

128

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**FROM:** DPSS-Community Action Partnership of Riverside County

**SUBMITTAL DATE:**  
June 4, 2007

**SUBJECT:** Public Hearing Regarding 2008-09 Community Action Plan and Submission of the Plan to the State Department of Community Services and Development

**RECOMMENDED MOTION:**

1. That the Board of Supervisors convene a Public Hearing June 19, 2007, for the purpose of receiving public testimony regarding the Department of Public Social Services-Community Action Partnership of Riverside County (DPSS-CAP Riverside) 2008-09 Community Action Plan.
2. That the Board of Supervisors approve the submission of the 2008-09 Community Action Plan to the State of California Department of Community Services and Development for the use of federal Community Services Block Grant (CSBG) funds in Riverside County at the conclusion of the Public Hearing.

**(CONTINUED – 2 Pages total)**

*Lois J. Carson*  
Lois J. Carson, Executive Director

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	NA
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	07/08

**SOURCE OF FUNDS: 100% Federal**

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

Dept't Recomm.:  Consent  Policy

Per Exec. Ofc.:  Consent  Policy

Prev. Agn. Ref.: 6/21/05 (#9.13) | District: All | Agenda Number:

9.4

**FROM:** DPSS-CAP Riverside

**DATE:** June 4, 2007

**Subject:** Public Hearing Regarding  
2007-08 Community Action Plan and  
Submission of the Plan to the State  
Department of Community Services  
and Development

**Page:** 2

**BACKGROUND:** Beginning February 5 through April 30, 2007, DPSS-CAP Riverside conducted a countywide community assessment surveying face-to-face 4,458 residents of low-income communities. DPSS-CAP Riverside also conducted community meetings in each of the five Supervisorial Districts:

6/4/07	Riverside (District 5)
6/5/07	Perris (District 1)
6/6/07	Palm Desert (District 4)
6/11/07	Corona (District 3)
6/14/07	Sun City (District 2)

Each of these meetings allowed additional input from the public. Their comments have been incorporated into the plan.

The 2008-09 plan relates how CSBG funding will be used to support programs and services as identified by the residents of low-income communities. CSBG funding to the County is \$1.8 million annually, and is used to leverage an additional \$9-10 million in matching resources.

A "Notice of Public Hearing" was published in the Press Enterprise and Desert Sun on Monday, June 4, 2007.

The Community Action Commission approved the 2008-09 Community Action Plan on May 17 2007, and recommends the submission of the plan to the Board of Supervisors for approval.

**FINANCIAL IMPACT:** No County funds will be used.

**ATTACHMENTS:** (1) 2008-09 Community Action Plan

**CONCUR/EXECUTE:**

# Community Action Partnership of Riverside County



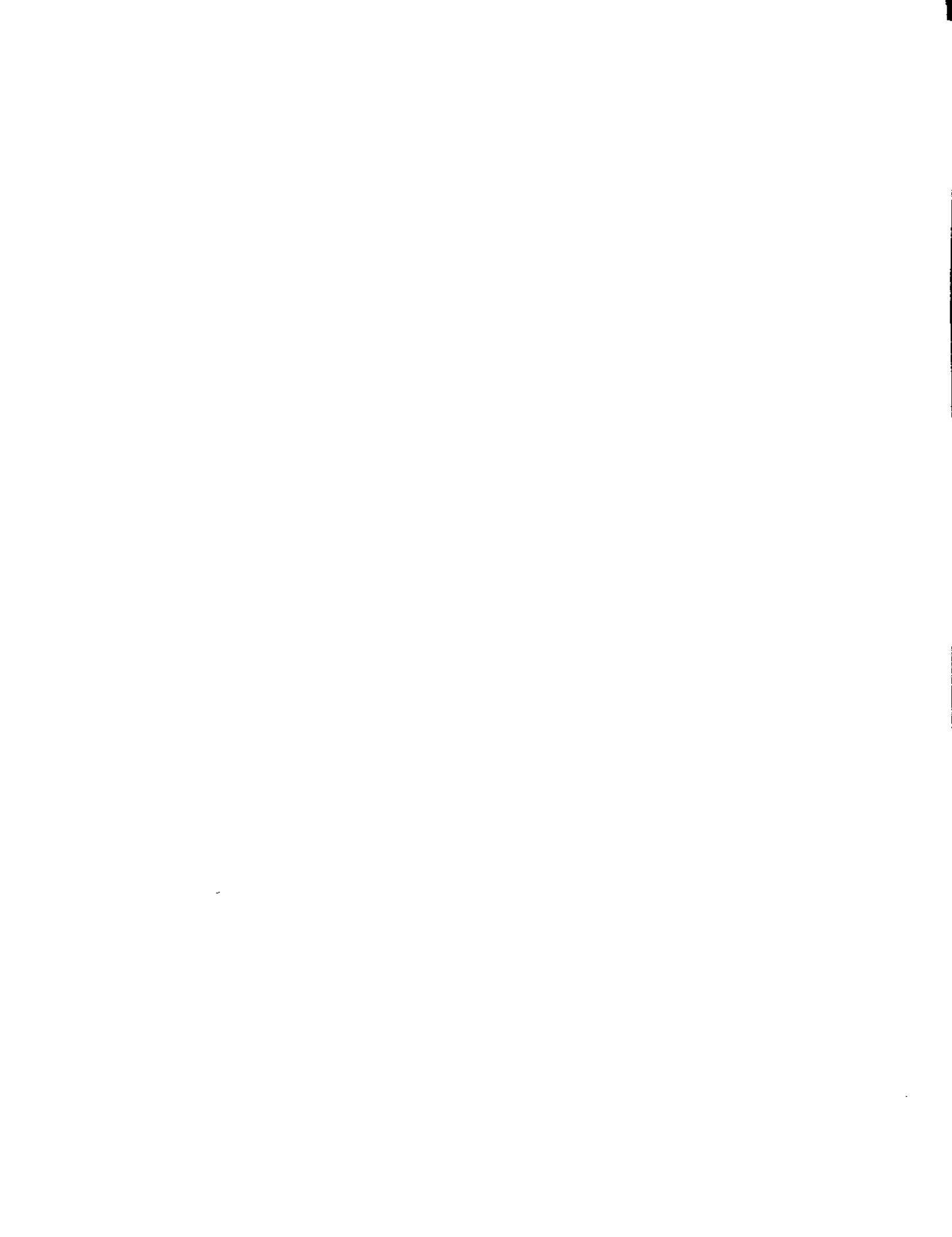
## 2008/2009 COMMUNITY ACTION PLAN

Community Action Partnership of Riverside County  
2038 Iowa Avenue, Suite B-102  
Riverside, CA 92507  
951-955-4900 or 1-800-511-1110 or TTY 951-955-5126  
Fax 951-955-6506

**2008/2009 COMMUNITY ACTION PLAN**  
**COMMUNITY ACTION PARTNERSHIP OF RIVERSIDE COUNTY**

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## COMMUNITY ACTION PLAN REQUIREMENTS

### Summary/Checklist

The 2008/2009 Request for Community Action Plan (CAP) must meet specific requirements as defined by law, and described in detail in this package. The CAP forms, with specific instructions on how to complete each form are assembled separately for ease in preparing. Once you have completed your CAP, submit to CSD one original document (marked "original") and one copy (marked "copy") postmarked no later than **June 30, 2007**. ***Please allow adequate time for Community Action Plan development, review and approval prior to the due date.***

The following is a check list of the required and optional components of the CAP that your agency submits to CSD:

- CAP Cover Page (required)
- Agency Vision and Mission Statement (required)
- Requirement 1: Community Information Profile and Needs Assessment (required)  
Goal-Setting (optional)
- Requirement 2: State Objectives (optional)
- Requirement 3: Statewide Priority Statement (required)
- Requirement 4: Federal Assurances (required)
- Requirement 5: State Assurances (required)
- Requirement 6: Public Hearing Documentation (required)
- Requirement 7: Monitoring and Evaluation Plan (required)
- CSD 801: CSBG/NPI Programs Report (required)
- CSBG/NPI Programs Report Instructions
- NPI Work Group Supplemental Definitions

**COMMUNITY SERVICES BLOCK GRANT  
2008/2009 PROGRAM YEAR COMMUNITY ACTION PLAN  
COVER PAGE**

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TO: Department of Community Services and Development  
Attention: Field Operations  
700 North 10th Street, Room 258  
Sacramento, CA 95814

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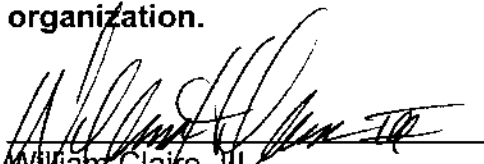
FROM: Agency: Community Action Partnership Of Riverside County  
Address: 2038 Iowa Avenue, Suite B-102  
City: Riverside, CA 92607

**Agency Contact Person Regarding Community Action Plan**

Name: Lois J. Carson, CCAP  
Title: Executive Director  
Phone: (951) 955-4900  
FAX: (951) 955-6494  
E-mail address: [lcarson@riversidedpss.org](mailto:lcarson@riversidedpss.org)

**CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES**

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this 2008/2009 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

  
William Claje, II  
Board Chairperson

6/13/07  
Date

  
Lois J. Carson, CCAP  
Executive Director

6/13/07  
Date

AGENCY VISION AND MISSION STATEMENT

**The Vision Statement describes a desired future based on your agency's values. The vision is broader than what any one agency can achieve; the agency collaborates with others in pursuit of the vision.**

**Provide your agency's Vision Statement.**

VISION STATEMENT:

*The vision of the Riverside County Community Action Commission and the Community Action Partnership of Riverside County is "Bliss County," Riverside County without poverty in thirty years.*

*(Board approved 6-23-02)*

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

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

MISSION STATEMENT:

*We, the Community Action Partnership of Riverside County, with the community, will end poverty by offering opportunities to the poor through education, wealth building, advocacy and capacity building.*

*(Board approved 6-27-04)*

## Requirement 1

### COMMUNITY INFORMATION PROFILE, NEEDS ASSESSMENT AND GOAL-SETTING

State law requires each agency to develop a community action plan that will assess poverty-related needs, available resources, and feasible goals and strategies to prioritize its services and activities to promote the goals of self-sufficiency among the low-income populations in its service area. (Government Code 12747(a).)

Each community action plan shall include the Community Information Profile, Needs Assessment, and Goal-Setting as follows:

**1. Community Information Profile:** The Community Information Profile describes the problems and causes of poverty in the agency's service area, based on objective, verifiable data and information. (Government Code 12754(a).)

**A.** Attach your agency's Community Information Profile. Please provide a narrative description of the following:

*Riverside County is recognized as the fastest growing "big" county in California, with a 32% growth rate. Geographically, it covers 7,200 square miles. Poverty is very present in Riverside County. Of its 2,026,803 permanent residents, over 231,056 or 11.4% fall below the Federal Poverty Guideline (2005 American Community Survey – U.S. Census Bureau). This includes 460,866 families of which 41,939 or 9.1% are in poverty. Riverside County is the second poorest of a six-county Southland, which includes Riverside, Los Angeles, Orange, Imperial, San Bernardino and San Diego Counties. Riverside County continues to have one of the highest unemployment rates among the Southern California counties. Many more county residents not considered in poverty are identified as "working poor", and are on the edge of crisis if faced with a car repair, medical emergency, or job lay-off.*

*Such rapid growth has placed a heavy burden economically, socially and financially on social services as demand for goods and services outpaces available resources, such as housing, transportation, employment, child care, and health care. The County's large geographic service area greatly impacts the ability of communities to meet the needs of its low-income, vulnerable residents (children, youth, homeless, elderly, disabled). Long waiting lists of residents needing assistance are indicative of many needs going unmet throughout the County.*

**i)** The agency's service area in terms of factors such as poverty, unemployment, educational attainment, health, nutrition, housing conditions, homelessness, crime rates, incidents of delinquency, the degree of participation by community members in the affairs of their communities and/or other similar factors deemed appropriate by the agency.

*Poverty In Riverside County*

The Riverside County Department of Public Social Services (DPSS) publishes monthly reports that document the use of public benefits in the county. According to the usage report for February 2006 through January 2007, the average number of individuals receiving cash aid each month is 16,728 (CalWORKs, Welfare to Work/GAIN and General Relief). According to the 2005 U.S. Census update, 11.2% of children under the age of 18 live in households that receive public assistance. Additional poverty indicators include:

<b>Poverty Indicators</b>	<b>Count U.S. Census estimate for 2006 = 2,026,803</b>	<b>Percentage of County *Based on 2005 U.S. Census Update Counts</b>
Total population living in poverty (*1,898,770)	216,935	11.4%
Total children under 18 years of age living in poverty (*540,342)	83,402	15%
Total seniors(65 years and over) living in poverty (*215,785)	15,754	7%
Total families living in poverty (*460,866)	41,939	9.1%
Total single-female-headed households living in poverty (*75,981)	19,679	25.9%
Unemployment (labor force = 910,800 From 2007 California Labor Market Information)	47,400	5.2%
High School Graduate (25 years and older) (*305,138)	30,507	9.9%

*Other Factors:*

*Health:* According to the 2006 American Health Care Congress, 16.6 percent of Riverside County residents are uninsured.

*Nutrition:* Riverside County ranks fourteenth out of fifty-eight Californian counties in food stamps utilization. This means that 155,665 (72.7%) of eligible families are not receiving food stamps. Families who are eligible for food stamps are considered to have a food insecurity. Riverside County ranks thirty-five out of fifty-eight in School Breakfast Program enrollments.

*Housing Conditions:* The median mortgage in Riverside County is \$2,100 according to the U.S. Census Update. With the rapid rise in housing costs, even middle-income families have been priced out of homeownership. In the past year, over forty of CAP Riverside's Individual Development Account Program customers had to switch their savings goal from homeownership because they could no longer qualify due to the significant price increases. The price increases have trickled down to rental costs lessening even more the pool of affordable housing.

*Homelessness:* According to the 2004/2005 County of Riverside Homeless Assessment, there are 4,785 homeless people on a given day in the County of Riverside. More than one out of five (1,091 or 23%) homeless people are children under the age of 18. Women and children together make up almost half (2,231 or 46.6%) of the homeless population. The county initiated a taskforce to develop a "10-Year Strategy to End Homelessness" to address the needs of the homeless. The strategies will be implemented sometime within 2007. CAP Riverside is a member of the taskforce.

*Crime Rates:* Almost 90 percent or nine out of ten persons arrested each year in Riverside County are from poverty households.

*Community Volunteerism: The Independent Sector is a national leadership forum for charities, foundations, and corporate giving programs. It is widely recognized for establishing a national value on volunteer hours. According to the Independent Sector's 2007 report on volunteering, over 27.2% percent of Californians volunteered in 2006. CAP Riverside has a pool of 150 program volunteers who regularly contribute at minimum 48,000 hours each year. CAP Riverside is also the certifying organization for Riverside County for the White House's President's Volunteer Service Award. This prestigious award recognizes community volunteerism as a part of the Points of Light program. Each year CAP Riverside certifies over 100 volunteers countywide who have served at least 100 hours.*

- ii) Describe community resources and services, other than CSBG, which are available in the agency's service area to ameliorate the causes of poverty and the extent to which your agency has established linkages with those service providers.

*The Volunteer Center of Riverside County, managers of the Riverside County 2-1-1 community resource line, documents that there are over 2,000 public, private and faith-based agencies providing services to county residents. Resources include services for: Basic Needs; Consumer Services; Criminal Justice and Legal Services; Education; Environmental Quality; Health Care; Income Security; Individual and Family Life; Mental Health Care and Counseling; Organizational/Community Services; and Target Groups. Service providers range from very small grassroots community or faith-based organizations with niche services in specific communities to large experienced entities that provide services countywide.*

*CAP Riverside leverages the resources of 220 community partners, of which 75 are faith-based, via referrals to provide services that CAP Riverside does not directly provide or contracts. This diverse partnership includes public and private low-income service providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, HeadStart, child care centers, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc. Services include job training and placement, family literacy, academic support, healthcare, childcare, elderly and disabled persons services, safe and affordable housing and/or repairs, emergency loans, safety-net services, and safe and healthy learning environments for youth. CAP Riverside also has formal partnerships with service providers, some of which are contracted as Delegate Agencies via a Community Services Block Grant Request for Proposals (RFP) process. Formal partners are those agencies with whom CAP Riverside has a contract or Memorandum of Understanding. CAP Riverside also partners with the Riverside County Office of Emergency Services, the Riverside County Public Health Department, first responders such as local fire departments and law enforcement agencies, and community-based and faith-based organizations to provide disaster relief, disaster preparedness training, an relief from extreme heat during hot weather months (cool centers).*

- B. Describe your agency's plan for periodically reviewing and revising the Community Information Profile. In particular, describe how your agency ensures that the most current data and relevant factors are included.

