

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

850



FROM: Community Action Partnership of Riverside County

SUBMITTAL DATE:
May 25, 2011

SUBJECT: Public Hearing Regarding 2012-2013 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 7, 2011, for the purpose of receiving public testimony regarding the Community Action Partnership of Riverside County (CAP Riverside) 2012-2013 Community Action Plan.
2. That the Board of Supervisors approve the submission of the 2012-2013 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.

[Handwritten Signature]

(CONTINUED – 2 Pages total)

Maria Y. Juarez, CCAP, Executive Director

FINANCIAL DATA	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:	10/11

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

[Handwritten Signature: Debra Cournoyer]
Debra Cournoyer

County Executive Office Signature

FORM APPROVED COUNTY COUNSEL BY NEAL R. KIPNIS DATE 5/24/11 Departmental Concurrence

Consent Policy
 Consent Policy

Dept's Recomm.:
 Per Exec. Ofc.:

Prev. Agn. Ref.: 6/21/05 (#9.13), 6/19/07 (#9.4), 6/9/09 (#9.7) **District:** All **Agenda Number:**
 ATTACHMENTS FILED WITH THE CLERK OF THE BOARD

9.1

FROM: CAP Riverside

DATE: May 25, 2011

Subject: Public Hearing Regarding
2012-2013 Community Action Plan and
Submission of the Plan to the State
Department of Community Services
and Development

Page: 2 of 2

BACKGROUND:

The Community Action Plan is a mandated plan submitted every two years to the California State Department of Community Services and Development. The Plan must meet specific requirements and address specific categories, as defined by law, including Agency vision and mission statements, federal and state assurances, monitoring and evaluation plans, etc. The plan relates how Community Services Block Grant (CSBG) funding will be used to support programs and services as identified by the residents of low-income communities.

The 2012-2013 Community Action Plan process began in January of 2011, with over 7,500 copies of the 2011 CAP Riverside Community Assessment Survey distributed to the community via programs and partners who serve low-income residents, seniors, disabled, veterans, and families with very young children. A total of 2,350 surveys were returned, identifying employment, education, and social services as high-priority concerns. CAP Riverside supplemented the Assessment feedback with secondary local data such as the Riverside County General Plan and additional community assessments conducted by Head Start, First Five, and the Riverside County Child Care Consortium.

Community Action Commissioners felt that delving into more depth about these issues, as well as local housing issues, would significantly contribute to the profile and assessment process for 2012-2013. In response, CAP Riverside hosted and facilitated five community focus groups with low-income residents representing each of the five Supervisorial Districts. Comments from the 2011 community focus groups and assessments are incorporated in the plan.

A "Notice of Public Hearing" was published in the Press Enterprise and Desert Sun on Thursday, May 26, 2011.

The Community Action Commission approved the 2012-2013 Community Action Plan on May 19, 2011, and recommends the submission of the plan to the Board of Supervisors for approval.

FINANCIAL IMPACT: No County General Funds will be required.

ATTACHMENTS: (3) 2012-2013 Community Action Plan

CONCUR/EXECUTE:

**COMMUNITY SERVICES BLOCK GRANT
2012/2013 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE**

TO: Department of Community Services and Development
Attention: Field Operations
P. O. Box 1947
Sacramento, CA 95812-1947

FROM: Agency: Community Action Partnership of Riverside County

Address: 2038 Iowa Avenue, Suite B-102

City: Riverside, CA 92507

Agency Contact Person Regarding Community Action Plan

Name: Maria Y. Juarez, CCAP

Title: Executive Director

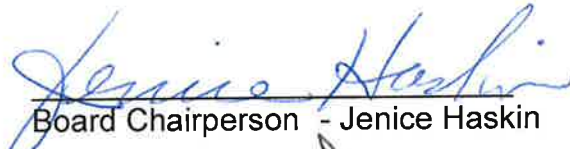
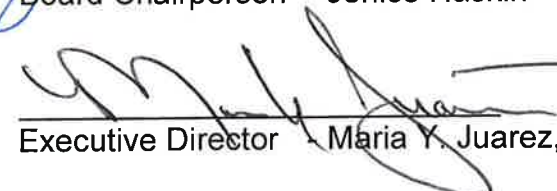
Phone: (951) 955-4900 ext.

