:** Interim Executive Director, Community Action Partnership of Riverside County
- **Phone:** 951-955-3216
- **Email:** VWrzalinski@capriverside.org

Certification of Community Action Plan and Assurances

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2020/2021 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

- **Tiffany Baker**
  - **Board Chair (printed name):**
  - **Board Chair (signature):**
  - **Date:** 5/23/19

- **Kim Saruwatari**
  - **Director (printed name):**
  - **Director (signature):**
  - **Date:** 05/23/2019

Certification of ROMA Trainer

*(If applicable)*

The undersigned hereby certifies that this organization'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).

- **Mark S. Berndt, NCRI**
  - **NCRT/NCRI (printed name):**
  - **NCRT/NCRI (signature):**
  - **Date:** 5/23/2019

CSD Use Only:

- **Date CAP Received:**
- **Date Accepted:**
- **Accepted By:**
Vision and Mission Statement

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

1. Vision Statement
   Provide your agency’s Vision Statement below
   
   **Ending poverty in Riverside County**

2. Mission Statement
   Provide your agency’s Mission Statement below:
   
   **Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy.**

Tripartite Board of Directors
(Organizational Standards 5.1, 5.2, CSBG Act Section 676(b) (10))

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that “fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

1. Describe your agency’s procedures for establishing adequate board representation under which a low-income individual(s), community organization, religious organizations, 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 agency to petition for adequate representation. Please place emphasis on the low-income individuals on your board.
   (Organizational Standards 5.2, CSBG Act Section 676(b) (10))
The Community Action Commission (the Commission) is the County of Riverside Community Action Partnership’s administrative 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, which was last revised 10/27/17. 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.

2. Please describe how the individuals on your Advisory or Governing Board are involved in the decision-making process and participate in the development, planning, implementation and evaluation of programs funded under CSBG to meet the requirements listed above. (Organizational Standard 5.1)

The Commission participates in the development, planning, implementation and evaluation of programs in the following ways: 1). Evaluating customer satisfaction data; 2). Developing, reviewing, recommending revisions to, and approving the Community Needs Assessment, Community Action Plan and Strategic Plan; 3). Evaluating program outputs and outcomes monthly, and Community Action Plan/Strategic Plan progress on strategies and goals annually, for continually improving agency performance; 4). Evaluating financial reports and holding the agency fiscally accountable; and 5). Assisting in developing Requests for Proposals (RFPs) for Delegate Agency Contracts (subcontracts for services not provided by the agency), to meet priority needs identified through the Community Needs Assessment.
Documentation of Public Hearing(s)

California Government Code 12747(b)-(d) requires all agencies to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies must prepare and present the completed CAP for public review and comment. The public hearing process must be documented to include how the hearing was advertised and all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP.

The agency shall conduct at least one public hearing and provide for a public comment period.

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

The agency has made (or will make) the plan available for review using the following process:

☐ Public Hearing
  Date: June 25, 2019
  Location: County Administration Center, 4080 Lemon St., Riverside, CA 92501

☐ Public Comment Period
  Inclusive Dates for Comment: June 11, 2019 to June 25, 2019

When and where was/will be the Public Hearing Notice(s) published or posted? List the dates and where below:

<table>
<thead>
<tr>
<th>Date</th>
<th>Where (name of newspaper, website, or public place posted)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/11/2019</td>
<td>Announcement/flyers posted at CAP Riverside’s main office and satellite offices</td>
</tr>
<tr>
<td>6/11/2019</td>
<td>Posted as an Agenda Item for the Board of Supervisors Meeting on <a href="http://www.countyofriverside.us">www.countyofriverside.us</a></td>
</tr>
<tr>
<td>6/10/2019</td>
<td>Posted on public bulletin board at County Administration Center</td>
</tr>
<tr>
<td>6/24/2019</td>
<td></td>
</tr>
</tbody>
</table>

*Submit a copy of published notice(s) with the CAP Application for documentation purposes

Community Needs Assessment

Public law 105-285 requires the state to secure from each agency, as a condition to receive funding, a CAP which includes a Community Needs Assessment (CNA) for the community served. Additionally, state law
requires each CSBG agency to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (California Government Code 12747(a)).

As part of the CNA process, each organization will analyze both qualitative and quantitative data to provide a comprehensive “picture” of their service area. To assist the collection of quantitative data, CSD has provided a link to a dashboard with the latest Census data with easily available indicators at the county level.

https://public.tableau.com/profile/benjamin.yeager#!/vizhome/Cap_Assessment/CAPData

The link gives agencies access to the five-year American Community Survey (ACS) data for every county in the state. By clicking on a county, the user will have access to quantitative data such as the poverty rate, median income information, and unemployment rate.