*In addition to conducting a bi-annual community assessment, CAP Riverside utilizes third-party needs assessments initiated by its partners. Agencies such as the Riverside County Homeless Unit, the United Way of the Inland Valleys, and the Riverside County HeadStart Program all conduct bi-annual countywide assessments. A review of low-income populations' needs is also*

*assessed through point-of-service customer satisfaction surveys, workshop surveys, and community training evaluations. The Planning Division receives current data through its subscription services to print and electronic data sources such as: local newspapers; local, state and federal labor departments; state education departments; Californians for Family Economic Self-Sufficiency (CFESS); the National Economic Development and Law Center (NEDLC); and various advocacy groups on homelessness, asset development, youth mentoring, legal services, and poverty in general.*

*CAP Riverside's Planning Division convenes quarterly reviews of the agency's strategic plan which takes in consideration developing trends and changes in the service population. Senior Management and Program Managers are included in the review. The Community Action Commission reviews the strategic plan on an annual basis to make programmatic decisions recommended by staff. These two review processes generate updates to the Community Information Profile.*

2. **Needs Assessment:** The Needs Assessment describes the local poverty-related needs, and identifies and prioritizes eligible activities to be funded by CSBG. It also serves as the basis for the agency's problem statement(s) and goal-setting.
  - A. Attach your agency's Needs Assessment. The Needs Assessment should analyze the demographic and economic conditions and other poverty-related factors identified in your Community Information Profile. Please provide a narrative description of the following:

*See Attachment I – 2007 Community Assessment Survey Results*

- i) Assessment of existing programs/services available in your community that ensure the minimum services listed in Government Code section 12745(f) are available to the low-income community. These services shall include, but shall not be limited to, all of the following:

*Current partnerships rest on the belief that CAP Riverside does nothing alone and collaborations/partnerships must involve stakeholders who share a common vision/mission with CAP Riverside, that all members of the collaborative are proactive participants, and are accountable for measurable outcomes. Key community partners include: (1) funders, (2) volunteers, (3) elected officials, (4) community-based organizations, and (5) faith-based organizations. These organizations provide CAP Riverside with the ability to leverage its staff and resources to meet the needs of low-income people throughout the county. Volunteers in youth programs, mediation, and low-income savings programs are an invaluable resource, contributing thousands of hours each year to making their communities a better place to live. Policy makers meet with low-income representatives in collaborative sessions such as the Energy Task Force and the Riverside County Child Care Consortium and Riverside County Office of Education HeadStart Policy Council (HeadStart Policy Council) to advocate policies that positively impact the lives of low-income and working poor residents. The HeadStart Policy Council also holds a seat on the Community Action Commission.*

- a. A service to help the poor complete the various required application forms, and when necessary and possible, to help them gather verification of the contents of completed applications.

*Riverside County has both public and private agencies that provide support to the poor requiring assistance completing application forms and collecting documents. Most partners, like CAP Riverside, hire bi-lingual staff to assist customers with limited English language skills. Staff translators for Spanish and Southeast Asian languages (Laotian, Vietnamese, Hmong, Thai and Cambodian) are readily available through CAP Riverside or a referral partner. The Community Access Center and Blindness Support are two partners who provide assistance to disabled customers countywide. Services include software and equipment for the blind, the hearing impaired and people with limited use of their limbs. CAP Riverside, along with these specialty partners provide a TTY telephone line service for the hearing impaired.*

*CAP Riverside and its partners refer customers to appropriate agencies to assist them in replacing necessary eligibility documents. CAP Riverside also distributes throughout the county a waterproof portfolio to assist customers with collecting, organizing and storing important documents. This practice started with migrant farm workers as CAP Riverside conducted energy clinics in the fields. It continued during disaster relief for relocated Hurricane Katrina victims and is now a regular part of all energy clinics and cool centers.*

- b. A service to explain program requirements and client responsibilities in programs serving the poor.

*As stated in II.B.2.A.i)a. above, CAP Riverside enlists the aide of its partners to assist the poor in completing applications. This assistance also includes explaining program requirements and customers' responsibilities. CAP Riverside trains its community energy clinic partners on the specific eligibility requirements for its various utility payment assistance programs and weatherization programs. CAP Riverside readily provides technical assistance to any organization desiring to assist customers with completing CAP Riverside applications. CAP Riverside is the lead agency for the Riverside County Self-Sufficiency Calculator Collaborative. The Self-Sufficiency Calculator is a free on-line tool that provides a family with a customized calculation for what it costs for that family to live in Riverside County. The calculator provides eligibility and application information for fourteen different public benefits, which includes office locations and hours, required documents, and potential benefit amounts. CAP Riverside provides low-cost notary services and assists residents with completing applications for Healthy Families.*

- c. A service to provide transportation, when necessary and possible.

*The 2007 Community Assessment Survey has identified reliable and affordable transportation as an important need for the poor in Riverside County. There are currently fifteen programs countywide that provide free to low-cost transportation services to eligible residents (low-income, disabled and elderly.) CAP Riverside will be participating in marketing and outreach to advertise these services to its customers.*

- d. A service which does all things necessary to make the programs accessible to the poor, so that they may become self-sufficient.

*CAP Riverside currently provides information and referrals to all social services programs countywide. CAP Riverside actively provides outreach for the Riverside County 2-1-1 information line and the Riverside County Self-Sufficiency Calculator by referring*

*customers and providing 2-1-1 and Calculator literature at CAP Riverside's offices, at public events and energy clinics. CAP Riverside also forwards contact information and updates to 2-1-1 when CAP Riverside learns about changes or new resources. CAP Riverside's asset building programs (Individual Development Accounts and Earned Income Tax Credit) and Family Self-Sufficiency program (Project B.L.I.S.S., and energy programs) provide 2-1-1 and Calculator literature to their customers. CAP Riverside also maintains a TTY telephone line to provide the hearing-impaired access to services and referrals.*

- ii) Specific information about how much and how effective assistance is being provided to deal with the problems and causes of poverty. (Government Code 12754(a).)

*CAP Riverside and its partners form various collaboratives to address current and emerging issues that challenge the poor. Information is shared and resources, cash and non-cash, are leveraged. Support from collaboratives is solicited for community organizing and advocacy to help policy makers and elected officials become knowledgeable of local problems that impact vulnerable populations in Riverside County. CAP Riverside and its partners initiate email alerts and "calls to action" whenever issues of concern arise.*

*These collaborative efforts increase the community awareness of problems and causes of poverty. The sharing of resources and information maximizes the effectiveness of services. CAP Riverside provides training and technical assistance to agencies and partners countywide to further build the community's capacity to deliver effective services.*

*CAP Riverside also routinely collects public reports, newsletters, and annual reports generated by its partners that describe outcome achievements. This helps CAP Riverside to keep abreast of how much and how effective services are in the community.*

- iii) Establishment of priorities among projects, activities and areas for the best and most efficient use of CSBG resources. (Government Code 12754(a).)

*CAP Riverside's Community Blueprint to End Poverty (The Blueprint) (see Attachment IIA - IIB) identifies four key agency strategies that are aligned with the six national Results Oriented Management and Accountability (ROMA) goals. The Blueprint further defines an impact rating system for all internal and contracted programs: high impact, medium impact and low impact. High impact programs are those programs that actually move people out of poverty. Examples of high impact programs include wealth-building programs such as Individual Development Accounts (IDAs) and the Earned Income Tax Credit (EITC) Program. Medium impact programs provide resources and training whose impact on ending poverty in a participant's life is not realized in the immediate future. Such programs include after school mentoring/tutoring, work place mentoring for youth, and mediation services. Low impact services are emergency and safety-net services. Though they do not directly move people out of poverty, they reduce crises that prevent people from setting and achieving long range self-sufficiency goals.*

*The Community Action Commission and CAP Riverside prioritize programs, activities and partnerships first based on needs documented by the community assessment survey and then by impact level. High impact programs generally provide the best Return on Investment (ROI). However, the Community Action Commission and the CAP Riverside staff recognize the ongoing need for medium and low-impact programs. Delegate Agency Funding Initiatives are primarily set for high impact strategies.*

- B.** Describe the process your agency utilizes to collect the most applicable information to be included as part of the needs assessment. In particular, describe how your agency ensures that the needs assessment reflects the current priorities of the low-income population in your service area, beyond the legal requirement for a local public hearing of the community action plan. Additionally, describe your agency's plan for periodically reviewing and revising the needs assessment.

*A precursor to developing specific strategies, programs and activities is to understand the state or condition of what currently exists. CAP Riverside relies on primary and secondary data to establish local community strengths and challenges. CAP Riverside gathers primary data by:*

- *asking low-income people what they feel are important to them and their families through the local community assessment survey;*
- *one-on-one conversations;*
- *noting the type of inquiries received by CAP Riverside;*
- *monitoring the type of referrals made by staff;*
- *participating in collaboratives with other service providers to identify important poverty issues; and*
- *taking an active role in the review and modification of the Community Blueprint to End Poverty, the vision and mission statements with Commissioners and community leaders to identify CAP Riverside's Strengths, Weaknesses, Opportunities, and Threats (SWOT Analysis).*

*CAP Riverside uses secondary data from the U.S. Census, city and county resources, and through special surveys conducted by organizations such as United Way, HeadStart, the Riverside County Office of Education, and the County General Plan.*

*Primary Data – Community Assessment Survey:*

- *Overview*

*In 2003, low-income people were hired, trained, and deployed in their own neighborhoods to conduct over 3,000 face-to-face surveys throughout Riverside County. Community and faith-based organizations also partnered with the Agency in distributing and collecting needs assessment surveys.*

*Survey results enabled the agency to identify the four key strategies to end poverty that are reflected in the Community Blueprint to End Poverty: 1) Education/Wealth Building (Family Economic Security); 2) Advocacy (Leadership Enhancement); 3) Community Organizing Community Mobilization/Revitalization; and 4) CAP Riverside (Financial Management and Data Collection.*

*In 2005, a follow-up community assessment survey was conducted with 15% (489) of the families who were surveyed in 2003. The goal of the 2005 survey was to determine if significant changes had occurred in the lives of the participants and/or their communities. The 2005 community assessment survey was conducted by telephone (16% response rate) using the 2003 survey. The 2005 survey resulted in no significant changes in issues. Families surveyed in 2003 and then again in 2005 reported improvements in their lives and communities.*

*In 2007, CAP Riverside again hired low-income residents to conduct face-to-face surveys in their own neighborhoods. Surveyors collected surveys from 4,759 households of which 4,638 (97%) were usable. This represents 11 percent of the 41,939 households living in poverty in Riverside County.*

- *Survey Instrument*

- *A survey collaborative of 15 local partners was formed to design the survey instrument.*

- *The survey consisted of five major areas (see Attachment III): 1) services used; 2) important issues in the community and whether or not they are being addressed; 3) getting and keeping employment; 4) achieving economic security; and 5) basic demographics on respondents and their household.*
- *The survey was a mix of quantitative and qualitative questions.*
- *Survey Process*
  - *The survey was conducted countywide (all five Supervisorial Districts)*
  - *Surveys were conducted face-to-face with low-income households – surveyors asked the respondents the survey questions and recorded their answers on the survey*
  - *Bi-lingual surveyors conducted the survey in Spanish, Laotian, Hmong, Vietnamese, Thai, and Cambodian.*
- *Survey Pool*
  - *A convenience sampling of respondents was used by having 53 low-income surveyors conduct the survey in their own low-income neighborhoods. The assumption that respondents would be low-income was validated when survey demographics revealed that more than 50% (1,173) of respondents answering the household income question (2,359) had household incomes less than \$20,000.*
- *Data Analysis*
  - *The DPSS Research Division aggregated the data and assisted CAP Riverside in developing the data queries.*
  - *Results calculations and rankings for each question were based on the number of respondents answering the question, not on the total number of usable surveys.*
  - *See Attachment I for survey results*
- *Results*
  - *CAP Riverside recognizes seven nationally accepted barriers to ending poverty and has added two additional barriers as identified by local needs. These include: 1) Transportation; 2) Child Care; 3) Housing; 4) Employment; 5) Education; 6) Training; 7) Finances; 8) Health Care; and 9) Personal Development*
  - *Over 85% of respondents identified the need for their communities to address even more the issues of literacy, healthcare, quality education, hunger and neighborhood safety. Over 25% indicated that their communities did not address issues such as poverty, overcrowded and substandard housing, lack of work benefits, lack of affordable and safe housing, homelessness, personal debt, lack of homeless shelters, lack of entry level jobs, and lack of full-time jobs.*
- *Response to Results*

*CAP Riverside actively works with partners to address the issues of poverty. CAP Riverside has active partnerships through which it refers its customers for food, shelter, employment, healthcare, and job skills training. On a larger advocacy level, CAP Riverside partners with the local Housing Authority, Fair Housing Commission and Habitat for Humanity, and the Coachella Valley Housing Coalition to address the issue of lack of safe and affordable housing, which concurrently addresses the issue of overcrowded and/or substandard housing. CAP Riverside also serves on the Riverside County 10-Year Plan to End Homeless Committee to address the issues of homelessness and the current federal government's trend to fund transitional and permanent housing instead of emergency shelters. According to the Riverside County Self-Sufficiency Calculator, it requires a family of four (two adults, one toddler, and one school-age child) to earn*

*at minimum \$19.00 per hour (\$3,274/month) to live self-sufficiently in Riverside County. To facilitate self-sufficiency, CAP Riverside continues to provide high impact asset/wealth building programs and financial literacy workshops countywide to help customer deal with personal debt. CAP Riverside serves on the local Workforce Investment Board and partners with the local Economic Development Agency to build the capacity of small businesses and job skills training programs to increase employment opportunities. CAP Riverside engages in innovative strategies such as the Self-Sufficiency Calculator to help low-income residents map a strategy to self-sufficiency. CAP Riverside is an administrator for the Healthy Families Program, assisting residents to complete and submit applications for health insurance. CAP Riverside also sits on the Desert Sierra Health Network - - a tri-county (Riverside, San Bernardino, and Inyo) collaborative of health and nutrition services agencies. Through this network, CAP Riverside is able to keep abreast of programs that educate consumers on general healthcare, nutrition, diet, exercise, and healthy living habits.*

- *Assessment Review*  
CAP Riverside utilizes the data from the community assessment survey in its strategic planning process. The strategic plan is reviewed quarterly by the Planning Division and annually by the Community Action Commission. The survey results are supplemented with information from other periodic reports such as monthly Program Progress Reports (PPRs), U.S. Census updates, point-of-contact customer satisfaction surveys, program and workshop evaluations, and information shared by partners. The 2007 survey collaborative will convene to evaluate the survey results, process, survey instrument used, and questions to make recommendations for the 2009 community assessment survey.

- 3. Goal-Setting: CSD recognizes that the CSD 801 forms do not necessarily capture all of the agency activities nor always succinctly “tell your story.” This section offers the opportunity for agencies to describe programmatic goals that are beyond the information collected on the CSD 801’s.**

Goal-Setting identifies feasible goals and strategies which yield program priorities consistent with standards of effectiveness established for the CSBG program. (Government Code 12747(a).) Agency goals should align with community need. This section offers each agency the opportunity to identify top priorities.

**For the CAP submitted in 2007, your agency can respond to the programmatic goals or strategic plan or both. Place a check mark in the box(es) your agency elects to complete.**

- A. Programmatic Goals:** Please provide a description of your agency’s biannual programmatic goals. Each goal statement should include the following:

- A description of the need to be addressed
- The program, activity or service designed to meet the identified need
- One of more objective outputs or outcomes to measuring progress toward the goal.

The goals should be based on your agency’s current needs assessment and establishment of priorities, and include the following at a minimum:

- i) If needed, goals to meet the need for a minimum level of services listed in Government Code section 12745(f).
- ii) Consideration of projects responsive to the needs of the poor which are not otherwise being met pursuant to Government Code section 12754(c).
- iii) Consideration of the standards of effectiveness identified in Government Code section 12745(g) in setting goals and assessing accomplishments.
- iv) Description of how accomplishing the goal(s) will have a measurable and potentially major impact on causes of poverty in the local community. (Government Code section 12750(b).)