FAX: (951) 951-6494

E-mail address: mjuarez@capriverside.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this 2012/2013 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

 Board Chairperson - Jenice Haskin	May 19, 2011	_____
	Date	
 Executive Director - Maria Y. Juarez, CCAP	May 19, 2011	_____
	Date	

COMMUNITY ACTION PLAN REQUIREMENTS

Summary/Checklist

The 2012/2013 request for Community Action Plan (CAP) must meet specific requirements as defined by law and are described in detail in this document. 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 two copies (marked "copy") no later than **June 30, 2011**. The following is a check list of the components to be included in the CAP:

- CAP Cover Page with appropriate signatures
- Table of Contents and all CAP pages numbered consecutively
- Agency Vision & Mission Statements
- Requirement 1: Community Information Profile and Needs Assessment
- Requirement 2: Statewide Priority
- Requirement 3: Federal Assurances (Indicate the applicable assurances)
- Requirement 4: State Assurances (Indicate the applicable assurances)
- Requirement 5: Documentation of Public Hearing(s)
- Requirement 6: Monitoring and Evaluation Plan

Table of Content

CAP Cover Page	1
Summary Checklist	2
Agency Vision & Mission Statements	4
Requirement 1: Community Information Profile & Needs Assessment.....	5
Community Information Profile	5
Needs Assessment	13
Requirement 2: 2012/2013 Statewide Priority/Strategy Statement.....	21
Requirement 3: Federal Assurances	23
Section 676(b)(1)(A).....	23
Section 676(b)(1)(B).....	23
Section 676(b)(1)(C)	24
Section 676(b)(4)	24
Section 676(b)(5)	24
Section 676(b)(6)	26
Section 676(b)(9)	26
Section 676(b)(10)	27
Section 676(b)(12)	27
Section 678D(a)(1)(B).....	28
Section 676(b)(3)(A).....	29
Section 676(b)(3)(B).....	29
Section 676(b)(3)(C)	30
Section 676(b)(3)(D)	31
Requirement 4: State Assurances	33
Section 12730(h).....	33
Section 12747(a).....	33
Section 12760	35
Requirement 5: Documentation of Public Hearing(s).....	36
Requirement 6: Monitoring and Evaluation Plan.....	38
Attachment A: CSD_801 CSBG/NPI Programs Report (Rev. 5/09)	40
Appendix I: Community Action Partnership of Riverside County "Community Blueprint to End Poverty" (Requirement 1 - No. 2C)	68
Appendix II: Notice of Publication (Requirement 5 - No. 2)	71
Appendix III: Summary of Public Testimony (Requirement 5 - No. 3)	73

AGENCY VISION & MISSION STATEMENTS

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.

(Riverside County Community Action Commission approved 6-23-02)

The Mission Statement describes the agency's reason for existence and may state its role in achieving 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 for the poor through education, wealth building, advocacy and community organizing."

(Riverside County Community Action Commission approved 7-19-07)

REQUIREMENT 1 COMMUNITY INFORMATION PROFILE & NEEDS ASSESSMENT

State law requires each CSBG eligible entity to develop a Community Action Plan (CAP) that will assess poverty-related needs, available resources, 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 CAP shall include the Community Information Profile and Needs Assessment as follows:

1. **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))

Attach the agency's Community Information Profile. This must include corresponding heading (i.e., Community Information Profile), sequence, and description of:

- A. 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. Factors described in the Community Information Profile must be typical for baseline data and substantiated by corroboration gained through public forums, customer questionnaires, surveys of service providers, surveys of potential customers, statistical data, evaluation studies, key informants, anecdotal sources and/or other sources deemed reliable by the agency.