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

**Community Needs Assessment Process**
(Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 3.5)

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

**Please indicate which combination of activities were used in completing the CNA, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus Groups</td>
<td>Conducted from 1/23/19 to 5/9/2019. Focus groups were held in connection with events held by partner organizations.</td>
</tr>
<tr>
<td>Asset Mapping</td>
<td>Not Used; Asset mapping for Riverside County is currently in process, in collaboration with 2-1-1 Community Connect and IEHP, with additional information gained through various service providers throughout the County.</td>
</tr>
<tr>
<td>Surveys</td>
<td>Conducted from 1/11/2019 to 4/15/2019. Surveys were done in hard copy form and online through Survey Monkey, in both English and Spanish.</td>
</tr>
<tr>
<td>Community Dialogue</td>
<td>N/A</td>
</tr>
<tr>
<td>Interviews</td>
<td>Conducted from 11/26/2019 to 5/9/2019. Interviews were done in-person with customers and community members, and with key informants (service providers, partner organizations and community leaders).</td>
</tr>
<tr>
<td>Public Records</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Date of most recent completed CNA:**

May 14, 2019

**Date CNA approved by Tripartite Board (most recent):**

(Organizational Standard 3.5.)

May 23, 2019

Your responses to the questions below should describe how the agency ensures that the CNA reflects the current priorities of the low-income population in the service area, beyond the legal requirements for a local public hearing of the CAP. Please be specific.

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.
1. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). These sectors should include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

(Organizational Standard 2.2)

Following is a summary of the involvement of various sectors of the community in CAP Riverside’s recent Community Needs Assessment. **Community-based organizations, faith-based organizations, and private businesses:** Information was gathered from their customers/clients/employees through surveys, focus groups, and interviews in conjunction with events and training they organized, and through their email distribution lists. Some organizations even posted the survey links on their websites. **Public Sector:** Information was collected from their customers/clients/employees through surveys, focus groups, and interviews in conjunction with events and training they organized, and through their email distribution lists. Email notice of the survey, with the link to Survey Monkey, was sent to constituents of all the 5 Board of Supervisors’ districts, in a Department of Public Health press release, and through various County and State Department distribution lists and newsletters. **Educational Institutions:** Cal Baptist University and Riverside Community College sent electronic flyers and the Survey Monkey link to their email distribution lists. Two graduate students from The University of California, Riverside School of Public Policy, and its Blum Initiative on Global and Regional Poverty developed the survey instrument, and prepared the analysis of survey data in the attached CAP Needs Assessment Survey 2019 Descriptive Results. For a detailed list of the various partners’ activities involved in the distribution of the survey and the recruitment of respondents, see the attached Survey Distribution Log.

2. Describe the causes and conditions that contribute to poverty affecting the community in your service area.

(Organizational Standard 3.4)

The primary contributing factors to poverty (labeled as such instead of causes, since there is not comprehensive evidence for, or agreement on what the various causes are) in Riverside County appear to be (in no specific order): Employment (availability of jobs, or wages paid in the available jobs), lack of higher educational/vocational skill attainment, race (especially in connection with Hispanic or Latino, Black/African American, and Native American individuals/families), and the high cost of living (demonstrated by needs identified in such areas as housing, utility bills, health care, transportation, food, etc.). From community member and key informant interviews, the policy
issues expressed as contributing factors included: *income eligibility thresholds* that are far too low, which therefore disqualify residents in need from receiving services, and *restrictive regulations and costs for developing affordable housing*. Conditions ensuing from these contributing factors are evidenced in the priority needs which have been identified, as well as in the Appendices (in the results of the focus groups, community member and key informant interviews, and in the illustrative community member stories).

3. 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 through questions in the survey. These questions include: *If you have received services from Community Action Partnership, how satisfied were you with the actual services provided to you? How satisfied were you with the staff and how you were treated? If you were unsatisfied with any of the services that you received, please tell us why.* The open-ended question responses at the end are evaluated and analyzed to determine if action should be taken toward program improvement or improvement in customer service. In addition, Customer Satisfaction Surveys are provided to customers receiving services from CAP Riverside in all of its various programs. Both forms of collected customer satisfaction data are aggregated and analyzed, and the results are presented to the Community Action Commission for evaluation, planning and program/customer service improvements, if needed.

4. 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)

This data was obtained from the US Census Bureau, and from responses to demographic-specific questions on the survey.