**B. Strategic Plan:** Please provide a description of your agency's strategic plan for goal-setting. In particular, please include the following:

- How the goals relate to the agency's strategic plan.
- How your agency ensures that low-income residents in the service area participate in the goal setting.
- Beyond the legal requirement for a local public hearing of the community action plan, do the goals reflect the current priorities of the poor in the community?

Optional

**Requirement 2**

**STATE OBJECTIVES**

As the State recipient of the federal CSBG block grant, CSD is accountable to ensure that all CSBG dollars are spent to carry out the federal program purposes. Recognizing the differences among each community action agency and the local communities they serve, CSD developed the attached pathway as a simple but effective way to measure how each agency uses its CSBG funding to create, expand or improve programs serving the low income population in its community. The following outputs will enable California to demonstrate how CSBG funds support federal program purposes, and quantify the added value that CSBG funds give to community action programs.

**For the CAP submitted in 2007, your agency can elect to complete all or part of 1, 2 or 3 of the following projections as they pertain to your agency. Place a check mark in the box your agency elects to complete.**

- 1. Added Capacity:** CSBG funds may be used to strengthen an agency's capacity to plan and coordinate the broad range of resources to ameliorate the local causes of poverty.

**A. Percentage of Total Operating Budget:** Please complete the following formula to project

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CSBG annual allocation	/	Agency Total annual Operating Budget (TOB)	=	% of TOB
\$ _____		\$ _____		_____ %

ty that CSBG funds will add to your agency's total annual operating budget:

**B. Percentage of Indirect/Administrative Costs:** If your agency allocates any or all of its annual CSBG allocation to the administrative costs (costs not allocated to direct services) of the agency, please complete the following formula to project the indirect capacity that CSBG funds will add to your agency:

CSBG funds allocated to agency Indirect costs	/	Agency total annual Indirect/Administrative costs	=	% of Indirect costs
\$ _____		\$ _____		_____ %

State of California

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- 2. **Direct Program Services:** CSBG funds may be used to support direct program services and activities that will have a measurable impact on the causes of poverty and help low-income individuals and families achieve self-sufficiency.

**A. Number of Clients Served:** If your agency allocates any CSBG funds to directly support program services and activities, please complete the following worksheet to project the number of clients served directly by CSBG funds. [Note: In the worksheet below, "number of clients served" includes those clients served by a delegate agency where your agency subcontracts for those services. If your agency does not currently gather information relative to the number of clients served by delegate agencies, please attach a statement describing how this data will be collected in the future.]

Direct costs of community action program services and activities \$ \_\_\_\_\_ / CSBG funds = \_\_\_\_\_ % CSBG Direct Cost Percentage\*\*

Number of clients served by CSBG funds, based on percentage of total direct costs  $\frac{\text{Total number of clients served by agency}}{\text{CSBG Direct Cost Percentage **}} = \text{Clients}$

**OPTIONAL:** If the following information is known, indicate the portion of CSBG funds and all other funds directly allocated to each program type, to calculate the number of clients served in each program by CSBG funds. Indicate which of the following program types are supported by directly allocated CSBG funds. Check as many as applicable.

<input type="checkbox"/>	Employment	\$ _____ / CSBG funds = _____ % CSBG Direct Cost Percentage**	$\frac{\text{Total number of clients served by agency}}{\text{CSBG Direct Cost Percentage **}} = \text{Clients}$
<input type="checkbox"/>	Education	\$ _____ / CSBG funds = _____ % CSBG Direct Cost Percentage**	$\frac{\text{Total number of clients served by agency}}{\text{CSBG Direct Cost Percentage **}} = \text{Clients}$
<input type="checkbox"/>	Income Management	\$ _____ / CSBG funds = _____ % CSBG Direct Cost Percentage**	$\frac{\text{Total number of clients served by agency}}{\text{CSBG Direct Cost Percentage **}} = \text{Clients}$

\*\*CSBG Direct Cost Percentage (both percentages must match)

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**Direct Program Services Continued**

<input type="checkbox"/>	Emergency Services	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** Clients		
<input type="checkbox"/>	Nutrition	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** Clients		
<input type="checkbox"/>	Linkages	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** clients		
<input type="checkbox"/>	Self-Sufficiency	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** clients		
<input type="checkbox"/>	Health	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** clients		
<input type="checkbox"/>	Other	\$ _____ / CSBG funds	\$ _____ / All other funds	= _____ % CSBG Direct Cost Percentage **
		_____ X _____ = _____ Total number of clients served by agency CSBG Direct Cost Percentage ** clients		

\*\*CSBG Direct Cost Percentage (both percentages must match)

**B. Number of Programs Dependent Upon CSBG Funds:** For any of the program types checked above, please identify which program types your agency could no longer offer if CSBG funds were not available.

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- 3. **Coordination:** The CSBG Program encourages agencies to coordinate and link with other funding and in-kind resources and service providers in local communities.

**A. Direct Leveraging:** One way to measure the value of CSBG funds to the coordination and linkage effort is to quantify the number of dollars, or in-kind resources valued at fair market value, leveraged directly as a result of your agency's CSBG allocation and/or designation.

Please indicate the **total number of dollars your agency receives as a direct result of your agency's CSBG allocation and/or designation.** Any format submitted by the agency will be accepted. Your agency shall keep on file the required documentation supporting this amount and shall make it available to CSD on request.

**For purposes of measuring this objective, agencies may include the following:**

- i) Grants, donations, in-kind services or other income to your agency where there is documented evidence that the contribution is dependent upon your agency's CSBG allocation and/or designation.
- ii) Matching funds committed by your agency in exchange for other funding, where there is documented evidence that CSBG funds are allocated as the matching funds.
- iii) Matching funds or in-kind services by other organizations promised in exchange for sub grants, subcontracts, in-kind services or other payments from your agency where there is documented evidence that the matching funds will be directed to programs, services and activities that serve CSBG Program purposes.

**B. Partnerships:** One way to measure the value of CSBG funds to the partnerships that your agency possesses is to quantify the number of partnerships that would not exist but for your agency's CSBG allocation and/or designation.

Please indicate the **total number of partnerships you project to have with other community organizations that are directly linked to your agency's CSBG allocation and/or designation.** Any format submitted by the agency will be accepted. Your agency shall keep on file the required documentation supporting this number and shall make it available to CSD on request.

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**For purposes of measuring this state objective, agencies may include the following:**

- i) Partnerships supported through sub grants or subcontracts using CSBG funds.
- ii) Formal written agreements or understandings with other organizations that specifically refer to your agency's CSBG allocation and/or designation.
- iii) Seats on other boards, commissions or other community entities that are formally reserved for a representative from your agency.
- iv) Partnerships where there is some other documented evidence that the relationship would not exist but for your agency's CSBG allocation and/or designation.

Please indicate the **total number of partnerships** you project to have with other community organizations that are directly linked to your agency's CSBG allocation and/or designation. Your agency shall keep on file the required documentation supporting this number and make it available to CSD on request.

Optimal

**Requirement 3**

**2008/2009 STATEWIDE PRIORITY/STRATEGY STATEMENT**

Does your Agency accept the Family Self-Sufficiency Statewide Priority?  Yes  No

Please include a narrative description of the strategies supporting Family Self-Sufficiency strategies by your agency in the local planning process as required by Government Code Section 12745(e). In this narrative, please provide the agency's definition of Family Self-Sufficiency and the strategy utilized to achieve these priorities.

If your agency rejects the statewide priority, state the reason(s) for your agency's rejection.

*Community Action Partnership of Riverside County (CAP Riverside), since its inception in 1979, has focused on the goal of ending poverty through education, wealth building, advocacy, capacity building, and maximum feasible participation identified in its Community Blueprint to End Poverty (The Blueprint - formerly titled the Transformational Strategic Plan - TSP). CAP Riverside's goal is to develop and strengthen internal programs and established community partnerships that will produce high-impact programs to end poverty in Riverside County. The governing board (Riverside County Board of Supervisors) and the advisory board (Riverside County Community Action Commission) renew their commitment to the CAP Riverside vision and mission by their participation in this Community Action Plan process.*

*CAP Riverside defines family self-sufficiency as economic security - - a family's ability to make ends meet without depending on public assistance and/or social services. This means that a family or individual is able to pay their bills, save for and acquire assets, and realize their dreams without public cash aid, food subsidies, and/or subsidized work / health / social supports.*

*CAP Riverside relies upon its low-income residents to help determine priorities for services and programs that maximize high-impact outcomes for individuals, families and communities. CAP Riverside's commitment of "maximum feasible participation of the poor" ensures that low-income people are empowered as active and accountable citizens in their communities. This commitment is supported by three strategies: 1) CAP Riverside's countywide Community Assessment Survey process allows poor people to identify and prioritize challenges to their self-sufficiency; 2) CAP Riverside's Blueprint includes a vision (known as "BLISS County") that further identifies and prioritizes problem areas, provides statistical data (census, etc.), introduces state and county priorities and embraces the local vision to end poverty in Riverside County; and 3) measurable results are provided by using outcome evaluation supported by Results Oriented Management and Accountability (ROMA).*

*CAP Riverside's strategies reflect the Federal Community Services Block Grant Act as cited in the Public Law:*

- Secure and maintain meaningful employment with earnings adequate to lift a family above the poverty level*
- Adult basic education and high potential job skills training adequate to qualify for and to maintain such employment*
- Safe, decent housing that is affordable for low-income families*
- Information and access to community support systems that help achieve and maintain self-sufficiency (transportation, child care, finances, legal services, etc).*
- Advocacy for low-income people that will empower them to reach and maintain levels of self-sufficiency*

**Requirement 4**  
**FEDERAL ASSURANCES**  
**COATES Human Services Reauthorization Act of 1998: Public Law 105-285**

To the left of Federal Assurances 676(b)(1)(A) and 676(b)(1)(B) please indicate what activities your agency administers by placing a check in the box provided. **Additionally, provide a narrative description of the agency activities for each of the Assurances checked below:**

**Section 676(b)(1)(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. 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 living environment;
- vi. obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and 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 intervention in urban areas, to develop methodologies for widespread 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.

**Federal Assurances (cont.)**

**2. Section 676(b)(1)(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; and

**3. Section 676(b)(1)(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).

**Provide a narrative description of the agency activities for each of the Assurances listed below:**

**1. Section 676(b)(4):**

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;

*CAP Riverside coordinates with over 220 community partners to leverage dollars, staff, and other resources for services to low-income residents. This diverse partnership includes multi-level referrals between public and private low-income service providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, HeadStart, childcare centers, public transportation agencies, health centers, financial institutions, private enterprises, community centers, courts, law enforcement agencies, Human Rights Commissions, etc.*

**2. Section 676(b)(5):**

Entities will coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services and a description of how the State and eligible entities will coordinate the provision of employment and training activities, as defined in section 101 of such Act, in the State and in communities with entities providing activities through statewide and local workforce investment system under the Workforce Investment Act of 1998.

*CAP Riverside acts as lead agency for several high-impact collaboratives and boards in Riverside County such as the Riverside County Mentor*

*Collaborative (RCMC), The Riverside County Self-Sufficiency Calculator Collaborative, and the Inland Empire Individual Development Account Board. These collaboratives serve to forge partnerships thus reducing duplication of services countywide.*

*CAP Riverside sits on the Workforce Development Board (created under the Workforce Investment Act of 1998.) They also maintain a strong partnership with the local Economic Development Agency, local community colleges and universities, local California Employment Training (CET Centers), school district and the Riverside County Office of Education (RCOE) to ensure low-income residents' access to job training and placement.*

- 3. Section 676(b)(6):** Will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community.

*CAP Riverside coordinates with over 100 community and faith-based partners to provide opportunities for eligible low-income residents to apply for emergency energy crisis assistance. 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 G.I.S. Outreach is scheduled based on poverty density reflected by the G.I.S. mapping. Partners generally have bi-lingual staff and are trained to take and submit applications during non-clinic periods. Partners are trained by CAP Riverside on program requirements and program administration. Partners in turn help customers learn about program services and eligibility requirements, complete applications, and gather required documents. Partners also provide bi-lingual services and referrals to other community resources, if necessary. CAP Riverside also provides services at its satellite offices in Coachella Valley, Indio, Hemet and Blythe.*

- 4. Section 676(b)(9):** Entities 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.

*CAP Riverside coordinates with over 220 community partners to leverage dollars, staff, and other resources for services to low-income residents. This diverse partnership includes multi-level referrals between public and private low-income service providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, HeadStart, childcare centers, public transportation agencies, health centers, financial institutions, private enterprises, community centers, courts, law enforcement agencies, Human Rights Commissions, etc. An example of such partnership is CAP Riverside's current recruitment of faith-based organizations to facilitate Circles of Support (small groups consisting of a working poor family and 3-5 community volunteers who work with the family to help them become self-sufficient.) Circle of Support is a strategy of CAP Riverside's Project B.L.I.S.S. (Building Links to Impact Self-Sufficiency.)*

**Federal Assurances (cont.)**

- 5. Section 676(b)(10):** Each eligible entity 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.

*The Community Action Commission oversees the activities and policies of CAP Riverside. The tri-partite membership includes 5 members from the public sector, 5 members from the private sector, and 5 members from the low-income sector who are democratically elected under the direction of the County Registrar of Voters and reflect the choice of low-income people. All community members are provided the opportunity to have their input recognized and incorporated into the planning, development, and implementation processes of CAP Riverside. Opportunities include, but are not limited to, community meetings / forums, program meetings, customer surveys, and an open-door policy to access staff.*

- 6. Section 676(b)(12):** All eligible entities will not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System (ROMA), or 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 a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

*CAP Riverside has utilized the Results Oriented Management and Accountability (ROMA) evaluation tool since 1995. CAP Riverside also incorporates the use of National Performance Indicators (NPIs) into its program administration. Program development, implementation, monitoring and evaluation activities focus on facilitating family, community, and agency outcomes that positively change low-income lives. CAP Riverside has a nationally certified ROMA trainer on staff. All managers have received ROMA training and incorporate the management process and evaluation tools in their programs.*

- 7. Section 678D(a)(1)(B):** Ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds under this subtitle.

*The Community Action Commission awards sub-grants of the Community Services Block Grant (CSBG) to Delegate Agencies via a county approved Request for Proposal (RFP) process. Delegate Agencies are monitored monthly by CAP Riverside and the County of Riverside's accounting system to ensure compliance with Office of Management and Budget costs and standards.*

*CAP Riverside reports actual expenditures compared to budget amounts. This ensures that expenditures are allocated correctly to the CSBG contract. CAP Riverside has utilized separate cost centers to directly charge its expenditures, including payroll. CAP Riverside uses the County Purchasing Department for all of its purchases. The County follows the government code for its policies and procedures, which require vendors to submit bids and to complete*

- 8. Section 676(b)(3)(A):** *a financial background package in order to become an award vendor.*  
Provide a description of the service delivery system, for services provided or coordinated with funds made available through grants under section 675C(a), targeted to low-income individuals and families in communities within the State.

*The CAP Riverside service delivery system follows three parallel avenues: 1) programs administered by CAP Riverside; 2) programs funded by CAP Riverside through a Request for Proposal process (RFP); and 3) programs established as "demonstrations". Generally, demonstration programs are spun-off into community as they become stable and more established or they are renewed within CAP Riverside if it is more effective to do so. Programs administered by CAP Riverside include: Energy Assistance and Weatherization programs, Alternative Dispute Resolution (Dispute Resolution Center), Pre-Apprenticeship Programs (youth workplace mentor program), and RivCo.IDA (low-income savings incentive program). Programs funded by CAP Riverside include children/youth mentoring programs such as Project L.E.A.D. (a mentor/tutor after-school program for middle school youth). Demonstration programs include Project B.L.I.S.S. and the Southeast Asian Peoples' Farm Project (farmers grow crops to feed their families and sell excess crops to local markets.*

- 9. Section 676(b)(3)(B):** Provide 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.

*CAP Riverside 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 throughout the county and meet a community need that can best be addressed at the local level. For example, CAP Riverside holds Energy Clinics countywide. Community partners host the clinics. During 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 or utility payment assistance. CAP Riverside also provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process energy programs applications; energy conservation measures; how to make referrals to community resources; how to read utility meters; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish. The workshops enable partner staff members to educate customers on energy-related matters and to provide service referrals for other needs. Multi-lingual outreach to low-income residents includes community presentations, community events, community meetings, program brochures/flyers/posters and various media outlets.*

- 10. Section 676(b)(3)(C):** Provide a description of how funds made available through grants under section 675C(a) will be coordinated with other public and private resources.