INTRODUCTION

Over the past six months, the fallout from the 2008 economic crisis has deeply impacted the politics of budgeting for the social services sector. Budget and funding uncertainties make the future of stable partnerships and resources unpredictable. As the community of service reaches out to support each other, loss and reduction of funding continue to erode access to resources for the poor. Strategic plans have been adjusted to address sustainability of existing programs, while implementation of new programs is temporarily, perhaps permanently, relegated to the backburner. Memorandum of Understanding/ Participation are conditional pending availability of funds and resources throughout the community. Community Action Partnership of Riverside County (CAP Riverside), under the guidance of the Riverside County

Community Action Commission (Commission) and Riverside County Board of Supervisors, has to serve more with less.

Poverty has been redefined as those families not earning enough to make ends meet (Ken F. Sawa, CEO/Executive Vice President, Catholic Charities San Bernardino/ Riverside, 2010.) CAP Riverside's intake/call logs reflect a 700% increase in demand for services over the past two years; many of which are first time requests for services/assistance. The continued entry of middle-class residents into the poverty ranks pushes the limits of resources. As the ranks of the poor increase, the priorities of poverty-related issues in Riverside County have shifted as demonstrated in responses to the 2011 CAP Riverside Community Assessment Survey. The top five issues of concern in 2011 are: 1) unemployment and underemployment with an emphasis on the lack of job training; 2) inability to enroll in higher education; 3) access to social services; 4) poor economy; and 5) affordable housing. The priorities have changed from: 1) ability to read and write; 2) lack of affordable health/medical care; 3) availability of hospitals/clinics; 4) quality of education; and 5) availability of Urgent Care facilities / Emergency Rooms.

Riverside County is recognized as one of the fastest growing "big" counties in California, with a 32% growth rate. It ranks fourth in population in the State of California (U.S. Census Bureau American FactFinder, 2009 Estimates.) Geographically, it covers 7,200 square miles. Poverty is very present in Riverside County. Of its 2,125,440 permanent residents, 12.3% fall below the Federal Poverty Guideline (U.S. Census Bureau American FactFinder, 2005-2009 American Community Survey 5-Year Estimates.) Riverside County is the second poorest of a six-county Southland, which includes Riverside, Los Angeles, Orange, Imperial, San Bernardino and San Diego Counties. California has the second highest foreclosure rate in the nation with Riverside County ranking fifth in the state (Sacramento Business Journal, July 29, 2010.)

Riverside County continues to have one of the highest unemployment rates, 14.1%, among the California counties (State of California Employment Development Department Labor Market Information Division, 4/15/2011.) This is a 2.5% increase from one year ago. Many more county residents not considered in poverty are identified as "working poor" and are on the edge of crisis if faced with a family emergency, such as car repair, medical emergency, employment downsizing, or job lay-off. Presenters for The California Budget Project, in an April 2008 presentation, stated that California residents need to earn \$59,832 to meet a basic family budget. While the overall average income for Riverside County is \$55,000 (January 2009 Quarterly Economic Report) only 11 regions in the 24 region county meet or exceed that average; 13 regions fall substantially below the average.

Rapid growth, coupled with high unemployment and loss of housing, has placed a heavy burden economically, socially and financially on social

services. Demand for goods and services outpaces available resources, such as housing, transportation, employment, child care, and health care. Partners with long waiting lists of residents needing assistance are indicative of many needs going unmet throughout the County.