5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process.  
(Organizational Standard 3.3)

*Quantitative Data:* This includes data from the survey, data from reports done by partner organizations and data from reliable sources, such as the US Census Bureau, US Department of Labor, etc. *Qualitative Data:* This is comprised mainly of data collected and analyzed from focus groups, interviews (customer and key informant) and personal stories.
6. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process.  
(Organizational Standard 1.1, 1.2)

Analysis on data obtained from the surveys was done by two University of California, Riverside Master of Public Policy students, using statistical software and best practices in data analysis. These results were supported by, and compared with CAP Riverside Planning Division staff’s analysis of the data obtained from focus groups and customer interviews from low-income individuals and groups. In addition, data from other groups and service providers was collected, compiled and compared when ranking priority needs identified in Riverside County.

Community Needs Assessment Results
(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))

Utilize the table below to list the needs identified in your Community Needs Assessment. If additional space is needed, insert a new row.

Needs Table

<table>
<thead>
<tr>
<th>Needs Identified</th>
<th>Integral to Agency Mission (Yes/No)</th>
<th>Currently Addressing (Yes/No)</th>
<th>Agency Priority (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Assistance</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Lack of Affordable Dental Care</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Lack of Adequate Employment</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lack of Affordable Health Care</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Transportation</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Housing Assistance</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Lack of Affordable Child Care</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Needs Identified: list the needs identified in your most recent Needs Assessment.  
Integral to Agency Mission: indicate yes/no if the identified need aligns with your agency mission.  
Currently Addressing: indicate yes/no if your agency is already addressing the identified need.  
Agency Priority: indicate yes/no if the identified need will be addressed either directly or indirectly.

For needs marked “no” in “Agency Priority”, please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to
duplicate services. If you will not be coordinating services to address the service gaps, please explain why.
(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

All of the needs listed were identified through Community Needs Assessment surveys, interviews (community member and key informant), and focus groups, and were compared with assessed needs identified by other groups and service providers. The gaps in services responsible for these identified needs may be explained by several different factors, or even a combination of factors, which are beyond the scope of CAP Riverside’s Community Needs Assessment. However, for the Needs Identified which are not Agency Priorities, the following describes CAP Riverside’s plans to coordinate services and/or funding to address these needs. 1). **Financial Assistance.** CAP Riverside, in its mission, *facilitates opportunities towards self-sufficiency*...but, as such does not provide public financial assistance. In addition, a need for financial assistance is most likely connected with other identified needs, such as dental care or health care costs, insufficient employment, housing, child care, etc. Therefore, CAP Riverside does not plan on addressing this need in any way other than referring customers to County Departments or other partners who may provide financial assistance, in general, or for a specific need. 2). **Transportation.** Transportation is not an area being addressed by CAP Riverside, nor is it within the scope of CAP Riverside’s agency priorities. However, CAP Riverside provides referrals to organizations which provide bus passes, transportation for elderly or the disabled, etc. when the need is expressed.

Refer to Needs Table. For needs marked “yes” in “Agency Priority”, please stack rank according to priority, and complete the table below. If additional space is needed, insert a new row.

**Priority Ranking Table**

<table>
<thead>
<tr>
<th>Agency Priorities</th>
<th>Description of programs/services/activities</th>
<th>Community/Family &amp; Individual</th>
<th>Indicator/Service Category (CNPI, FNPI, SRV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access to Affordable Dental Care</td>
<td>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 2020 and 2021</td>
<td>Family &amp; Individual</td>
<td>SRV 5bb., SRV 5cc., SRV 5dd., and SRV 5ee. Actual indicators will depend on awarded subcontractor’s services SRV 7c.</td>
</tr>
<tr>
<td>2. Employment Services</td>
<td>TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); CAP Riverside will provide</td>
<td>Family &amp; Individual</td>
<td>FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h., other actual indicators will depend on awarded</td>
</tr>
<tr>
<td>Project Area</td>
<td>Description</td>
<td>Contracting Agency</td>
<td>Services</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>3. Access to Affordable Health Care</td>
<td>TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1&lt;sup&gt;st&lt;/sup&gt; to December 31&lt;sup&gt;st&lt;/sup&gt; of 2020 and 2021</td>
<td>Family &amp; Individual</td>
<td>SRV 5b., SRV 5e., SRV 5f. Actual indicators will depend on awarded subcontractor’s services SRV 7c.</td>
</tr>
<tr>
<td>4. Access to Healthy, Affordable Food</td>
<td>TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1&lt;sup&gt;st&lt;/sup&gt; to December 31&lt;sup&gt;st&lt;/sup&gt; of 2020 and 2021</td>
<td>Family &amp; Individual</td>
<td>SRV 5ii., and SRV 5jj. Actual indicators will depend on awarded subcontractor’s services SRV 7c.</td>
</tr>
<tr>
<td>5. Housing Assistance</td>
<td>TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1&lt;sup&gt;st&lt;/sup&gt; to December 31&lt;sup&gt;st&lt;/sup&gt; of 2020 and 2021</td>
<td>Family &amp; Individual</td>
<td>SRV 4m., SRV 4n., SRV 4o. Actual indicators will depend on awarded subcontractor’s services SRV 7c.</td>
</tr>
<tr>
<td>6. Access to Quality, Affordable Child Care</td>
<td>TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1&lt;sup&gt;st&lt;/sup&gt; to December 31&lt;sup&gt;st&lt;/sup&gt; of 2020 and 2021</td>
<td>Family &amp; Individual</td>
<td>SRV 2c., SRV 7e., and SRV 7f. Actual indicators will depend on awarded subcontractor’s services</td>
</tr>
<tr>
<td>Indicator/Service Category (CNPI, FNPI, SRV)</td>
<td>Measurement Tool</td>
<td>Data Source, Collection Procedure, Personnel</td>
<td>Frequency of Data Collection and Reporting</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>------------------</td>
<td>---------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h.</td>
<td>Employer verification of hours trained/paid; Fiscal verification of hours paid from timesheets; employer verification of job offers; participant verification of income or increase in income from pay stubs</td>
<td>Sent to Program Managers from employers or participants; data input into, and collected from CAPTAIN case data management system; collected by Community Services Program Director and Planning Division Manager</td>
<td>Periodic adhoc reports run from case/data management system on outcomes achieved/hours completed; reported annually in CSBG Annual Report</td>
</tr>
<tr>
<td>SRV 2c., 4m., 4n., 4o., 5b., 5e., 5f.</td>
<td>Program Progress Report (PPR) from subcontractor</td>
<td>Sent to Planning Division Manager; data input into, and collected from CAPTAIN case</td>
<td>Monthly PPRs; periodic adhoc reports run from</td>
</tr>
</tbody>
</table>