*Each program administered by CAP Riverside leverages CSBG funds with public and/or private cash or in-kind support. CAP Riverside is the only*

*agency in Riverside County authorized to leverage State utility assistance funds with local public utility assistance funds. CSBG Funds are also awarded annually to community and faith-based organizations that leverage other funds.*

- 11. Section 676(b)(3)(D):** Provide a description of how the local entity will use the funds 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 effective parenting.

*CAP Riverside has developed Guiding Coalitions to support Project B.L.I.S.S. A Guiding Coalition is a dedicated group of 12-20 community activists, selected for their enthusiasm, energy and experience at getting things done in the community. They are influential people from all sectors of the community, including but not limited to the private, public, non-profit, low-income, political and educational sectors of the community. They change policies, generate resources and provide advisory leadership for Circles of Support during their formative stages. A Circle of Support is a small group of individuals (3-5) who are in a position to take time to help a person in poverty acquire the ability to overcome the seven barriers to ending poverty in his/her life. Circles of Support act as friends, offering encouragement, material and non-material assistance to help the person leave poverty behind.*

*Guiding Coalitions' support help maintain Circles of Support that will open doors, establish friendships and create opportunities for those in poverty to build new wealth, enhance their personal development and improve their quality of life.*

*Funds will be leveraged to recruit, assist and support the Guiding Coalitions and Circles of Support.*

*Another innovative program is "Hooked on Money." CAP Riverside has partnered with the United Way of the Inland Valleys and local financial institutions to provide financial literacy education at the workplace. Local financial institutions will provide the training, United Way will recruit the employers and their employees, and CAP Riverside will assist with program development, monitoring and evaluation. The goal is to help employees of local businesses learn how to manage and invest their monies to increase their economic security and self-sufficiency. This also helps stabilize the workforce by lessening the financial crises of employees. Initial employers that will be targeted are those who typically pay minimum wage or slightly above.*

**Requirement 5**

**STATE ASSURANCES**

**California Government Code**

**Provide a narrative description of the Assurances listed below:**

**1. Section 12730(f):**

Eligible beneficiaries are the following: (1) all individuals living in households whose income is at or below official poverty income guidelines as defined by the United States Office of Management and Budget; (2) All individuals eligible to receive Temporary Assistance to Needy Families or Federal Supplemental Security Income benefits, and (3) Residents of a target area or members of a target group having a measurably high incidence of poverty and which is the specific focus of a project financed under this chapter.

*CAP Riverside planning and program implementation includes residents eligible for public assistance, on public assistance or residing in a community where household incomes are at or below federal poverty guidelines. An example is CAP Riverside's redirection of emergency energy assistance to underserved communities that were identified by Geography Information System (G.I.S.) mapping and U.S. Census data to be poverty pockets with high percentages of elderly, poor, and/or disabled persons.*

**2. Section 12747 (a)** Contingency planning for reduced federal funding: Provide your agency's contingency plan for reduced federal funding. Also, include a description of how your agency will be impacted in the event of reduced CSBG funding.

*CAP Riverside recognizes that Community Services Block Grant (CSBG) funds are subject to federal cuts. To minimize the impact of such cuts on programs and services, CAP Riverside continually seeks new opportunities to partner with members of the private, public, community and faith sectors to leverage resources with CSBG funds. It is anticipated that approximately \$26 million, cash and non-cash, will be leveraged in 2008-2009.*

*Strategies, such as increasing community collaboration and using volunteers mitigate the cost of service delivery. CAP Riverside 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 (cash and non-cash support from school district), and RivCo.IDA low-income savings incentive program (local private matches).*

*A fee for service will be considered when funding options are limited. For example, CAP Riverside currently charges a minimal fee for mediation training.*

*In addition to identifying new sources of revenue, CAP Riverside will work closely with its Community Action Commission to minimize the impact of funding reductions. Programs will be examined by reviewing individual programs' Return-on-Investment (dollars invested compared to outcomes achieved). Commissioners will set priorities for community needs and identify those programs that do not meet the highest*

*impact outcomes and eliminate or reduce their funding to maintain a realistic budget. All stakeholders will be involved in the decision making process when and if major budget adjustments or reductions are required.*

*CAP Riverside is closely involved in Welfare Reform restructuring and wealth building through the Individual Development Account program. CAP Riverside will continue to seek funding at the local, state and federal levels, and public and private sectors, to support on-going and new initiatives that present high-impact, self-sustaining strategies to end poverty.*

*Other 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.*

- 3. Section 12760:** Community Action Agencies under this article shall coordinate their plans and activities with other eligible entities funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) which 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 grantees and the populations they serve.

*CAP Riverside coordinates its activities with all Community Services Block Grant (CSBG) funded entities in Riverside County such as HeadStart. Strategies include sharing individual development account resources, conducting joint training and technical assistance workshops and providing skills building employment opportunities for low-income people. Participation in the statewide Earned Income Tax Credit Advisory Network expands resources and knowledge that positively impact local organizations and their low-income customers.*

## Requirement 6

### DOCUMENTATION OF PUBLIC HEARINGS

Government Code Section 12747(d) Agencies holding public hearings pursuant to this Article shall identify all testimony presented by the poor, and shall determine whether the concerns expressed by that testimony have been addressed in the Community Action "Plan" (CAP). If the agency determines that any of the concerns have not been included in the CAP, it shall specify in its response to the CAP information about those concerns and comment as to their validity.

This section shall include the following:

1. Clear description of your agency's public hearing process. Agencies should describe the methods used to invite the local community to the public hearings. Note: public hearing(s) shall not be held outside of service area(s).

1. *A two-hour community meeting was held in each of the five (5) Supervisorial Districts:*

- *District 1 (Perris): 6/05/07*
- *District 2 (Corona): 6/11/07*
- *District 3 (Sun City): 6/14/07*
- *District 4 (Palm Desert): 6/06/07*
- *District 5 (Riverside): 6/04/07*

2. *The public was invited via:*

- *Press releases faxed and emailed to 65 print media*
- *A flyer (see Attachment IV – Your Voice Was Heard) mailed to 800 local community and faith-based organizations, surveyors, respondents, partners and Community Action Commissioners*
- *Countywide email of flyer to all county employees (18,000 representing 50 county agencies)*
- *Flyer emailed to 465 partners*
- *Word-of-mouth*
- *Flyer distributed at various community meetings, resource fairs, festivals, and fairs.*

3. *A Community Action Commissioner opened each meeting and welcomed community. Each CAP Riverside Program Manager hosted a community meeting using a standard agenda that covered:*

- *the history of community action in Riverside County;*
- *the Community Blueprint to End Poverty;*
- *the purpose of the Community Action Plan (CAP);*
- *Dr. Ruby Payne's "Hidden Rules: Can You Survive in Poverty, Middle Class, or Wealth?" Quiz followed by discussion;*
- *large group discussion on survey question, "What in your opinion is the most important help for families to permanently get out of poverty?";*
- *report on how the survey was conducted which included definition of economic security and the data analysis process;*
- *discussion of survey results and comparison to attendees' answers to survey respondents'*

answers regarding help needed to get out of poverty;

- a "call to action" for attendees to sign CAP Riverside's signature advocacy tool, the Community Declaration (to end poverty), to volunteer in a CAP Riverside program, to join the mailing list, and to tell others about CAP Riverside.

- Attendees received the following handouts: agenda, Community Blueprint to End Poverty; a Community Assessment Survey (English); survey results; a listing of community referrals posted on the Riverside County Self-Sufficiency Calculator website; a Community Declaration; and a CAP Riverside brochure on all programs.
- Attendees were provided opportunity to participate in community mobilization by volunteering to participate in Project B.L.I.S.S. and to sign a Community Declaration to End Poverty in Riverside County.
- A sign-in list documented attendance at each meeting (a total of XX\*people attended). Meeting notes document attendees' feedback:

Feedback\*:

(\*waiting for last meeting to be held 6/14/07)

- Copy of public notice(s), which were published in the media to advertise the public hearings.

See Attachments VA - VB

**3. Summarize all testimony received using the format below:**

(\*waiting for Public Hearing to be held 6/19/07)

Name	Sector (low-income, private)	Testimony or concerns	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason

- Please attach a description of other methods the agency used to address the needs of the community.

*CAP Riverside provides the community with opportunities to express their needs and opinions via customer satisfaction surveys, letters, program evaluations and workshop evaluations. All survey and evaluation results are reviewed by Senior Management, the Planning Division and Program Managers and incorporated in programmatic reviews and changes. If through this routine process an emerging need is identified, the Planning Division researches the issue(s) and makes recommendations to staff and the Community Action Commission for a plan of action to address the need.*

## Requirement 7

### MONITORING AND EVALUATION PLAN

Describe a specific method(s) of evaluation and monitoring that ensures program and fiscal performance in accordance with the objectives in your Community Action Plan.

The plan must include the following:

1. A process to ensure that data are collected to document the progress of the agency's projections.

*Program monitoring is conducted by a team of CAP Riverside staff and Commissioners and may include any of the following activities:*

1. *Review of monthly / quarterly program and financial reports. Includes but is not limited to review of timely submission of reports, accuracy, program performance versus level of expenditures, compliance with original scope of work and budget, support documentation, etc.*
2. *Periodic on-site visits. Includes but is not limited to one-on-one interview with Director and/or Agency Staff involved with the project, interview with participants, view project activity, participate in project activity (meetings, training, etc.), review participant files, review fiscal records, etc.*
3. *Annual Inspections*
4. *Evaluations*
5. *Self Monitor*
6. *In-house Review of Program Information*
7. *Communication of Information*
8. *Customer Satisfaction Surveys*

*CAP Riverside has utilized the Results Oriented Management and Accountability evaluation tool since 1995. Outcome measures have positively impacted the planning, organizing, implementing and evaluation processes at CAP Riverside.*

*All Delegate Agencies start their contract year with evaluation tools that identify a baseline (beginning point) for each program or service. Participants are evaluated periodically throughout the contract term to assess the impact of the program. These 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 workshops and field trips.*

*All internal and contracted programs are required to submit scheduled Program Progress Reports (PPRs) to CAP Riverside's Planning Division. The reports include narrative and statistics that document progress towards identified outcomes and outputs. The Planning Division and Senior Management review the reports and discuss successes and challenges with Program Managers, subcontractors and Delegate Agencies. This evaluation process is an opportunity for CAP Riverside to obtain feedback from programs.*

2. A process to ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

*An electronic report system is maintained to document due dates and receipt dates of programmatic and fiscal reports. Program Managers also have direct access to this system. Notices are generated by email to Program Managers, subcontractors and Delegate Agencies as to when reports are due. CSBG state reports are prepared by the CAP Riverside Planning Division, reviewed by CAP Riverside Senior Management, and approved by the Community Action Commission prior to submission to CSD.*

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 Contact Person and Title: Debra P. Jackson, Staff Analyst II  
 Phone: 951-955-4900 E-mail: dpjackso@riversidedpss.org Fax: 951-955-6506

**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.1: Employment**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

<b>National Performance Indicator 1.1</b> <b>Employment</b> The number and percentage of low-income participants in community action employment initiatives who get a job or become self-employed as measured by one or more of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4 Number of Participants Achieving Outcome in Reporting Period (#)	5 Percentage Achieving Outcome in Reporting Period (%)
A. Unemployed and obtained a job	40				
B. Employed and obtained an increase in employment income					
C. Achieved "living wage" employment and benefits					

*In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.*


**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.2: Employment Supports**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

<p align="center"><b>National Performance Indicator 1.2</b></p> <p><b>Employment Supports</b></p> <p>The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action, as measured by one or more of the following:</p>	<p align="center"><b>1</b></p> <p align="center"><b>Number of Participants Projected to be Served for Contract Period (#)</b></p>	<p align="center"><b>2</b></p> <p align="center"><b>Number of Participants Enrolled in Program(s) in Reporting Period (#)</b></p>	<p align="center"><b>3</b></p> <p align="center"><b>Number of Participants Achieving Outcome in Reporting Period (#)</b></p>
A. Obtained pre-employment skills/competencies required for employment and received training program certificate or diploma	40		
B. Completed ABE/GED and received certificate or diploma			
C. Completed post-secondary education program and obtained certificate or diploma			
D. Enrolled children in "before" or "after" school programs, in order to gain or maintain employment			
E. Obtained care for child or other dependant in order to gain or maintain employment			
F. Obtained access to reliable transportation and/or driver's license in order to gain or maintain employment			
G. Obtained health care services for themselves or a family member in support of employment stability needed to gain or retain employment.			
H. Obtained safe and affordable housing in support of employment stability needed to gain or retain employment.			
I. Obtained food assistance in support of employment stability needed to gain or retain employment.			

*In the rows below, please include any additional indicators for NPI 1.2 that were not captured above.*


**Goal 1: Low-income people become more self-sufficient.**

**NPI 1.3: Economic Asset Enhancement and Utilization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 1

<b>National Performance Indicator 1.3</b> <b>Economic Asset Enhancement and Utilization</b> The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by one or more of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	2 Number of Participants Enrolled in Program(s) in Reporting Period (#)	3 Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4 Number of Participants Achieving Outcome in Reporting Period (#)	5 Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)	6 Percentage Achieving Outcome in Reporting Period (%)
<b>A. ENHANCEMENT</b>						
1. Number and percent of participants in tax preparation programs who identify any type of Federal or State tax credit and the aggregated dollar amount of credits	2,800					
2. Number and percentage obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments						
3. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.	2,850					
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>						

	1	2	3	4	5	6
<p><b>National Performance Indicator 1.3 (Continued)</b></p> <p><b>Economic Asset Enhancement and Utilization</b></p> <p>The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets, and resources for all participants achieving the outcome, as measured by one or more of the following:</p>	Number of Participants Projected to be Served for Contract Period (#)	Number of Participants Enrolled in Programs in Reporting Period (#)	Number of Participants Expected to Achieve Outcome in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)	Aggregated Dollar Amounts (Payments, Credits, or Savings) (\$)	Percentage Achieving Outcome in Reporting Period (%)
<b>B. UTILIZATION</b>						
1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days	287					
2. Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings	240					
<b>3. Of participants in a community action asset development program (IDA and others):</b>						
a. Number and percent capitalizing a small business due to accumulated savings	8					
b. Number and percent pursuing post-secondary education due to savings	24					
c. Number and percent purchasing a home due to accumulated savings	45					

In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.


## OPTIONAL

### *Agency's Narratives Goal 1: Low-income people become more self-sufficient.*

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Contact Person and Title: Debra P. Jackson, Staff Analyst II  
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1. Activities or programs that relate to special regional needs or conditions.

2. Activities or programs that reflect innovative combinations of services or community interventions.

3. Agency development activities that are not easily categorized or counted by more traditional outcome measures.

<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. _____
<input type="checkbox"/>	Mid-Year Report (Jan-June)
<input type="checkbox"/>	Annual Report (Jan-Dec)

## OPTIONAL

### Agency's Optional Narrative Continuation Page Only

*Agency's Narratives Goal 1: Low-income people become more self-sufficient.*

Contractor Name: Community Action Partnership of Riverside County  
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**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.1: Community Improvement and Revitalization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 2

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 2

<b>National Performance Indicator 2.1                      Community Improvement and Revitalization</b> Increase in, or safeguarding of threatened opportunities and community resources or services for low-income people in the community as a result of community action projects, community advocacy with other public and private agencies, as measured by one or more of the following:	<b>1                      Number of Projects Projected for Contract Period (#)</b>	<b>2                      Number of Projects or Initiatives (#)</b>	<b>3                      Number of Opportunities and/or Community Resources Preserved or Increased (#)</b>
A. Accessible "living wage" jobs created or saved from reduction or elimination in the community.			
B. Safe and affordable housing units created in the community			
C. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by community action activity or advocacy	1,532		
D. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.			
E. Accessible safe and affordable childcare or child development placement opportunities for low-income families created or saved from reduction or elimination.			
F. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination.	10		
G. Accessible new, or expanded transportation resources or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.			
H. Accessible or increased educational and training placement opportunities or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy and life skill training, ABE/GED, and post-secondary education.	40		

*In the rows below, please include any additional indicators for NPI 2.1 that were not captured above.*


**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.2: Community Quality of Life and Assets**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 2

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 2

<b>National Performance Indicator 2.2</b> <b>Community Quality of Life and Assets</b> The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by one or more of the following:	<b>1</b> Number of Programs Projected for Contract Period (#)	<b>2</b> Number of Program Initiatives or Advocacy Efforts (#)	<b>3</b> Number of Community Assets, Services or Facilities Preserved or Increased (#)
<b>A.</b> Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets	6		
<b>B.</b> Increase in the availability or preservation of community facilities			
<b>C.</b> Increase in the availability or preservation of community services to improve public health and safety	4		
<b>D.</b> Increase in the availability or preservation of commercial services within low-income neighborhoods			
<b>E.</b> Increase or preservation of neighborhood quality-of-life resources	40		

*In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.*


<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year Progress (Jan-June)
<input type="checkbox"/>	Annual Report (Jan-Dec)

## OPTIONAL

*Agency's Narratives Goal 2: The conditions in which low-income people live are improved.*

Contractor Name: Community Action Partnership of Riverside County  
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2. Activities or programs that reflect innovative combinations of services or community interventions.