POVERTY (U.S. Census Bureau American FactFinder, 2009 Estimates)

- The poverty rate in Riverside County is 12.3%; 7 cities have poverty rates above 15%.
- 3 of the 5 Supervisorial Districts have poverty rates exceeding 20%.
- 1 out of every 7 people in the County is struggling to meet basic needs and falling short;
- 475,154 (9.2%) families in Riverside County live in poverty;
- 275,284) of these families (12.9%) have children under 18 years of age;
- 1 out of every 5 children under 18 years of age lives in a household below the poverty level
- of those living in poverty in Riverside County, 39.3% are children 18 years and younger;
- 1 out of every 14 seniors over 65 years lives in a poverty household; and
- 1 out of every 5 single-female headed households live in poverty

Riverside County Poverty Pockets (over 15% poverty)

City	Percentage of Population Below Poverty Level	District
Coachella	29.1%	4
Desert Hot Springs	22.4%	5
Blythe	19.0%	4
Perris	18.1%	5
Beaumont	17.8%	5
Indio	16.8%	4
San Jacinto	15.2%	3

UNEMPLOYMENT

The unemployment rate in Riverside County is currently at 14.1% and rising. Many businesses have closed their doors completely or have implemented cost saving measures including reducing work hours and/or laying off employees. In 2009, Riverside County, one of the largest employers in the area, implemented massive lay-offs, early retirement, and furloughs which continue today. Residents attending recent community focus group meetings hosted and facilitated by CAP Riverside in Spring 2011 indicated that the cost of gas is a barrier for job seekers and that there is a need to increase job opportunities. Coupled with unemployment and underemployment, the number one concern of respondents of the 2011 Community Assessment Survey was the lack of job-training or retraining programs for people wanting to work. In 2009 through 2010, CAP Riverside helped to create over 197 job positions in Riverside County using Community Services Block Grant (CSBG)

American Recovery and Reinvestment Act (ARRA) funds and 57 jobs funded by the Department of Energy (DOE) ARRA funds. Over 69% of the CSBG jobs were sustained at the end of the funding cycle; the DOE-ARRA funded jobs continue until March 2012.

PUBLIC ASSISTANCE

The County CalWORKS (welfare-to-work program) caseload trend analysis indicates a 9.5% increase in caseloads for cash assistance since January 2010 with a continued rise. Overall, there has been an 11% increase since January 2010 of people receiving some type of public assistance. The State Department of Public Social Services staff forecasted an average monthly caseload increase of 6.9% statewide for FY 2009-2010. CAP Riverside partners with the Riverside County Department of Public Social Services (DPSS) to cross-enroll welfare participants in asset-building programs to move them off of public assistance.

EDUCATIONAL ATTAINMENT

One out of every two Riverside County residents, 25 years and older, has a minimum of a high school education (U.S. Census Bureau American FactFinder, 2009 Estimates); 49.7% of county residents 25 years and older have a high school diploma or less education. School dropout rates (grades 9-12) range from 1.9% in Supervisorial Districts 2 and 3 to 2.5% in Districts 1 and 4, and a high of 4.3% in District 5 (Riverside County Office of Education.) The second highest ranked problem reported by survey respondents is the inability to get accepted into higher education institutions or critical core classes. Fewer students are being accepted because budget cuts have reduced the number of class offerings. The increasing cost of tuition, books, and other school supports continue to be a barrier to higher education. CAP Riverside is a strong proponent of education, especially post-secondary education. The agency encourages high school youth who participate in the Pre-Apprenticeship Program to remain in school and seek higher education. CAP Riverside partners with local school districts to provide after school mentoring/tutoring, homework assistance, and enrichment activities. CAP Riverside also works with its academic partners through its matched savings incentive program, Riverside County Individual Development Account (RivCo.IDA), to help participants secure enrollment in school.

HEALTH

Approximately 86,000 uninsured children and 261,000 uninsured nonelderly adults reside in Riverside County. With the increasing unemployment rate, health coverage and meeting health needs creates an adverse domino effect on low-income populations. DPSS reports that since January 2010, there has been a 13% increase in people receiving Medi-Cal. CAP Riverside partners with services, such as the Community Health Clinic Systems, who provide free to low-fee medical and dental services for very poor families and children.