**Agency Priorities:** Stack rank your agency priorities with the top priority ranking #1.

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

**Community/Family & Individual:** Identify if the need is community, or family/individual level.

**Indicator/Service Category (CNPI, FNPI, SRV):** Indicate which indicator or service will be reported in annual report.

*Refer to the Priority Ranking Table. Complete the table below to identify the reporting strategies for each Indicator/Service Category as identified in the Priority Ranking Table. If additional space is needed, insert a new row.*

**Reporting Strategies Table**
Indicator/Service Category: Refer to Indicator/Service Category in last column of the Priority Ranking Table.
Measurement Tool: Identify the type of tool used to collect or measure the outcome.
Data Source, Collection Procedure, Personnel: Describe the source of data, how it is collected, and staff assigned to the task(s). Be specific and provide detail for activity both internal and external to the agency.
Frequency of Data Collection and Reporting: Describe how often data is collected and reported internally and externally. Include documentation available.

Service Delivery System
(CSBG Act Section 676(b)(3)(A))

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

1. Describe the overall Service Delivery System for services provided with CSBG funds and describe how your agency’s services enhance and/or differ from those offered by other providers, i.e. bundled services—please include specific examples.

The County of Riverside Community Action Partnership service delivery system follows three parallel avenues: 1) programs directly administered by CAP Riverside (in-house); 2) programs funded by the County of Riverside Community Action Partnership through a Request for Proposal (RFP) process (subcontracted); and 3) programs established as “demonstration” programs. 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); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans Education and Employment Program); Earned Income Tax Credit (EITC), Free
Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); and disaster preparedness and relief (Cool / Warm Centers, etc.).

<table>
<thead>
<tr>
<th>2. Please describe the agency’s service delivery system. Include a description of your client intake process or system. Also specify whether services are delivered via direct services or subcontractors, or a combination of both.</th>
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<tbody>
<tr>
<td>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.</td>
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<tr>
<td>The County of Riverside Community Action Partnership also sub-contracts services to cover challenges identified by its biennial community needs assessment. Sub-contracting is conducted by 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 the County of Riverside Community Action Partnership’s mission and goals. For example, the County of Riverside Community Action Partnership has recently sub-contracted to provide training wages to assist adults with developmental disabilities in obtaining and retaining community employment; to provide low-income and homeless families with free child care and child development services; and to provide supportive services related to self-sufficiency, volunteerism, employment workshops, and employment coaching for individuals in a homeless services program. Subcontractors also use the customer intake form for CSBG related services they provide. Sub-contracting is dependent upon available CSBG funds.</td>
</tr>
<tr>
<td>The County of Riverside Community Action Partnership also incorporates community referrals to outside programs and services as a part of its service delivery strategies.</td>
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</table>
3. Please list your agency’s programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.)

In-house CSBG-funded programs include: Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans Education and Employment Program); Earned Income Tax Credit (EITC), Free Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); and disaster preparedness and relief (Cool / Warm Centers, etc.). These programs have all resulted from former Community Needs Assessments’ priority needs, pilot programs or established programs funded by CSBG discretionary grants and other funding sources (Americorps, Southern California Edison, RAP Foundation, IRS, Dispute Resolution Programs Act, Assets for Independence, etc.).