3. Agency development activities that are not easily categorized or counted by more traditional outcome measures.

## OPTIONAL

### Agency's Optional Narrative Continuation Page Only

*Agency's Narratives Goal 2: The conditions in which low-income people live are improved.*

Contractor Name: Community Action Partnership of Riverside County  
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**Goal 3: Low-income people own a stake in their community.**

**NPI 3.1: Civic Investment**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 See Attached Narrative for CSD-801: Goal 3

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 See Attached Narrative for CSD-801: Goal 3

<b>National Performance Indicator 3.1</b>  <b>Civic Investment</b>  The number of volunteer hours donated to Community Action *	<b>1</b>  <b>Number of Volunteer Hours Projected for Contract Period (#)</b>	<b>2</b>  <b>Total Number of Volunteer Hours Achieved in Reporting Period</b>
<b>A. Total number of hours volunteered to Community Action*</b>	96,368	

*In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.*


**\* This number will be reported in Part I: Section F, Subsection IV (g) of the CSBG/IS Survey.**

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

**NPI 3.2: Community Empowerment Through Maximum Feasible Participation**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 3

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 3

<p align="center"><b>National Performance Indicator 3.2</b></p> <p><b>Community Empowerment Through Maximum Feasible Participation</b></p> <p>The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by one or more of the following:</p>	<p align="center"><b>1</b></p> <p align="center"><b>Number of Participants Projected for Contract Period (#)</b></p>	<p align="center"><b>2</b></p> <p align="center"><b>Number of Low-Income People Achieved in Reporting Period</b></p>
<p><b>A.</b> Number of low-income people participating in formal community organizations, government, boards or councils provide input to decision-making and policy setting through community action efforts</p>	68	
<p><b>B.</b> Number of low-income people acquiring businesses in their community as a result of community action assistance</p>	8	
<p><b>C.</b> Number of low-income people purchasing their own homes in their community as a result of community action assistance</p>	45	
<p><b>D.</b> Number of low-income people engaged in non-governance community activities or groups created or supported by community action</p>	186	

*In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.*


<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. _____
<input type="checkbox"/>	Mid-Year Report (Jan-June)
<input type="checkbox"/>	Annual Report (Jan-Dec)

## OPTIONAL

### *Agency's Narratives Goal 3: Low-income people own a stake in their community.*

Contractor Name: Community Action Partnership of Riverside County  
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Phone: 951-955-4900 E-mail: mjuarez@riversidedpss.org Fax: 951-955-6506

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## OPTIONAL

### Agency's Optional Narrative Continuation Page Only

*Agency's Narratives Goal 3: Low-income people own a stake in their community.*

Contractor Name: Community Action Partnership of Riverside County  
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**Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.**

**NPI 4.1: Expanding Opportunities through Community-Wide Partnerships**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 4

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 4

<b>National Performance Indicator 4.1</b> <b>Expanding Opportunities Through Community-Wide Partnerships</b> The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.	<b>1</b> <b>Number of Partnerships Projected for Contract Period</b> <b>#</b>	<b>2</b> <b>Number of Organizational Partnerships Achieved in Reporting Period</b>
<b>A.</b> Number of organizations community action agencies work with to expand family and community outcomes	440	
<b>B.</b> Number of partnerships that were with faith-based organizations.	150	

*In the rows below, please include any additional indicators for NPI 4.1 that were not captured above.*


## OPTIONAL

*Agency's Narratives Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.*

Contractor Name: Community Action Partnership of Riverside County  
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<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year (Jan-June)
<input type="checkbox"/>	Annual Report (Jan-Dec)

## OPTIONAL

### Agency's Optional Narrative Continuation Page Only

*Agency's Narratives Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.*

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**Goal 5: Agencies increase their capacity to achieve results.**

**NPI 5.1: Broadening the Resource Base**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 5

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 5

(Note: Volunteer time 5.1.F. calculated by the \$18.77 national rate established by the Independent Sector)

<b>National Performance Indicator 5.1</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Broadening the Resource Base</b> The number of dollars mobilized by community action, including amounts and percentages from:	<b>Projected Dollars (\$)</b>	<b>Dollars Mobilized (\$)</b>	<b>Percentage of Total (%)</b>
A. Community Services Block Grant (CSBG)	\$4,027,008		0.0000%
B. Non-CSBG Federal programs	\$19,522,132		0.0000%
C. State programs	\$635,128		0.0000%
D. Local public funding	\$2,342,450		0.0000%
E. Private sources (including foundations and individual contributors, goods and services donated)	\$2,005,208		0.0000%
F. Value (at Federal minimum wage) of volunteer time	\$1,808,827		0.0000%
<b>TOTAL</b>	<b>\$30,340,753</b>		

*In the rows below, please include any additional indicators for NPI 5.1 that were not captured above.*


\* These totals will be reported in Part I: Section F, Subsection I - IV of the CSBG/IS Survey.

<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year Progress
<input type="checkbox"/>	Annual Report

## OPTIONAL

### *Agency's Narratives Goal 5: Agencies increase their capacity to achieve results.*

Contractor Name: Community Action Partnership of Riverside County  
Contact Person and Title: Debra P. Jackson, Staff Analyst II  
Phone: 951-955-4900 E-mail: dpjackso@riversidedpss.org Fax: 951-955-6506

(Please note that the data entry spaces below will accept up to 1200 characters, which includes spaces and punctuation. If additional space is needed, continue on a word document and submit both documents via e-mail). **Please narrate activities and outcomes that support one or more of the national indicators in ways that may not be covered by the exact wording of the indicators. Among the kinds of outcomes that are most likely to be described in narratives are:**

1. Activities or programs that relate to special regional needs or conditions.

2. Activities or programs that reflect innovative combinations of services or community interventions.

3. Agency development activities that are not easily categorized or counted by more traditional outcome measures.

<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year Progress
<input type="checkbox"/>	Annual Report

**OPTIONAL**  
**Agency's Optional Narrative Continuation Page Only**

*Agency's Narratives Goal 5: Agencies increase their capacity to achieve results.*

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**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.1: Independent Living**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)  
 See Attached Narrative for CSD-801: Goal 6

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 See Attached Narrative for CSD-801: Goal 6

<b>National Performance Indicator 6.1</b>  <b>Independent Living</b>  The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services	<b>1</b>  <b>Number of Individuals Projected to be Served for Contract Period (#)</b>	<b>2</b>  <b>Number of Vulnerable Individuals Living Independently in Reporting Period (#)</b>
A. Senior Citizens	28	
B. Individuals with Disabilities	22	

*In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.*


**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.2: Emergency Assistance**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 6

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

See Attached Narrative for CSD-801: Goal 6

<b>National Performance Indicator 6.2</b> <b>Emergency Assistance</b> The number of low-income individuals or families served by community action that sought emergency assistance and the percentage of those households for which assistance was provided, including such services as:	1 Unit of Measurement	2 Number of Households Projected to be Served for Contract Period (#)	3 Number of Households Seeking Assistance in Reporting Period (#)	4 Number of Households Receiving Assistance in Reporting Period (#)	5 Percentage of Households Receiving Assistance (%)
<b>A. Food</b> - Indicate your state's unit of measurement, such as bags, packages, cartons, families, individuals, etc.	Number of times Household Received Food	140,000			
<b>B.</b> Emergency payments to vendors, including Fuel and Energy bills and Rent/Mortgage payments	Households	25,200			
<b>C.</b> Temporary shelter	Households	80,200			
<b>D.</b> Emergency medical care	Households				
<b>E.</b> Protection from violence	Households				
<b>F.</b> Legal assistance	Households	4,500			
<b>G.</b> Transportation	Households				
<b>H.</b> Disaster Relief	Households	12,000			
<b>I.</b> Clothing	Households				

*In the rows below, please include any additional indicators for NPI 6.2 that were not captured above.*


**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

**NPI 6.3: Child and Family Development**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Reported under Community (NPIs 2 and 3)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

Reported under Community (NPIs 2 and 3)

<b>National Performance Indicator 6.3</b>  <b>Child and Family Development</b> The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by one or more of the following:	1  Number of Participants Projected to be served for Contract Period (#)	2  Number of Participants Enrolled in Program(s) in Reporting Period (#)	3  Number of Participants Expected to Achieve Outcome in Reporting Period (#)	4  Number of Participants Achieving Outcome in Reporting Period (#)	5  Percentage of Participants Achieving Outcome in Reporting Period (%)
<b>A. INFANTS &amp; CHILDREN</b>					
1. Infants and children obtain age appropriate immunizations, medical and dental care					
2. Infant and child health and physical development are improved as a result of adequate nutrition					
3. Children participate in pre-school activities to develop school readiness skills					
4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade					

**B. YOUTH**

1. Youth improve physical health and development					
2. Youth improve social/emotional development					
3. Youth avoid risk-taking behavior for a defined period of time					
4. Youth have reduced involvement with criminal justice system					
5. Youth increase academic, athletic or social skills for school success by participating in before or after school programs					

**C. PARENTS AND OTHER ADULTS**

1. Parents and other adults learn and exhibit improved parenting skills					
2. Parents and other adults learn and exhibit improved family functioning skills					

*In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.*


<input checked="" type="checkbox"/>	Community Action Plan
<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year Report (Jan-Dec)
<input type="checkbox"/>	Annual Report (Jan-Dec)

## OPTIONAL

*Agency's Narratives Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.*

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<input type="checkbox"/>	Contract No. <input type="text"/>
<input type="checkbox"/>	Mid-Year Report (Jan-Dec)
<input type="checkbox"/>	Annual Report (Jan-Dec)

**OPTIONAL**  
**Agency's Optional Narrative Continuation Page Only**

*Agency's Narratives Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.*

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**CSBG/NPI PROGRAMS REPORT INSTRUCTIONS  
2008 - 2009 CSD 801 ATTACHMENT**

**Contractor Name:** Community Action Partnership of Riverside County

**Contract #:** CAP

**Contact Person and Title:** Debra P. Jackson

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<b>Goal/Indicator/Problem Statement/Activities and Delivery</b>
<b>Goal 1: Low-income people become more self-sufficient.</b>
<b>NPI 1.1: Employment</b>
<b>Problem Statement:</b> Low-income high school youth lack job opportunities to increase their experience and income. <b>Evidenced By:</b> Low-income youth's inability to secure employment. <b>Causes:</b> lack of employment and job mentoring opportunities. <b>Who Is Affected:</b> high school youth, employers, and, communities. <b>Location:</b> Riverside County.
<b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside supports and promotes job placement and employment programs for youth. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with school districts and the employment industry, especially small businesses of less than 10 employees. <b>Delivery Strategies:</b> 1.1.A. –job placement and workplace mentoring opportunities for high school youth.
<b>Goal 1: Low-income people become more self-sufficient.</b>
<b>NPI 1.2: Employment Supports</b>
<b>Problem Statement:</b> Low-income high school youth lack adequate job skills and training opportunities to secure employment or job advancement. <b>Evidenced By:</b> Low-income youth's inability to secure employment or promotions and inability to afford job training. <b>Causes:</b> limited job opportunities for youth and limited low cost or free job skills training programs. <b>Who Is Affected:</b> high school youth, employers and communities. <b>Location:</b> Riverside County.
<b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside supports and promotes job skills development programs. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, posters, brochures and mailings. CAP Riverside collaborates with school districts and the employment and job training industries. <b>Delivery Strategies:</b> 1.2.A. –job skills training and workplace training/mentoring opportunities.
<b>Goal 1: Low-income people become more self-sufficient.</b>
<b>NPI 1.3: Economic Asset Enhancement and Utilization</b>
<b>Problem Statement:</b> Low-income people lack wealth-building / asset-development skills and opportunities. <b>Evidenced By:</b> Low-income people do not budget, use mainstream financial institutions, save money, or acquire assets. <b>Causes:</b> lack of personal finance skills; proliferation of predatory lenders and tax-preparers; and lack of information about and access to wealth / asset building opportunities such as home ownership, business ownership or post-secondary education; <b>Who Is Affected:</b> low-income families and communities. <b>Location:</b> Riverside County.
<b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside supports and promotes financial literacy programs and wealth building / asset development programs. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, community meetings, Volunteer Tax Preparation Assistance (VITA) sites, community events, flyers, brochures and mailings. CAP Riverside collaborates with statewide, regional, and local Earned Income Tax Credit (EITC) networks, community action agencies in other counties, public and private sector social services organizations, homeownership programs and the financial, business, and post-secondary education communities. <b>Delivery Strategies:</b> 1.3.A.1 – Free tax preparation and promotion of tax credits; 1.3.A.3 – Provide access to telephone and energy discount programs; 1.3.B.1 – 1.3.B.2 – Provide financial literacy workshops and matched savings incentive programs; 1.3.B.3.a. – 1.3.B.3.c – Provide asset-building / matched savings incentive and financial literacy programs.

**CSBG/NPI PROGRAMS REPORT INSTRUCTIONS  
2008 - 2009 CSD 801 ATTACHMENT**

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**Fax:** 951-955-6506

<b>Goal/Indicator/Problem Statement/Activities and Delivery</b>
<p><b>Goal 2: The conditions in which low-income people live are improved.</b> <b>NPI 2.1: Community Improvements and Revitalization</b></p>
<p><b>Problem Statement:</b> Riverside County lacks opportunities and resources that enable low-income people to increase their self-sufficiency. <b>Evidenced By:</b> decrease in safe affordable housing and unmet demands for after school programs and educational/training opportunities. <b>Causes:</b> limited resources to cover home repair costs; limited access affordable after school programs and educational/training programs; and inadequate information sharing. <b>Who Is Affected:</b> vulnerable populations (elderly, working poor, families with young children, homeless, disabled, and immigrants), youth, and communities. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside promotes, supports and develops community resources. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, energy clinics, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with private sector social services organizations, school districts, and post-secondary education institutions. <b>Delivery Strategies:</b> 2.1.C – Home weatherization program and lead abatement referrals; 2.1.F – creating and/or maintaining after school programs; 2.1.H – provide access and/or referrals to educational and training programs, matched savings incentive programs, and employer/employee mentor programs.</p>
<p><b>Goal 2: The conditions in which low-income people live are improved.</b> <b>NPI 2.2: Community Quality of Life and Assets</b></p>
<p><b>Problem Statement:</b> Communities lack resources to increase the quality of life for its vulnerable populations (elderly, working poor, families with young children, homeless, disabled, and immigrants) and youth. <b>Evidenced By:</b> limited community resources; increased demand for services; and limited affordable public health and safety resources. <b>Causes:</b> lack of service providers, resources and community / customer advocates. <b>Who Is Affected:</b> vulnerable populations, youth, and communities. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside promotes and supports quality of life community resources and programs. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, energy clinics, Cool Centers, Volunteer Tax Preparation Assistance (VITA) sites, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with statewide, regional and local Earned Income Tax Credit (EITC) networks, community action agencies in other counties, advocacy and public policy networks, public and private sector social services organizations, financial and post-secondary education institutions, and academic communities. <b>Delivery Strategies:</b> 2.2.A. – provide training and technical assistance leadership and advocacy and policy and legislation making opportunities; 2.2.C. – provide Cool Centers for relief and protection from extreme heat and cancer awareness education; 2.2.E. – provide quality of life opportunities such as mediation, youth mentoring services, access to self-sufficiency planning, supports and development tools, free tax preparation services, Cool Centers, energy education, advocacy and services, volunteer recognition, health education, and notary services.</p>