NUTRITION

Riverside County ranks 14 out of 58 California counties in food stamp utilization. This means that approximately 155,665 (72.7%) eligible families lack food security in the county. Riverside County ranks 35 out of 58 in School Breakfast Program enrollments. DPSS reports that since January 2010, there has been a 21% increase in people receiving non-assistance food stamps and a 14% increase in people receiving public assistance and food stamps. Many residents in the desert region of the county live in what is termed a food desert -- communities where full-service grocery stores are not accessible. In some communities in Riverside County, the closest market is twenty-two miles away. Results of the survey report indicate that for residents in other areas of the county, the average distance from a full-service grocery store is two miles. To address food insecurity, CAP Riverside partners with healthy living programs to provide food supports to program graduates.

HOUSING CONDITIONS

Currently in Riverside County, 1 in every 7 housing units is in foreclosure according to RealtyTrac (Feb 2009). The median mortgage payment in Riverside County is \$2,100 according to the U.S. Census Bureau American FactFinder, 2009 Estimates. Although severe changes in the economy have impacted the housing market, in recent years RivCo.IDA homeownership savers have been able to realize their dream of purchasing a home. This has been accomplished through careful case management and financial management, along with lower housing costs and interest, and more intensive homeownership counseling provided by lenders and community services. Financial partners have increased the number of free workshops on foreclosures, budgeting through the financial crisis, and starting-over after foreclosure. Respondents to the 2011 Community Assessment Survey rated the ability to get safe and affordable housing as being good.

HOMELESSNESS

According to the 2009 County of Riverside Homeless Count and Survey, there are 3,366 homeless people on a given day in the County of Riverside; annually, that's over 11,000 people. More than 1 out of 5 (1,091 or 23%) homeless people are children under the age of 18 years. Women and children together make up almost half (2,231 or 46.6%) of the homeless population. CAP Riverside is a participating member of the county's taskforce to develop and monitor a "10-Year Strategy to End Homelessness" to address the needs of the homeless.

CRIME RATES / DELINQUENCY

The Riverside County District Attorney's Office estimates 11,000 gang members belong to 341 identified gangs in Riverside County. According to a 2007-08 Safe & Healthy Kids Program report, Riverside County's truancy rate is 34% compared to the state average of 26% and Riverside County school expulsions and suspensions account for 10% of the state's total expulsions

and suspensions. Almost 90% or 9 out of 10 persons arrested each year in Riverside County come from poverty households. CAP Riverside collaborates with schools and youth programs who provide alternative, safe, and healthy intervention activities. CAP Riverside's Dispute Resolution Center has trained over 400 students as peer mediators from 25 high schools and middle schools to reduce school-place violence.

COMMUNITY INVOLVEMENT

CAP Riverside relies on a cadre of volunteers dedicated to meeting the needs of their communities. In 2010, these volunteers have served over 35,000 hours, many of who were repeat volunteers. Volunteers serve in programs such as free tax preparation, mediation (community and court), energy clinics, Cool and Warm Centers, disaster relief, after school programs, family self-sufficiency (allies), instructors, application reviewers, etc. The agency has noted a decline in the number of volunteer hours served. In comparison to 2009 statistics, where over 40,000 hours were served, hours served in 2010 declined by 13%. This is largely attributed to the shift from volunteers being contributors to their community to becoming recipients of services and resources. Job hunting and/or retention has also become a primary focus.

CAP Riverside is a Certifying Organization for the President's Volunteer Service Award (PVSA) - - a national award from the White House that recognizes community volunteerism of all ages. As a Certifying Organization, CAP Riverside can validate and order awards for any entity in Riverside County that uses volunteers and tracks their hours. In 2010, CAP Riverside awarded 210 volunteers a PVSA pin and certificate in recognition of their time and support.

B. 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 the agency has established linkages with those service providers.