CSBG funds cover costs for program and administrative staff salaries and benefits, program support and equipment, administrative expenses, and subcontracted services to the community.

Linkages and Funding Coordination
(Organizational Standards 2.1-2.4)
(CSBG Act Section 676b(1)(B), (1)(C), (3)(C), (3)(D), (4), (5), (6), (9))
(State Assurance 12747, 12760, 12768)

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following: (please be specific)

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, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding.
   (Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))
An analysis of the community needs assessment identifies what needs to be facilitated via the agency’s service delivery strategies. Anything outside the internal scope of services is flagged as a gap in service for which a community referral must be made. All staff are trained to make referrals to help meet customers’ needs. Customers are also directed to 2-1-1 Riverside County Community Connect resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance the County of Riverside Community Action Partnership program benefits. The County of Riverside Community Action Partnership call center and clerical staff maintain a directory of frequently requested programs and services, which is shared with program staff.

Several staff members from various internal agency programs have been trained as community resources 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.

The County of Riverside Community Action Partnership establishes beneficial partnerships with public, private, community and faith-based service providers to fill identified gaps in its services. CAP Riverside makes referrals to those partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that meet a community need. 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. The County of Riverside Community Action Partnership 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.

Participants in both short-term and long-term CAP Riverside programs, such as Saving for Success, Veterans Education and Employment Program and Pre-Apprenticeship, receive one-on-one case management with the respective Program Manager. Case management is often used as
a means of assessing the customer’s needs and how they are best addressed. This assessment may include referrals to outside sources. Follow-up case management evaluates the customer’s use of resources, including referrals, and is documented in case notes and maintained in the customer’s file. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. The use of the resource is tracked by the Program Manager to determine its effectiveness and consideration of additional referrals. Each CSBG program administered by the County of Riverside Community Action Partnership leverages 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. Grantmaking and fund development is centralized in the County of Riverside Community Action Partnership’s Planning Division. This division generates grant applications for various projects, and tracks funding and resource development efforts.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational Standard 2.1)

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: On-the-job training programs (youth and veteran), a case/data management system, and Delegate Agency contracts (subcontracts for services). 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 utilizes information gathered from key sectors of the community:
   a. Community-Based
   b. Faith-Based
   c. Private sector (local utility companies, charitable organizations, local food banks)
   d. Public Sector (social services departments, state agencies
   e. Educational Institutions (local school districts, colleges)

Describe how your agency will coordinate and partner with other organizations in your service area. (Organizational Standard 2.2, CSBG Act Section 676(b)(3)(C), (9))

The County of Riverside Community Action Partnership coordinates with over 400 community partners to leverage funds, staff, and other resources to assist low-income residents. This diverse network of partners includes multi-level referrals between public and private sector social service
providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, after school programs, healthy living and nutrition programs, disaster preparedness services, job placement and training programs, veterans services, Head Start, child care centers and providers, services for the disabled, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc.

4. Describe how services are targeted to low income individuals and families and indicate how staff is involved, i.e. attend community meetings, I&R, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(3)(C), 676(b)(9), State Assurance 12760)

The County of Riverside Community Action Partnership uses census data to identify poverty pockets in its services territory. Outreach is done in these areas, and partnerships and community projects are then developed to target and engage these high-needs communities. Additional distressed communities are brought to light through the countywide community needs assessments or demand for services. The County of Riverside Community Action Partnership utilizes its CAP Mobile to provide services and information to remote, rural communities.

The County of Riverside Community Action Partnership’s collaboration with local partners promotes the sharing and streamlining of services countywide, and the prevention of duplicated services. This strategy aids to the cost-effectiveness, efficiency of service, and multi-sector approach to fostering self-sufficient behaviors in low-income families. The County of Riverside Community Action Partnership participation on statewide, regional, and national boards (e.g., Community Action Committee and Region IX Community Action Association) further provides the County of Riverside Community Action Partnership the opportunity to provide leadership in coordinating service activities not only on the local level, but on state, regional, and national levels. This leadership includes identifying emerging trends and collectively strategizing for beneficial solutions.

5. If your agency is a Migrant and Seasonal Farmworker (MSFW) agency, describe how you will coordinate plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not a MSFW, please mark N/A. (State Assurance 12768)

N/A
The County of Riverside Community Action Partnership plans on increasing the number of volunteers it mobilizes for its programs by at least 50% over the next two years, to increase its organizational capacity. The County of Riverside Community Action Partnership currently leverages CSBG funds with federal, state and local funding streams. CAP Riverside recognizes that CSBG funds are subject to federal budget cuts. Depending on the extent of cuts to CSBG funding, the County of Riverside Community Action Partnership could potentially have to reduce and/or eliminate services and discontinue sub-contracting. To minimize the impact of such cuts on programs and services, the County of Riverside Community Action Partnership continually seeks new opportunities to partner with members of the private, public, community and faith-based sectors to leverage funds with CSBG funds.