**CSBG/NPI PROGRAMS REPORT INSTRUCTIONS  
2008 - 2009 CSD 801 ATTACHMENT**

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<b>Goal/Indicator/Problem Statement/Activities and Delivery</b>
<p><b>Goal 3: Low-income people own a stake in their community.</b> <b>NPI 3.1: Civic Investment</b></p>
<p><b>Problem Statement:</b> Many low-income people are not active community stakeholders. <b>Evidenced By:</b> lack of participation in community events and low community volunteerism. <b>Causes:</b> apathy and disinterest; lack of information; language and cultural barriers; limited education; and limited transportation. <b>Who Is Affected:</b> low-income residents, vulnerable populations (elderly, working poor, families with young children, homeless, disabled, and immigrants), volunteers, youth and communities. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside promotes and supports community volunteerism. Support includes networking opportunities, leveraging partnerships, volunteer programs management training and technical assistance and networking opportunities. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. <b>Delivery Strategies:</b> 3.1.A. – promotion and coordination of volunteer community service activities.</p>
<p><b>Goal 3: Low-income people own a stake in their community.</b> <b>NPI 3.2: Community Empowerment Through Maximum Feasible Participation</b></p>
<p><b>Problem Statement:</b> Many low-income people are not self-empowering or active community stakeholders. <b>Evidenced By:</b> lack of participation in community events; limited participation in policy making boards and committees; low community volunteerism; limited economic development. <b>Causes:</b> apathy and disinterest; lack of information; language and cultural barriers; limited education; and limited access to resources. <b>Who Is Affected:</b> vulnerable populations, unemployed or underemployed adults, youth, and communities. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside promotes and supports advocacy, self-empowerment, and community capacity building. Support includes networking opportunities, leveraging partnerships and training and technical assistance. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. <b>Delivery Strategies:</b> 3.2.A. –policy-making committee and board placements; leadership and advocacy training and placement; 3.2.B. small-business development, mentoring, training, and acquisition; 3.2.C. - home ownership mentoring, training, and acquisition; 3.2.D. – non-governance community participation placements.</p>
<p><b>Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.</b> <b>NPI 4.1: Expanding Opportunities through Community-Wide Partnerships</b></p>
<p><b>Problem Statement:</b> Disjointed community collaborations create service barriers. <b>Evidenced By:</b> fragmented services; outdated and/or inaccurate referral information; and service provider “turf” boundaries. <b>Causes:</b> inadequate networking opportunities; minimal consumer education / outreach efforts; limited funding; competitiveness and little to no communication amongst service providers; and lack of a shared vision. <b>Who Is Affected:</b> vulnerable populations, communities, community and faith-based organizations, service providers, Community Action Commissioners and CAP Riverside staff. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside provides training, technical assistance, information sharing, networking opportunities, leveraging partnerships community organizing and advocacy to partners. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. <b>Delivery Strategies:</b> 4.1.A. – 4.1.B. partner recruitment for community and faith-based family self-sufficiency services and development of stakeholder policy groups.</p>

**CSBG/NPI PROGRAMS REPORT INSTRUCTIONS  
2008 - 2009 CSD 801 ATTACHMENT**

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<b>Goal/Indicator/Problem Statement/Activities and Delivery</b>
<p><b>Goal 5: Agencies increase their capacity to achieve results.</b> <b>NPI 5.1: Broadening the Resource Base</b></p>
<p><b>Problem Statement:</b> Weak support amongst stakeholders compromises agency capacity. <b>Evidenced By:</b> fragmented services, limited cash and in-kind support, and service providers "turf" boundaries. <b>Causes:</b> inadequate networking opportunities; competitiveness and little communication amongst stakeholders; and lack of a shared vision. <b>Who Is Affected:</b> all stakeholders. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside provides training, technical assistance, information sharing, networking opportunities, partnership leveraging, community organizing and advocacy to stakeholders. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. <b>Delivery Strategies:</b> 5.1.A. – 5.1.-F. - CAP partners, support and resource recruitment.</p>
<p><b>Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.</b> <b>NPI 6.1: Independent Living</b></p>
<p><b>Problem Statement:</b> The elderly and disabled are at risk of losing their independent living situation. <b>Evidenced By:</b> loss of use of medically necessary equipment during power outages; unsafe and healthy housing; limited access to no or low cost services; inability to pay high utility bills. <b>Causes:</b> power outages, unrepaired homes; lack of scaled fees for services such as notary; increasing utility costs. <b>Who Is Affected:</b> low-income seniors and disabled populations. <b>Location:</b> Riverside County</p>
<p><b>Program Activities and Delivery Strategies: 6.1.A. – 6.1.B. –</b> public / private utility bill assistance, home weatherization, low cost notary services, and back-up generators for medically necessary equipment.</p>
<p><b>Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.</b> <b>NPI 6.2: Emergency Assistance</b></p>
<p><b>Problem Statement:</b> Vulnerable populations (elderly, poor, working poor, families with very small children, homeless, disabled) are unable to meet basic and essential needs. <b>Evidenced By:</b> unexpected financial emergencies; increase in demand for assistance; and increase in utility services shut-off notices. <b>Causes:</b> underemployment and unemployment; fixed incomes; language barriers; lack of affordable safe housing; limited transportation; and high energy costs. <b>Who Is Affected:</b> vulnerable populations and communities. <b>Location:</b> Riverside County.</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. CAP Riverside support also includes networking opportunities and leveraging partnerships. Multi-lingual outreach and referrals are made through community mailings, countywide energy clinics and partnerships with service providers and community and faith-based organizations. <b>Delivery Strategies:</b> 6.2.A. and 6.2.C. - food and shelter referral process; 6.2.B. – public and private utility bill assistance; and motel vouchers and rental/mortgage assistance referrals; 6.2.F. – community and court-referred mediation services; 6.2.H. – Summer Crisis intervention programs, disaster services and resources.</p>
<p><b>Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.</b> <b>NPI 6.3: Child and Family Development</b></p>
<p><b>Problem Statement:</b> Reported under community (NPI 2 and NPI 3)</p>
<p><b>Program Activities and Delivery Strategies: Activities:</b> Reported under community (NPI 2 and NPI 3)</p>

**CSBG/NPI PROGRAMS REPORT INSTRUCTIONS**  
**for the**  
**Community Action Plan (CAP)**

**Background:**

The CSD 801 (Rev. 1/06) report form is used as a Community Action Plan (CAP), Contract form, Mid-Year Progress Report, and an Annual Report. This form is used to establish CAP projections and goals over a two-year period, as well as capture Contract projections and goals over a one-year period. The Progress Report and Annual Report will capture the agency's success in accomplishing the goals. The goals and National Performance Indicators (NPI) used in the CSD 801 form are National Goals and Indicators, which CSD is required to annually report to the U.S Health and Human Services Agency (HHS), Office of Community Services (OCS), and the National Association of Community Service Programs (NASCS).

There are six OCS Goals which CSD is required to track and report outcomes to the NASCS and OCS. Under each goal are the NPI's that capture outcomes, which contribute to the accomplishment of the OCS goals. The CSD 801 consists of OCS Goals and under each goal is a list of indicators, which pertain to the goals. The listed indicators were taken from the OCS Guide to Organizing and Reporting National Indicators of Community Action Performance, which was created in collaboration with the Community Services Network.

**Completing the CAP form:**

- This report is created in an excel template and designed to be completed on the PC using excel. Please download the template at [www.csd.ca.gov](http://www.csd.ca.gov) under "Contractor's Only Section (CAP)". The form can then be saved to your PC hard drive and completed. The CSD 801 is one (1) workbook, broken down into eighteen (18) worksheets. At the bottom of the excel screen will be tabs labeled for each goal (1-6) as well as instructions.
- Put an X in the upper right hand box, indicating this form is a Community Action Plan form -- this form will cover the two year CAP period and project the goals of the agency throughout the CAP.
- Be sure to completely fill out the Contractor's Name, Contract Number (when submitting a CAP, write CAP in the space provided for Contract number), Contact Person, Phone Number, e-mail, fax, and date at the top of each OCS Goal your agency is reporting on.
- **Problem Statement:** Problem statements identified must be supported in the needs assessment and goal-setting process. Briefly address the following components:
  - What is the Problem?
  - What is the cause of the problem?
  - Who is affected?
  - Location of those affected?
- **Program Activities and Delivery Strategies:** Enter all of the planned activities and delivery strategies necessary to achieve the National Performance Indicators. Include a description of services along with a brief explanation of how those services will be delivered.

**CSBG/NPI Programs Report Instructions for the CAP  
(continued)**

- **National Performance Indicators:** The 12 NPI's are about community action, not just the Community Services Block Grant. Outcomes should be counted and reported from all relevant community action programs and activities. Reference the Federal Guide to Organizing and Reporting National Indicators of Community Action Performance for detailed information, updated (September 1, 2005) and is available on the CSD web site.
  - Only the first column (1) should be completed for the CAP form.
  - All projections should be numerical.
  - Do not use zeros, percentages, or fractions.
  - If the question or NPI is not applicable to your agency's work, leave the cell blank.
  - Enter data for NPI's that directly relate to your agency's work.
  - All data should reflect the projected outcomes to be tracked during the 2-year CAP and 1-year CSBG contract period.
  - Blank rows are used to capture additional indicators that are NOT identified.
  - Submit narrative reports only to describe activities and outcomes that support one or more of the National Performance Indicators in ways that may not be covered by the exact wording of the indicator.

**Submitting the CAP form**

This report shall be downloaded and completed using excel. For the CAP, please print and submit the CSD 801 in hard copy with your CAP. To print the CSD 801, go to file, print and in the "print what" section choose entire workbook. The entire workbook option will print each page in the workbook for submission. **The CAP is due to your Field Representative by June 30, 2007.**

## National Performance Indicator (NPI) Work Group Supplemental Definitions

### The California NPI Work Group defines the following:

**Barriers to Initial or Continuous Employment:** Any obstacle preventing a person from obtaining or continuing employment.

**Disaster Relief:** Any form of disaster awareness, preparedness or emergency assistance and response.

**Employed:** Employment that is unsubsidized, part-time, seasonal, full-time or self-employed with or without benefits.

**Increase in Employment Income:** Upward movement from a baseline income. More money, more hours, more benefits or permanent increase in hours, benefits, or wages received.

**Living Wage:** Earnings that are sufficient to allow an individual or family to meet basic needs without public assistance.

**Obtained a Job:** Self-employed or secured a job with the expectation of long-term employment.

**Quality of Life Increased:** Communities are improved by participation of all their members (i.e., households, businesses, faith based organizations, public and private organizations).

**Safe and Affordable Housing:** Housing that complies with local building codes, safety and environmental regulations, and should be fully accessible to persons with physical disabilities. An individual or family should not spend more than 30 percent of its total household income on housing (percentage can be determined by local areas).

**Self-Sufficiency:** Able to provide for basic needs of self and household, without ongoing public assistance.

**Unemployed:** Having no earned income from wages or self-employment.

## ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS

<b>Total Surveys Administered: 4,759 (11%)*</b> * Percentage of total in Poverty in Riverside County =	<b>Total Usable Surveys: 4,638 (97%)</b>
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I. Top 10 Services Used		II.4. Top 10 Help For Families To Permanently Get Out Of Poverty	
1. Pharmacist	3,475	1. To Have a Job	452
2. Hospital Emergency Room / Urgent Care Facility	3,399	2. Training/Education	193
3. Dentist's Office / Dental Health Clinic / Center	3,309	3. Availability of Jobs/Entry Level	174
4. Local Park or Recreational Center	3,030	4. Utilizing Resources	165
5. Banking Services (Checking and/or Savings)	2,992	5. Support-Family/Friends/Community	125
6. Internet	2,929	6. Affordable Housing	111
7. Public Health Department / Clinic	2,843	7. Good Pay/Wages	106
8. Computer Outside the Home (Library / School)	2,684	8. Be Responsible/Will Power	73
9. Public Transportation (Bus / Train)	2,679	9. Job Search/Placement	73
10. Private Medical Clinic / Doctor's Office	2,661	10. Affordable Child Care	64

II.5.A. Top 10 Issues Of Importance		II.5.B. Top 10 Issues Not Being Addressed	
1. Ability to Read or Write	4,031	1. Poverty	1,134
2. Lack of Affordable Health/Medical Care	3,943	2. Overcrowded and/or substandard housing	1,116
3. Availability of Hospitals/Clinics	3,943	3. People going hungry	1,111
4. Quality of Education	3,941	4. Lack of work benefits	1,067
5. Availability of Urgent Care Facilities/Emergency Rooms	3,929	5. Lack of affordable and safe housing	1,065
6. Lack of Affordable Health/Medical Insurance	3,919	6. Homelessness	1,036
7. People Going Hungry	3,905	7. Personal Debt	992
8. Vision Care	3,888	8. Lack of homeless shelters	987
9. Dental Services	3,867	9. Lack of entry level jobs	950
10. Unsafe Neighborhoods	3,857	10. Lack of full-time jobs	946

II.5.B. Top 10 Issues Being Addressed But Need More Attention	
1. Abuse (Domestic / Child / Elder)	2,089
2. Lack of Affordable Health/Medical Care	2,043
3. Lack of Affordable and Safe Housing	2,036
4. Availability of Money to Pay for Higher Education	2,035
5. Gangs / Youth Violence	2,032
6. Neighborhood Safety	2,031
7. Unsafe Schools	2,030
8. Quality of Education	2,021
9. Availability of Hospitals/Clinics	2,018
10. Unsafe Neighborhoods	2,012

**ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS**

<b>III.8. Items Important When Looking For A Job (Ranked By Importance)</b>		<b>III.10. Items Important To Keeping A Job (Ranked By Importance)</b>	
Income/Hourly Wage	4,066	Work Ethics (being on time, good attendance, hard worker)	4,049
Health Insurance	3,949	Having Your Own Reliable Personal Transportation	3,867
Advancement Opportunities	3,862	Having A Skill or Trade You Are Good At	3,769
Retirement Benefits	3,835	Good Work History / Prior Work Experience	3,711
Reliable Private and/or Public Transportation	3,812	Having Reliable Public Transportation or Car Pooling	3,710
Availability of Entry Level Jobs	3,789	Safe, Affordable, Reliable Child Care	3,583
Paid Leave Time (Vacation, Sick, Holidays, Etc.)	3,785	A GED or High School Diploma	3,241
Paid Educational Training / On-The-Job Training	3,652	A Vocational Skills Certificate	2,826
Flexible Work Hours	3,567	Some Community College Classes	2,794
Distance from Home to Work	3,516	A 4-Year College Degree	2,692
On-Site Child Care	3,119	A 2-Year College Degree	2,681

<b>IV. Items Important To Achieving Economic Security (Ranked By Importance)</b>	
Earning A Living Wage (Able To Meet Monthly Expenses)	4,016
Health Insurance That Covers Medical Expenses	3,927
A Personal Budget	3,907
Ability to Save for Your Children's Education	3,867
A Savings Account and Savings Plan	3,767
Good Credit History and Rating	3,613
Access to Financial Information (Loans, Investments, Debt and Money Management, etc.)	3,435
Eligibility for a Loan	3,343
Matched Savings / Savings Incentive Programs	3,114

13.a. Does your budget allow you to provide enough food to last you through the month?  
2,550 YES      2,088 NO

13.b. In your opinion do you feel that your household members are better off than they were 3 years ago?  
2,712 NO      1,926 YES

# ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS

## RESPONDENT DEMOGRAPHICS

14.a. Gender	Total Of SurveyNo
Female	2604
Male	1427
Decline to Answer	607

14.b. Marital	Total Of SurveyNo
Decline to Answer	1261
Never Married	1165
Married	1019
Divorced	504
Separated	298
Widowed	210
Cohabiting	181

14.c. Race	Total Of SurveyNo
Decline to Answer	1293
White	1147
Other	891
African American/Black	673
Multi-race (more than 2)	291
Asian	169
American Indian/Alaska Native	96
Filipino	47
Pacific Islander/Hawaiian	31

14.d. Ethnicity	Total Of SurveyNo
Decline to Answer	1610
Hispanic/Latino descent	1589
Not of Hispanic/Latino descent	1438

# ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS

## HOUSEHOLD DEMOGRAPHICS

<b>15.a. Language</b>	<b>Totals</b>
English	3059
Spanish	736
Other	65

<b>15.b. HouseholdStatusDesc</b>	
Two parent household	1335
Single parent / female	1060
Single person	896
Single parent / male	226

<b>15.c. Head of Household Is:</b>	
Teen	126
Foster	21
Grandparent	91
Guardian	310
Other	48