The Volunteer Center of Riverside County, managers of the Riverside County 2-1-1 community resource telephone hotline, documents as of March 2011 that there are over 910 public, private and faith-based agencies providing almost 3,000 programs and 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; and Organizational/Community Services. 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. In the 2-1-1 Riverside County Semi-Annual Report for July 2010 to December 2010, 2-1-1- reports that in fiscal year 2009-2010, they received over 76,000 calls; up by 17% from the previous year. Rent payment, utility assistance, and housing/shelter are the highest referred services. CAP

Riverside is a listed reference in 2-1-1 and refers customers to 2-1-1. CAP Riverside also partners with many of the listed references.

PARTNERS

CAP Riverside leverages the resources of over 450 community partners, of which 75 are faith-based (2010 CSD-801 CSBG/NPI Program Report), via referrals to provide services that CAP Riverside does not directly provide or sub-contracts. This diverse partnership includes public and private low-income service providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, Head Start, child care centers, public transportation agencies, health centers, financial institutions, private enterprises, community centers, 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 established formal partnerships with service providers, some of which are contracted via a competitive bid Request for Proposals (RFP) process.

C. The agency's plan for regularly reviewing and revising the Community Information Profile. In particular, describe how the agency ensures that the most current data and relevant factors are included.

In addition to conducting biannual community assessments, CAP Riverside utilizes third-party assessments initiated by its partners. Agencies such as the Riverside County Homeless Unit, the United Way of the Inland Valleys, and the Riverside County Head Start Program conduct countywide assessments that are reviewed and incorporated into the CAP Riverside assessment review process. CAP Riverside maintains ongoing communication with key stakeholders through phone calls, community meetings, and other one-to-one dialogues to track trends in community needs. A review of the needs of low-income residents is also assessed through point-of-service customer satisfaction surveys, workshop surveys, and community training evaluations. Secondary data is used with the recognition that this type of data reports information in a less timely fashion, such as the United States Census. CAP Riverside obtains 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; the National Economic Development and Law Center; and various advocacy groups on homelessness, asset development, youth mentoring, legal services, and poverty in general.

CAP Riverside convenes regular reviews of the agency's strategic plan which takes into consideration developing trends and changes in the service population. The CAP Riverside Planning Division is charged with coordinating the review which includes Senior Management and Program Managers. The

Commission reviews the strategic plan on an annual basis to make programmatic decisions. These two review processes generate updates to the Community Information Profile and sets the foundation for the next Community Action Plan (Plan).

- 2. Needs Assessment: Describes local poverty-related needs, with further identification and prioritization of the eligible activities to be funded by CSBG. It also serves as the basis for the agency's goals, problem statement(s) and program delivery strategy(s).**

The Needs Assessment should analyze the demographic and economic conditions and other poverty-related factors identified in your Community Information Profile.

Attach the agency's Needs Assessment which must include corresponding heading (i.e., Needs Assessment), sequence, and description of:

- A. Assessment of existing resources providing the minimum services listed in Government Code section 12745(f). These services shall include, but shall not be limited to, all of the following:**

- i. 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.**

CAP Riverside partners with both public and private agencies that provide support to customers who require assistance completing applications and collecting documents. These partners include Habitat for Humanity, a network of over 200 energy clinic partners, and a network of 75 faith-based organizations. All applications are published in English and Spanish. Most partners, like CAP Riverside, hire bi-lingual staff to assist customers with limited English language skills. Staff translators for non-English languages, such as Spanish, are readily available through CAP Riverside or other referral partners. The Community Access Center and Blindness Support are two partners who assist disabled customers countywide. Services include software and equipment for the vision-impaired, 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. Applications for CAP Riverside services are available through its partners, its Cool and Warm Centers, other county departments such as libraries, the Department of Public Social Services, Welfare-to-Work Program, Food Stamps, Women, Infant and Children Nutrition Program (WIC), Public Health, Office on Aging, Family Resources Centers, and outreach events.