Strategies, such as increasing community collaboration and using volunteers help to mitigate the cost of service delivery would be implemented. The County of Riverside Community Action Partnership also pursues private funding for its programs including: the Dispute Resolution Center (funds available from local courts), Project L.E.A.D. after-school mentoring/tutoring program (in-kind and grant support from school districts), and Individual Development Accounts (local private matches). Attendees of public training may be willing to pay a small fee in exchange for services. These dollars may be able to offset some costs.

In addition to identifying new sources of revenue, the County of Riverside Community Action Partnership 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. The County of Riverside Community Action Partnership will continue to seek funding at the local, state and federal levels, and public and private sectors, to support ongoing and new initiatives that present high-impact, self-sustaining strategies to end poverty. The County of Riverside Community Action Partnership is a public community action agency and therefore is often ineligible for many private sector funding opportunities. The County of Riverside Community Action Partnership will continue to partner with its non-profit arm, CAP
Stars, a Foundation for Economic Stability, to research and secure funding for which it might otherwise be ineligible. 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.

7. Describe how your agency communicates its activities and its results to the community, including how the number of volunteers and hours are documented. (Organizational Standard 2.3, 2.4)

Activities and results from CAP Riverside’s programs and services are communicated through social media (on Facebook, twitter and Instagram), through interaction with partners and outreach in the community, and through a published Annual Report.

Numbers of volunteers and hours are documented in the Better Impact volunteer management system (for Volunteer Income Tax Assistance volunteers), by Program Managers in individual spreadsheets, and in the CAPTAIN case/data management system.

8. 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. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs. (CSBG Act Section 676(b)(1)(B))
The County of Riverside Community Action Partnership provides assorted in-house services, engages partnerships, and participates in community collaboratives/coalitions to address youth-related issues which include:

- **Dispute Resolution Center (DRC):** school peer mediation training and community education workshops;
- **Project L.E.A.D (Linking Education, Advocacy, and Development):** Volunteers are trained to provide mentoring and tutoring to students in middle school after school programs;
- **Pre-Apprenticeship Program:** places high school juniors and seniors with private small businesses that provide workplace mentoring and on-the-job training;
- **Riverside County Mentor Collaborative (RCMC):** partnership of mentoring programs that assist and support safe, positive mentor-protégé connections; and,
- **Community referrals for all other services not provided directly by the County of Riverside Community Action Partnership.**

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<td>9.</td>
<td>Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, 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))</td>
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<tr>
<td>The County of Riverside Community Action Partnership serves as the lead agency and/or is a member of networks, collaboratives and boards that provide services to the poor in Riverside County. This facilitates the agency’s efforts to leverage, coordinate, centralize, and share resources and funds to move people out of poverty. These linkages cover all service constructs such as:</td>
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<td>- <strong>Child Care:</strong> representative on the Local Planning Council for the California Board of Education and board member of Riverside County Child Care Consortium</td>
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<tr>
<td>- <strong>Youth Mentoring/Tutoring:</strong> lead agency of Riverside County Mentor Collaborative (RCMC); member of the Youth Opportunity Council; and member of the PRIME Time After School Programs Coalition</td>
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<tr>
<td>- <strong>Employment and Employment Training:</strong> board member of the Workforce Investment Board (WIB); Veterans Education and Employment Program (on-the-job training program); Pre-Apprenticeship Program (youth on-the-job mentoring program)</td>
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<tr>
<td>- <strong>Alternative Dispute Resolution:</strong> member of the National Association of Mediation; contracted mediation services for Riverside Court System; countywide recognized Peer Mediation trainer</td>
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for schools; authorized trainer of volunteer mediators and community mediation countywide; and authorized trainer for law enforcement agencies on mediation referrals

- **Health, Nutrition, and Food Security**: board member of Riverside County Community Health Centers Board, member of the Riverside County Health Coalition, the California Nutrition Action Plan Coalition, and the Eastside Riverside HEALZone leadership team (Healthy Eating and Active Living)

- **Disaster Preparedness and Relief**: member Riverside County Emergency Services Collaborative; lead agency for countywide Cool and Warm Centers; founder and lead agency for the Energy Task Force; member of State Energy Council Advisory Committee

- Establish neighborhood leaders to assist in disseminating information to residents.

- Secure key contacts with leaders of various organizations in cities throughout Riverside County.