<b>15.d. Household Size (total in household)</b>	
Total in Households	7081

<b>15.e. Household members:</b>	
Adult18-24	846
Adult25-34	1064
Adult35-44	935
Adult45-54	580
Adult55-64	254
Adult65+	257
Child0-3	689
Child3-5	723
Child5-12	1045
Child13-17	677
Foster	11

<b>15.f. Level of Education</b>	
Edu8	158
Edu9	430
EduHigh	849
Edu2yr	301
Edu4yr	193
EduProf	58
EduPost	470
EduCountry	70

## ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS

<b>15.g. Disabled by age:</b>	
0-3	124
3-5	20
5-12	15
13-17	28
18-64	190
65 +	87

<b>Caring for aging parent:</b>	
Yes	240
No	4036

<b>15.h. Employment</b>	
Head of Household is:	
employed Full-time	2208
Unemployed	377
employed Part-time	319
Retired	232
Disabled	160
Self-employed	88
employed Seasonal	39

<b>Number of Adults (18 years+)</b>	
employed Full-time	2103
employed Part-time	380
employed Seasonal	38
Self-employed	85
Unemployed	289
Retired	210
Disabled	160
Farm	200

<b>15.i. Household Income</b>	
\$ 7,001 – 14,000	429
\$14,001 – 21,000	393
\$ 21,001 – 30,000	384
\$ 0 - \$ 7,000	351
\$ 45,001 and over	301
\$ 30,001 – 35,000	179
\$ 35,001 – 40,000	132
\$ 40,001 – 45,000	109

<b>15.j. Source of Income:</b>	
EmpOnly	1405
EmpOther	579
TANF	432
SSI	367
NoIncome	134

**ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS**

<b>15.j. Source of Income:</b>	
Pension	121
General	64
UnEmpIns	51

<b>15.k. Medical Insurance</b>	
MediCal	1027
EmployerP	997
Healthy	652
NoInsurance	586
MediCare	358
Other	228

<b>15.l. Covered by Insurance</b>	
Adults (18+)	2148
children	1348

<b>15.m. Housing</b>	
Combined count in cities	2128
Rent	1401
Own	693
Live with Relatives	237
Shared Housing	103
Other	102
Shelter	3
Homeless	1

<b>15.n. Average monthly payment or contribution – no responses</b>	
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<b>15.o. Transportation</b>	
<b>Primary mode:</b>	
Own car	2356
Bus / Public Transportation	407
Ride Sharing	259
Walking	219
Bicycle	78
Other	47
<b>Vehicle Reliability</b>	
Reliable	2081
Not Reliable	168
Somewhat Reliable	276

<b>15.p. Technology</b>	
<b>Computer/Laptop at home</b>	
Yes	1796
No	1495

## ATTACHMENT I – 2007 COMMUNITY ASSESSMENT SURVEY RESULTS

Computers per home	
One	1593
Two or more	210

Internet Access	
Yes	1646
No	1641

ATTACHMENT II-A – COMMUNITY BLUEPRINT TO END POVERTY



Community Action Partnership of Riverside County  
Community Blueprint to End Poverty

**Vision:** Ending Poverty in Riverside County

**Mission:** We, Community Action Partnership of Riverside County, with community, will end poverty by offering opportunities for the poor through education, wealth building, advocacy and capacity building.

Four High Impact Strategies

1. Education/Wealth Building (Family Economic Security)	2. Advocacy (Leadership Enhancement)	3. Community Organizing (Community Mobilization/Revitalization)	4. CAP Riverside (Financial Management & Data Collection)
<p><b>Wealth building:</b> Increasing self-sufficiency of low-income people</p> <p>ROMA Goal 1 - Low-income people become self-sufficient.</p>	<p><b>Education:</b> Increasing resources</p> <p>ROMA Goal 2 - Conditions in which low-income people live are improved.</p>	<p><b>Increasing new stakeholders</b></p> <p>ROMA Goal 4 - Partnerships among supporters &amp; providers of services to low-income people are achieved.</p>	<p><b>Increasing staff &amp; board development for effectiveness</b></p> <p>ROMA Goal 5 - Agencies increase their capacity to achieve results.</p>
<p><b>Increasing potential of low-income people to strengthen family &amp; other support systems</b></p> <p>ROMA Goal 6 - Low-income people achieve their potential by strengthening family &amp; other support systems</p>	<p><b>Increasing citizen participation</b></p> <p>ROMA Goal 3 - Low-income people own a stake in their community.</p>	<p><b>Grant Development (M)</b> Training/Technical Assistance (M) RCMC (H) Coalitions (M) Partnerships (H) Volunteers (H)</p>	<p><b>Developing Transformational Leaders</b> Professional Development &amp; Degrees Data Collection Systems Customer Satisfaction Surveys Marketing/Publications Fund Development</p>
<p><b>Pre-Apprenticeship Program (M)</b> Project LEAD (M) Dispute Resolution Center • Community (M) • School-based (M) DA-Tools for Tomorrow (M) DA-Nuview School (M) Grant Development (M) Energy/Financial Literacy Education (M)</p>	<p><b>Energy Task Force (M)</b> Community Declaration (H) Community Dialogues (H) Grandparents Raising Grandchildren (M) Volunteer Recognition (H) Developing Transformational Leaders (H)</p>	<p><b>Project B.L.I.S.S. (H)</b> Self-Sufficiency Calculator (H) Healthy Communities (L) • Food Distribution • Health Care • Nutrition Notary Services (L) Dispute Resolution Center (M) Weatherization Programs (M) Energy Assistance Programs(L) Disaster Prevention &amp; Relief (M)</p>	<p><b>Programs/Services</b></p>
<p>(H) <b>High Impact</b> – Activities that <u>achieve</u> self-sufficiency for low-income people.                      (M) <b>Medium Impact</b> – Activities that <u>demonstrate</u> progress towards self-sufficiency for low-income people.                      (L) <b>Low Impact</b> – Activities that <u>respond</u> to crisis and initiate stabilization for low-income people.</p>	<p>2006-2007 Programs</p>		

DA = Delegate Agency (sub-contractor)

ATTACHMENT II-B – COMMUNITY BLUEPRINT TO END POVERTY - ACRONYMS

ACRONYM	DESCRIPTION
CDFI	Community Development Financial Institution
CIC	Community Investment Corporation: CAP Riverside's CDFI that provides low-income loans to community residents.
DA	Delegate Agency: sub-contract agency
DRC	Dispute Resolution Center
EITC	Earned Income Tax Credit: Tax credit for the working poor.
IDA	Individual Development Account <ul style="list-style-type: none"> <li>• RivCo.IDA – Riverside County IDA</li> <li>• Joint IDA – Riverside County and San Bernardino IDA Partnership</li> </ul>
MtM	Move the Mountain Leadership Center
Project B.L.I.S.S.	Building Links to Impact Self-Sufficiency
RCMC	Riverside County Mentor Collaborative
ROMA	Results-Oriented Management and Accountability: a management tool that focuses on outcomes or change that has occurred a result of participants having received program services. It encompasses planning, development, implementation, monitoring, and evaluation processes.
SAPFP	Southeast Asian People's Farm Project

ATTACHMENT III



2007

# Community Assessment Survey

Community Action Partnership of Riverside County  
2038 Iowa Avenue, Suite B-102  
Riverside, CA 92507  
951-955-4900  
800-511-1110  
951-955-5126 TTY (Hearing Impaired)

Approved 01/08/07

## ATTACHMENT III

### I. HAVE USED

SURVEY NO.: \_\_\_\_\_

1. Have you or a member of your household used the following resources (services)?

No.	Category	Question	Have Used (1)	Currently Using (2)	Never Used (3)	Don't know what it is (4)
<b>1.a.</b>		<b>EMPLOYMENT</b>				
1.a.1	J	County job placement services				
1.a.2	J	GAIN employment services				
1.a.3	J	Job apprenticeship				
1.a.4	J	Job skills training				
1.a.5	J	Union job placement services				
<b>1.b.</b>		<b>ECONOMIC SECURITY</b>				
1.b.1	FD	Food pantries / kitchens / banks / distribution events				
1.b.2	FD	Food Stamp Program				
1.b.3	FD	Free/reduced school lunch program				
1.b.4	FD	Meals on Wheels				
1.b.5	FD	WIC Program				
1.b.6	P	County cash-aid / TANF / CalWORKS (Public Assistance)				
1.b.7	FN	1st time homebuyer program				
1.b.8	FN	Check cashing service / PayDay Advance				
1.b.9	FN	Banking services (checking and/or savings)				
1.b.10	FN	Free tax preparation				
1.b.11	FN	Matched savings program				
1.b.12	FN	Utility Payment Assistance Program				
<b>1.c.</b>		<b>EDUCATIONAL OPPORTUNITY</b>				
1.c.1	E	Adult School				
1.c.2	E	Community college				
1.c.3	E	Language classes (e.g. English as a Second Language)				
1.c.4	E	GED classes (high school equivalency)				
1.c.5	E	Vocational / Trade School				
	E	4-year university				
<b>1.d.</b>		<b>HOUSING</b>				
1.d.1	H	Fair Housing Services				
1.d.2	H	Home repair or Weatherization				
1.d.3	H	Rental assistance program				
1.d.4	H	Subsidized Housing (Section 8 or Public housing)				
<b>1.e.</b>		<b>HEALTH AND MEDICAL</b>				
1.e.1	M	Private Medical Clinic / Doctor's Office				
1.e.2	M	Public Health Department / Clinic				
1.e.3	M	Dentist's Office / Dental health clinic / center				
1.e.4	M	Pharmacist				
1.e.5	M	Hospital Emergency Room / Urgent Care Facility				
1.e.6	M	Nutrition Centers				
1.e.7	M	Mental Health programs				
1.e.8	M	Substance abuse programs				
1.e.9	M	Healthy Families Insurance (IHEP)				
1.e.10	M	Medi-Cal Insurance				
1.e.11	M	Health Fair				

**ATTACHMENT III**

No.	Category	Question	Have Used (1)	Currently Using (2)	Never Used (3)	Don't know what it is (4)
<b>1.f.</b>		<b>CHILDREN AND YOUTH</b>				
1.f.1	CC	Child Care Referrals				
1.f.2	CC	Evening Child Care Services				
1.f.3	CC	Relatives or friends for child care				
1.f.4	CC	Infant care				
1.f.5	CY	After school programs for children or youth				
1.f.6	CY	HeadStart				
1.f.7	CY	State Preschool				
1.f.8	CY	Subsidized Child Care				
1.f.9	CY	Parenting Skills classes				
<b>1.g.</b>		<b>SENIORS</b>				
1.g.1	S	Dial-A-Ride				
1.g.2	S	Office on Aging				
1.g.3	S	Senior Center				
<b>1.h.</b>		<b>QUALITY OF LIFE</b>				
1.h.1	CR	"211" Information Service				
1.h.2	CR	County Information Kiosks				
1.h.3	CR	Family Resource Center				
1.h.4	CR	Place of Worship				
1.h.5	R	Local park or recreational center				
1.h.6	TE	Computer at home				
1.h.7	TE	Computer outside the home (library / school)				
1.h.8	TE	Internet				
<b>1.j.</b>		<b>PUBLIC SAFETY</b>				
1.j.1	D	Emergency / Disaster / First Aid Training				
1.j.2	SF	Conflict resolution/mediation services				
1.j.3	SF	Domestic / Family violence assistance				
<b>1.k.</b>		<b>TRANSPORTATION</b>				
1.k.1	T	Car pooling / Ride Sharing Program				
1.k.2	T	Public transportation (bus / train)				

2. Are there programs, resources or services that you or a member of your household have used that are not listed? Yes \_\_\_ No \_\_\_. If yes, please describe.

**II. WHAT IS IMPORTANT**

3. How do you find out about services in your community?

Television \_\_\_ Radio \_\_\_ Newspaper \_\_\_ Word-of-Mouth \_\_\_ Flyers / Posters \_\_\_ Other \_\_\_\_\_

4. In your opinion what is the most important help for families to permanently get out of poverty?

5.A. How important are the following issues to you and your household members: not important, somewhat important, important, or no opinion?

**AND**

5.B. How well do you think your community (the place where you live) is addressing these issues: not being addressed, being addressed but needs more attention; being addressed, or no opinion?

**ATTACHMENT III**

No.	Category	Question	5.A.				5.B.				
			Not Important (1)	Somewhat Important (2)	Important (3)	No Opinion (4)	Not Being Addressed (1)	Addressed-Needs More (2)	Being Addressed (3)	No Opinion (4)	
<b>5.a.</b>		<b>EMPLOYMENT</b>									
5.a.1	J	Lack of entry level jobs									
5.a.2	J	Lack of trade jobs									
5.a.3	J	Lack of full-time jobs									
5.a.4	J	Unemployment									
<b>5.b.</b>		<b>ECONOMIC SECURITY</b>									
5.b.1	ES	Personal debt									
5.b.2	ES	Poverty									
5.b.3	FD	People going hungry									
5.b.4	FN	Lack of work benefits									
5.b.5	FN	Lack of same-sex or domestic partner benefits									
<b>5.c.</b>		<b>EDUCATIONAL OPPORTUNITY</b>									
5.c.1	E	Ability to read or write									
5.c.2	E	Access to special education									
5.c.3	E	Availability of technical and vocational schools									
5.c.4	E	Availability of money to pay for higher education									
5.c.5	E	Overcrowded schools									
5.c.6	E	Quality of education									
<b>5.d.</b>		<b>HOUSING</b>									
5.d.1	H	Lack of affordable and safe housing									
5.d.2	H	Lack of special needs housing									
5.d.3	H	Lack of homeless shelters									
5.d.4	H	Overcrowded and / or substandard housing									
<b>5.e.</b>		<b>HEALTH AND MEDICAL</b>									
5.e.1	M	Lack of affordable health / medical insurance									
5.e.2	M	Lack of affordable health / medical care									
5.e.3	M	Availability of Hospitals / Clinics									
5.e.4	M	Availability of Urgent Care facilities / Emergency Rooms									
5.e.5	M	Mental health services for emotional issues									
5.e.6	M	Mental health services for mental illness									
5.e.7	M	Dental Services									
5.e.8	M	Vision care									
5.e.9	M	Family Planning									
5.e.10	M	Pre-natal / maternity care									
5.e.11	M	Well-child care									
5.e.12	M	Immunization									
5.e.13	M	Asthma									
5.e.14	M	HIV / AIDS									
5.e.15	M	Nutrition									
5.e.16	M	Health education classes									
5.e.17	M	Assisted living facilities									

**ATTACHMENT III**

No.	Category	Question	5.A.				5.B.				
			Not Important (1)	Somewhat Important (2)	Important (3)	No Opinion (4)	Not Being Addressed (1)	Addressed-Needs More (2)	Being Addressed (3)	No Opinion (4)	
5.e.18	M	Substance abuse									
5.e.19	M	Access to substance abuse treatment programs									
<b>5.f.</b>		<b>CHILDREN AND YOUTH</b>									
5.f.1	CC	Affordable, safe, reliable child care									
5.f.2	CY	After school programs									
5.f.3	CY	School drop out rate									
5.f.4	CY	Foster care									
5.f.5	CY	Preschools									
<b>5.g.</b>		<b>SENIORS</b>									
5.g.1	S	Lack of senior housing									
<b>5.h.</b>		<b>QUALITY OF LIFE</b>									
5.h.1	CR	Information and referral services									
5.h.2	CR	Libraries									
5.h.3	R	Cultural / leisure activities									
5.h.4	R	Public parks / recreational facilities									
5.h.5	EN	Pollution (air, noise, water, etc.)									
5.h.6	EN	Exposure to toxins at work									
5.h.7	EN	Protection of open space									
<b>5.i.</b>		<b>SOCIAL ISSUES</b>									
5.i.1	SOC	Aging population									
5.i.2	SOC	Language barriers									
5.i.3	SOC	Homelessness									
5.i.4	SOC	Cultural, ethnic, and racial relations									
5.i.5	SOC	Abuse (domestic / child / elder)									
5.i.6	SOC	Teen pregnancy									
5.i.7	SOC	Out-of-wedlock births									
5.i.8	SOC	Grandparents raising grandchildren									
5.i.9	SOC	Affordable legal assistance									
5.i.10	SOC	Support programs for families of prisoners									
<b>5.j.</b>		<b>PUBLIC SAFETY</b>									
5.j.1	PS	Unsafe neighborhoods									
5.j.2	PS	Code enforcement									
5.j.3	PS	Trash Collection									
5.j.4	PS	Problems with animal control									
5.j.5	PS	Neighborhood safety									
5.j.6	PS	Unsafe schools									
5.j.7	PS	Crime / Law enforcement / Police protection									
5.j.8	PS	Gangs / Youth Violence									
5.j.9	PS	Fire Protection									
<b>5.k.</b>		<b>TRANSPORTATION</b>									
5.k.1	T	Public transportation									
5.k.2	T	Special needs transportation									

6. Do you feel there are other issues not yet mentioned that should be addressed by your community? Yes \_\_\_ No \_\_\_. If yes, please describe.