- Create a database, by cities, of community leaders as emergency contacts and local stakeholders.

- Continue ongoing training of staff with the Office of Emergency Services

The County of Riverside Community Action Partnership submits any applicable federal grant proposals to the State of California Single Point of Contact (SPOC) unit for review for duplicity of services. This ensures that there is not duplicity of services within the county when applying for grants.

The County of Riverside Community Action Partnership partners with the Riverside County Department of Public Social Services (DPSS) and its various welfare-related divisions to provide resources and opportunities for recipients of public assistance. This includes referrals from DPSS to CAP Riverside’s Savings for Success program, and utilizing/providing on-the-job training to welfare-to-work participants in its Energy and Community Services Divisions.

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

   *(CSBG Act Section 676(b)(4))*
The County of Riverside Community Action Partnership coordinates with community and faith-based organizations and public institutions to help provide food security and customer referrals countywide. The Executive Director of the County of Riverside Community Action Partnership is on the Department of Public Social Services' Emergency Food and Shelter Board. The County of Riverside Community Action Partnership has partnered with Community Connect to develop and continually update supervisorial district-based food resource directories to communities and graduates of healthy living programs, home-bound seniors, the disabled, veterans, and families with very young children. The County of Riverside Community Action Partnership staff continue to serve on countywide nutrition and food support coalitions and collaboratives. The County of Riverside Community Action Partnership partners with the State of California Community Services Department (CSD) when disasters strike locally such as severe rains, flooding, and wild fires. Food vouchers, rental assistance, blankets, and sleeping bags, along with disaster kits are provided to victims of disasters.

11. Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure where appropriate, that the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) are conducted in the community. (CSBG Act Section 676(b)(6))

The County of Riverside Community Action Partnership is a provider of the Low-Income Home Energy Assistance Program (LIHEAP), and serves on the Providers Committee that helps to coordinate LIHEAP services and programs statewide. The County of Riverside Community Action Partnership also works closely with the California Public Utilities Commission to ensure equitable energy-related policies and services for the poor statewide. On a local level, the County of Riverside Community Action Partnership created the Riverside County Energy Task Force to ensure that low-income residents’ voices are heard relevant to energy-related policies and services. Energy Task Force members include representatives from elected officials, Riverside County Office of Emergency Services, Department of Public Health, first responders, and other energy-related entities.

The County of Riverside Community Action Partnership 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. Opportunities include energy clinics held at the facilities of partners
located in identified poverty pockets throughout the county. Pockets are identified by U.S. Census Bureau data mapped by Geographic Information System (GIS). Outreach is scheduled based on poverty density reflected by the G.I.S. mapping. The “CAP Mobile”, the County of Riverside Community Action Partnership’s mobile unit, is used to reach residents who live in rural isolated areas of the county. The County of Riverside Community Action Partnership coordinates with CSD to provide disaster relief when disasters, such as wild fires, storms, and severe rains strike.

12. 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))

The County of Riverside Community Action Partnership uses funds to support innovative community and neighborhood-based initiatives in accordance to Public Law 105-285, and in synch with its mission. Partnerships among supporters and providers of services to low-income people are achieved; low income people also achieve their potential 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 refers customers to other community fathership programs. The County of Riverside Community Action Partnership sub-grants CSBG funds to community programs that address the top challenges of poverty identified by the community needs assessment. The agency looks for innovation, collaboration, and partnership when evaluating these proposals; the County of Riverside Community Action Partnership looks for new solutions to old problems.

Monitoring
(CSBG Act Section 678D(a)(1)(B))

1. Describe your agency’s specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program, including your process for maintaining high standards of program and fiscal performance.
Program monitoring is conducted by the County of Riverside Community Action Partnership Executive Management staff and Planning Division, and may include any or all of the following activities:

1. Review of monthly 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. Bi-weekly one-on-one Community Services Division Manager meetings with Program Managers
3. Bi-weekly 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 and type (i.e., onsite, desk review, or both)

The following are included in CAP Riverside’s monitoring process for subcontractors (called delegate agencies):

- Program Progress Reports (PPRs)
  - monthly – all delegate agencies submit PPRs with Reimbursement Requests and financial reports to the Planning Division
  - PPRs include: Narrative, Statistical and Customer Intake Forms (where applicable)
  - Planning Division reviews PPRs, Reimbursement Requests and financial reports
- Desk-audits
  - regularly – for quality control checks, compliance and comparison of financial 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 before site visits are conducted
Site Visits

- at minimum once per contract year – preferably in the second quarter after contract execution
- conducted by Planning Division staff members and Fiscal division staff members
- accompanied by a Commissioner (with previous sign ups done upon monitoring presentation in Community Action Commission Meeting).