## ATTACHMENT III

### III. EMPLOYMENT

7. What in your opinion is most important when looking for a job?

8. How important are the following items when looking for a job: not important, somewhat important, important, or no opinion?

No.	Category	Question	Not Important (1)	Somewhat Important (2)	Important (3)	No Opinion (4)
8.a.1	J	Income/hourly wage				
8.a.2	J	Retirement benefits				
8.a.3	J	Health insurance				
8.a.4	J	Paid educational training / on-the-job training				
8.a.5	J	Paid lead time (vacation, sick, holidays, etc.)				
8.a.6	J	Distance from home to work				
8.a.7	J	Reliable private and/or public transportation				
8.a.8	J	Advancement opportunities				
8.a.9	J	Flexible work hours				
8.a.10	J	On-site child care				
8.a.11	J	Availability of entry level jobs				

9. What in your opinion are the most important things you need to keep a job?

10. How important do you feel are the following items for keeping a job: not important, somewhat important, important, or no opinion?

No.	Category	Question	Not Important (1)	Somewhat Important (2)	Important (3)	No Opinion (4)
10.a.1	J	Good work history / prior work experience				
10.a.2	J	Work ethics (being on time, good attendance, hard worker)				
10.a.3	J	A GED or High school diploma				
10.a.4	J	A vocational skills certificate				
10.a.5	J	Some community college classes				
10.a.6	J	A 2-year college degree				
10.a.7	J	A 4-year college degree				
10.a.8	J	Safe, affordable, reliable child care				
10.a.9	J	Having your own reliable personal transportation				
10.a.10	J	Having reliable public transportation or car pooling				
10.a.11	J	Having a skill or trade you are good at				

**ATTACHMENT III  
IV. ECONOMIC SECURITY**

**ECONOMIC SECURITY IS DEFINED AS HAVING A JOB THAT PAYS ENOUGH TO TAKE CARE OF YOUR HOUSEHOLD NEEDS, PAY YOUR BILLS ON TIME, AND STILL HAVE A LITTLE MONEY LEFT OVER EACH MONTH.**

11. What in your opinion is most important for you to achieve economic security?

12. How important do you feel are the following items to achieving economic security: not important, somewhat important, important, or no opinion?

No.	Category	Question	Not Important (1)	Somewhat Important (2)	Important (3)	No Opinion (4)
12.a.1	ES	A personal budget.				
12.a.2	ES	A savings account and savings plan.				
12.a.3	ES	Matched savings /Savings incentive programs.				
12.a.4	ES	Eligibility for a loan.				
12.a.5	ES	Access to financial information (loans, investments, debt and money management, etc.)				
12.a.6	ES	Good credit history and rating.				
12.a.7	ES	Earning a living wage (able to meet monthly expenses).				
12.a.8	ES	Health insurance that covers medical expenses.				
12.a.9	ES	Ability to save for your children's education.				

Does your budget allow you to provide enough food to last you through the month?

13.a. Yes \_\_\_ No \_\_\_

13.b. In your opinion do you feel that your household members are better off than they were 3 years ago?

Yes \_\_\_ No \_\_\_ (Optional: If yes, please describe how)

**V. DEMOGRAPHIC INFORMATION**

**14. RESPONDENT:**

14.a Your Gender: Male ___ Female ___ Decline to Answer ___	14.b Your Marital Status: Never Married ___ Divorced ___ Widowed ___ Married ___ Separated ___ Cohabiting ___ Decline to Answer ___
--	--

14.c Your Race: African American / Black ___ American Indian / Alaska Native ___ Asian ___ Filipino ___ Pacific Islander / Hawaiian ___	Multi-race (more than 2) ___ Pacific Islander / Hawaiian ___ White ___ Other _____ Decline to Answer ___
--	--

14.d Your Ethnicity: Hispanic / Latino descent ___ Not of Hispanic / Latino descent ___ Decline to Answer ___
--

### ATTACHMENT III

**15. HOUSEHOLD:**

15.a Primary Language spoken in household: English \_\_\_ Spanish \_\_\_ Other \_\_\_\_\_  
 Decline to Answer \_\_\_

15.b Head of Household Status: Single parent / female ___ Single parent / male ___ Single person ___ Two parent household ___ Decline to Answer ___	15.c Head of Household Status check all that apply): Teen parent ___ Foster parent ___ Grandparent raising grandchild ___ Guardian ___ Other _____ Decline to Answer ___
--	--

15.d Household Size (number of people living in your residence): \_\_\_ Decline to Answer \_\_\_

15.e Ages (include yourself) - Number of household members who are:

<u>Adults</u> 18 - 24 years ___ 25 - 34 years ___ 35 - 44 years ___ 45 - 54 years ___ 55 - 64 years ___ 65 years or older ___	<u>Children</u> 0 - 3 years ___ 3 - 5 years ___ 5 - 12 years ___ 13 - 17 years ___  Foster Children 0 - 5 years ___  Decline to Answer ___
---	--

15.f Highest level of formal education for adults - Number of persons in household 24 years, including self:

0 - 8 ___ 9 - 12 / non-graduate ___ High School Graduate / GED ___ 12 + some post secondary ___	Received Associate Degree (2-year) ___ Received Bachelor's Degree (4-year) ___ Received Graduate or professional degree ___ Received degree in another country ___  Decline to Answer ___
--	--

15.g Disabilities:  
 How many disabled household members are: 0 - 3 years \_\_\_ 3 - 5 \_\_\_ 5 - 12 \_\_\_  
 13 - 17 \_\_\_ 18 - 64 \_\_\_ 65 + \_\_\_  
 Are you caring for an aging parent in your household? Yes \_\_\_ No \_\_\_  
 Decline to Answer \_\_\_

15.h Employment:  
 Head of Household is: employed Full-time \_\_\_ Part-time \_\_\_ Seasonal \_\_\_ Self-employed \_\_\_  
 OR is unemployed \_\_\_ retired \_\_\_ disabled \_\_\_  
 Number of adults (18 years +): employed \_\_\_ Full-time \_\_\_ Part-time \_\_\_ Seasonal \_\_\_  
 self-employed \_\_\_ unemployed \_\_\_ retired \_\_\_ disabled \_\_\_  
 Number of adults (18 years +) who are Migrant / Seasonal Farmworkers \_\_\_  
 Decline to Answer \_\_\_

15.i Yearly Household Income:

a. \$ 0 - \$7,000 ___ b. \$ 7,001 - 14,000 ___ c. \$14,001 - 21,000 ___ d. \$21,001 - 30,000 ___	e. \$30,001 - 35,000 ___ f. \$35,001 - 40,000 ___ g. \$40,001 - 45,000 ___ h. \$45,001 and over ___  Decline to Answer ___
---	---

15.j Source(s) of Income (check all that apply):

No income ___ TANF / Cash Aid ___ General Assistance ___ SSI ___ Social Security ___ Pension ___	Unemployment insurance ___ Employment + other source ___ Employment only ___ Other _____  Decline to Answer ___
---	--

### ATTACHMENT III

15.k	Type of medical insurance in household (check all that apply): No insurance ___ Medi-Cal ___ Medi-Care ___ Healthy Families / IHEP ___ Employer's Plan ___ Other _____ Decline to Answer ___
15.l	Who is covered by insurance? # of Adults 18 years + ___ # of Children under 18 ___ Decline to Answer ___
15.m	Housing: City _____ Zip Code _____ How long at residence? Years ___ Months ___ Own ___ Rent ___ Live with Relatives ___ Shared Housing ___ Other _____ Decline to Answer ___
15.n	Average monthly payment or contribution: \$ _____ Other _____ None ___ Decline to Answer ___
15.o	Transportation: What is your household's primary mode of transportation? Bus / Public Transportation ___ Bicycle ___ Walking ___ Ride Sharing ___ Own car ___ Other _____ Decline to Answer ___ Number of personal vehicles that are reliable ___ somewhat reliable ___ not reliable / working ___ Decline to Answer ___
15.p	Technology: Do you have a computer or laptop at home? Yes ___ No ___. If yes, how many? _____ Do you have Internet access at home? Yes ___ No ___ Decline to Answer ___

### VI. FOLLOW-UP

16. Would you be willing to participate in follow-up activities for this survey? Yes \_\_\_ No \_\_\_
17. Would you like a copy of the survey results mailed to you? Yes \_\_\_ No \_\_\_

If "Yes," please contact me at:

First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_ Last Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_

\_\_\_\_\_  
 Respondent's Signature (consent for follow-up) Date

ATTACHMENT IV - COMMUNITY MEETING FLYER "YOUR VOICE WAS HEARD"

**YOUR VOICE WAS HEARD!**

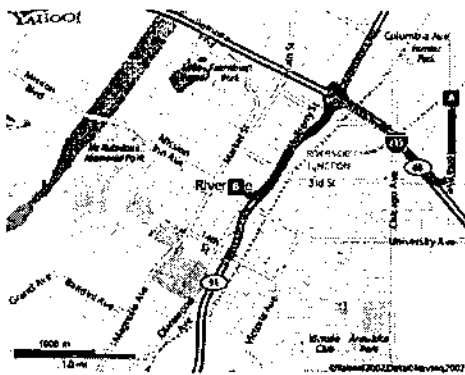
Community Action Partnership of Riverside County (CAP Riverside) invites you to participate in a community meeting to share and discuss information from CAP Riverside's recent countywide community assessment survey of low-income households.



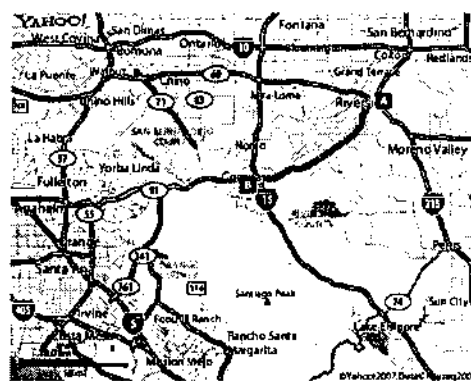
2038 Iowa Avenue Suite B-102  
 Riverside, CA 92507

Call for more information  
 951-955-4900  
 951-955-5126  
 800-511-1110

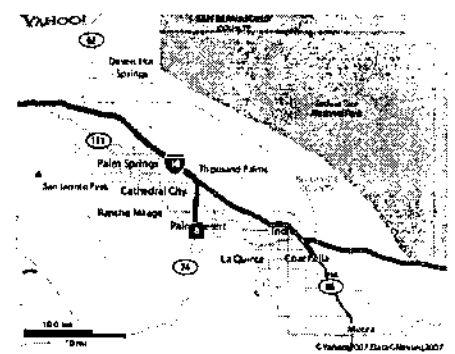
DATE/TIME	LOCATION
Monday, June 4, 2007 6:00 p.m. – 7:30 p.m.	Riverside Library 3581 Mission Inn Avenue Riverside, CA 92501 951-826-5201 (for directions only)
Tuesday, June 5, 2007 6:00 p.m. – 7:30 p.m.	Cesar E. Chavez Public Library 163 San Jacinto Perris, CA 92570 951-657-2358 (for directions only)
Wednesday, June 6, 2007 6:00 p.m. – 7:30 p.m.	Palm Desert Library 73-300 Fred Waring Drive Palm Desert, CA 92262 760-346-6552 (for directions only)
Thursday, June 14, 2007 6:00 p.m. – 7:30 p.m.	Sun City Senior Center 29995 Evans Road Sun City, CA 92586 951-672-9673 (for directions only)
Monday, June 11, 2007 6:00 p.m. – 7:30 p.m.	Corona Public Library 650 South Main Street Corona, CA 92882 951-736-2384 (for directions only)



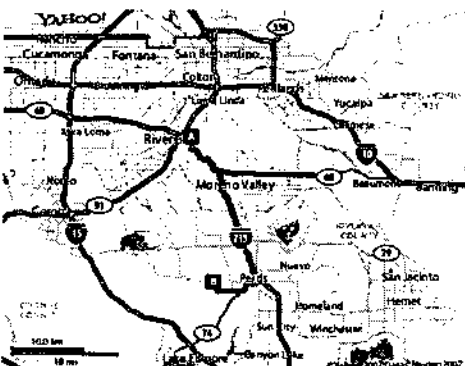
Riverside Library



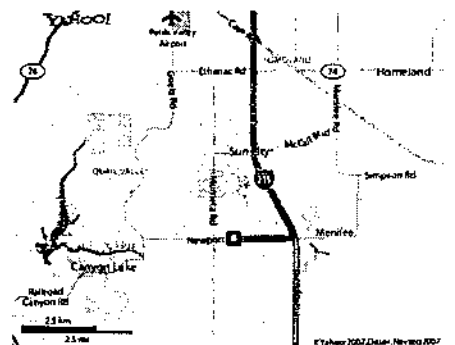
Corona City Library



Palm Desert Library



Perris Library



Sun City Senior Center

ATTACHMENT V.A. – PUBLIC HEARING NOTICE

PROOF OF PUBLICATION  
(2015.5.C.C.P)

This is space for County Clerk's Filing Stamp

STATE OF CALIFORNIA  
County of Riverside

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the principal clerk of a printer of the, DESERT SUN PUBLISHING COMPANY a newspaper of general circulation, printed and published in the city of Palm Springs, County of Riverside, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Riverside, State of California under the date of March 24, 1988. Case Number 191236; that the notice, of which the annexed is a printed copy (set in type not smaller than non pariel, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:


June 5<sup>th</sup>, 2007

All in the year 2007

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Palm Springs, California this 5<sup>th</sup> day

of June, 2007

  
Signature

Proof of Publication of

No. 1758

NOTICE OF PUBLIC HEARING  
Public Comments Sought

The Community Action Partnership of Riverside County (CAP Riverside) will conduct a public hearing on Tuesday, June 19, 2007 to receive public input on CAP Riverside's 2008/2009 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant Program, which requires a local plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that will promote self-sufficiency for the poor and end poverty in Riverside County in the next 30 years.

In 2007, CAP Riverside conducted a county-wide Community Needs Assessment of 4,759 low-income households. Community meetings were held to receive public comments on the results and to provide residents an opportunity to voice their approval, opinions, and concerns regarding the Community Assessment Survey and the CAP.

A copy of the 2008/2009 Community Action Plan, in its entirety, is available for review at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and at several libraries and community-based organizations serving low-income individuals throughout the county. For further information regarding the 2008/2009 CAP, please contact Janet K. Hough, Planning Division Manager, at (951) 925-4900 or 900-511-1110.

If you are unable to attend the public hearing, you can send written testimony to CAP Riverside, 2038 Iowa, Suite B-102, Riverside, CA 92507, Attention: Janet K. Hough, no later than June 17, 2007.

A PUBLIC HEARING WILL BE HELD:

Tuesday June 19, 2007 - 9:00 A.M.  
Riverside County Board of Supervisors  
3080 Lemon Street, 1st Floor Board Chambers  
Riverside County, CA 92501

Published: 6/5/2007

# ATTACHMENT V.B. – PUBLIC HEARING NOTICE

Press Enterprise – June 5, 2007

2007 Community Assessment Survey – Public Hearing Notice

THE PRESS-ENTERPRISE [www.PE.com/classifieds](http://www.PE.com/classifieds)

## PUBLIC NOTICES

THE PRESS-ENTERPRISE [PE.com](http://PE.com)

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**Public Comments Requested**  
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Division Manager, at (951) 955-8900 or 900 511-1110. Individuals are invited to attend the public hearing. You can send written testimony to CAP Riverside, 2028 Iowa, Suite B-102, Riverside, CA 92507. Attention: Jonet K. Houghton. No later than June 17, 2007.  
**A PUBLIC HEARING WILL BE HELD:**  
Tuesday, June 19, 2007  
8:00 A.M.  
Riverside County Board of Supervisors  
4080 Lemon Street, 1st Floor  
Board Chambers  
Riverside County, CA 92507  
6/5

F4 TUESDAY, JUNE 5, 2007