3. Describe how your agency ensures that cost and accounting standards of the Office of Management and Budget (OMB) are maintained. (CSBG Act Section 678D(a)(1)(B))

In accordance with accounting standards and requirements of the Office of Management and Budget (OMB) Circulars, the County of Riverside Community Action Partnership utilizes a cost allocation plan to ensure equitable distribution of expenditures across all Federal/State grants. Direct expenditures are identified by individual program codes and are tracked accordingly.

As a local government agency the County of Riverside Community Action Partnership adheres to the policies and procedures set forth by the County of Riverside in its Standard Practice Manual. The County’s procurement policy requires a competitive bid process and financial review for its vendors. The County of Riverside Community Action Partnership is also in compliance with specific State guidelines and has established its own internal policies and procedures. Sub-contractors are monitored on a regular basis, and on site visits, to ensure compliance with all contract and OMB requirements.

Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4)
(CSBG Act Section 676(b)(12))

1. Describe your methods for evaluating the effectiveness of programs and services, including the frequency of evaluations. (Organizational Standard 4.3)
Data is collected to measure and evaluate the progress of programs as it relates to the agencies goals.

The County of Riverside Community Action Partnership utilizes various mechanisms countywide for the collection and measurement of customer feedback, including:

- Customer Satisfaction Survey - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.;
- Monthly program evaluation - provides feedback from customers about services received;
- Workshop and training evaluation - provide feedback on curriculum content, etc.;
- Semi-annual site visits to sub-contractors - conducted by the County of Riverside Community Action Partnership staff and Commissioners to verify programmatic data and contract compliance;
- One-to-one feedback and written testimonial from customers - documented in Impact/Success stories;
- Special event - e.g. open house, community dialogues, etc. offers opportunities for feedback from a diverse group of stakeholders;
- Program Exit Interview - provides program graduates' feedback on programs' successes and challenges;
- Customer feedback log - provides copy of customer feedback, filed by date; and
- Quality Assurance Review - conducted by Senior Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

All programs (external and internal) start the program year with evaluation tools that identify a baseline (beginning point) and benchmarks for each program or service. Participants are evaluated periodically throughout the contract term, though no less than quarterly, to assess the impact of the program. These scheduled evaluations create benchmarks that show progress toward reaching the program outcome (end results). Some evaluation tools are administered at the end of specific events and activities, such as training and workshops.
2. Describe how your agency ensures that updates on the progress of strategies included in your CAP are communicated to your board annually.  
(Organizational Standard 4.4)

Updates on progress related to the priorities, goals and strategies included in the Community Action Plan are presented annually to the Community Action Commission, usually by February of the following year. These are included in the Executive Director’s Report.

3. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based on an in-depth analysis of performance data.  
(CSBG Act Section 676(b)(12))

Examples of changes made by CAP Riverside for service delivery improvements to impact the low-income community, based on the analysis of performance data, include:

1. Additional Cool/Warm Center partnerships sought and developed, and sites added, after an analysis of data demonstrating increased demand.

2. Addition of an extra call center, two additional staff, and 5 standby staff (including Spanish-speaking staff members), to connect requests for services with services, as a result of an incredible increase in call volume.
Appendix A
Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

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 The organization/department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

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 2.3 The organization/department communicates its activities and its results to the community.

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

CATEGORY THREE: COMMUNITY ASSESSMENT

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

Public Agency - Standard 3.1: The organization/department conducted a community assessment and issued a report within the past 3-year period, if no other report exists.

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

Standard 3.3: 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.

**VISION AND DIRECTION**

**CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP**

**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. In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

**Standard 4.4:** The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action Plan.

**CATEGORY FIVE: BOARD GOVERNANCE**

**Standard 5.1:** The organization’s/department’s tripartite board/advisory body is structured in compliance with the CSBG Act

**Standard 5.2:** The organization’s/department’s tripartite board/advisory body either has:

1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or
2. Another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.
Appendix B
State Assurances

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.

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.
Appendix C
Federal Assurances and Certification

CSBG Services

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 part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

(i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

(ii) secure and retain meaningful employment;

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

(iv) make better use of available income;

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

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

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

(I) document best practices based on successful grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

(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 child care programs;
Coordination of Other Programs

676(b)(1)(C) The State will assure “that funds made available through grant or allotment will be used 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) a description of the service delivery system, for services provided or coordinated with funds made available through grands made under section 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) a description of “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) a description of “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) a description of “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) “An 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.”

**Coordination with Faith-based Organizations, Charitable Groups, 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) “An assurance that “the 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) “An 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 services 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 served, which may be coordinated with community-needs assessments conducted for other programs.”

**State and Eligible Entity Performance Measurement: ROMA or Alternate system**

676(b)(12) “An 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.”