CAP Riverside conducts home visits to assist seniors and the disabled complete applications. Applications are available via CAP Riverside's website at www.capriverside.org. Programs such as RivCo, IDA hosts orientations to assist residents in completing their applications. CAP Riverside has three satellite offices throughout the county where residents can receive assistance with completing program applications.

As part of the application process, 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 in collecting, organizing and storing important documents. This practice of promoting storage of important documents started with migrant farm workers as CAP Riverside conducted energy clinics in the fields. It is now a regular service of CAP Riverside.

ii. **A service to explain program requirements and client responsibilities in programs serving the poor.**

As stated in I.B.2.A.a. above, CAP Riverside enlists the aide of its partners to assist the poor in completing applications. This assistance includes explaining program requirements, identifying customer eligibility, and defining customer responsibilities. CAP Riverside trains its community partners (energy clinics, Cool/Warm Centers, Faith-based organizations, etc.) on the specific eligibility requirements for its various programs. CAP Riverside readily provides technical assistance to any organization desiring to assist customers with completing CAP Riverside program applications. All applications, instructions, program information and benefits are published in English and Spanish. Programs such as RivCo, IDA and Project B.L.I.S.S. host orientations to explain program requirements. CAP Riverside has three satellite offices throughout the county where residents can receive assistance with completing program applications. Program requirements and customers' responsibilities are explained during CAP Riverside presentations at community fairs, meetings, events, and workshops.

iii. **A service to provide transportation, when necessary and possible.**

The 2011 Community Assessment Survey has substantiated that reliable and affordable transportation is a challenge for the poor in Riverside County. With the cost of gasoline over \$4.00 per gallon, people are forced to choose between basic needs; driving to get help for a utility shut-off notice or driving to pick up a box of food.

There are currently fifteen programs countywide that provide free to low-cost transportation services to eligible residents (low-income, disabled and elderly.) CAP Riverside participates in marketing and outreach to advertise these services to its customers. The Commission established a countywide transportation task force to advocate for transportation needs of low-income residents. Two commissioners continue to serve on the task force and report back to the full Commission.

The CAP Mobile is CAP Riverside on wheels. It provides outreach at community resource fairs and events. Equipped with computers, wireless internet access, and a photocopier/printer/fax, it enables staff to take

services to isolated underserved residents living in rural and remote parts of the county. Staff can meet with customers one-on-one or in groups up to fifteen. The unit hosts free tax preparation during tax season, mobile energy clinics to utility assistance and weatherization applications, and provides disaster relief services.

- iv. **A service which does all things necessary to make the programs accessible to the poor, so that they may become self-sufficient.** CAP Riverside has implemented a comprehensive outreach / marketing effort to provide program information county-wide including: information and referrals to all social service programs; distribution of handout materials such as flyers, posters, and brochures; program information, applications, and application assistance provided at three satellite offices; links to programs on its website; one-to-one access through its traveling CAP Mobile; etc. CAP Riverside publications, applications, forms, and brochures are printed in both English and Spanish. CAP Riverside actively promotes outreach for the Riverside County 2-1-1 information telephone hotline. CAP Riverside forwards information updates about community resources to 2-1-1.

All CAP Riverside staff are trained to research social services resources for their customers or public inquiries. No needs are left unaddressed. They are either referred to the appropriate in-house program or referred to a community partner.

B. 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 collaboratives to address current and emerging issues that challenge those in need. 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. This has been extremely helpful as partners are confronted with moderate to severe budget cuts. CAP Riverside recently distributed informational letters describing the impact of the CSBG on the community at large. The impact magnified the significance of partnership leveraging.

These collaborative efforts increase the community awareness of problems and causes of poverty. The sharing of resources and information maximizes the effectiveness of services and eliminates unnecessary duplication of services. Most partners conduct community assessments specific to their mission. Trend analyses are shared and watched collectively. CAP staff serve on local boards to ensure proactive knowledge of concerns (e.g.,

Riverside County Child Care Consortium Board, State of California Local Planning Commission-Riverside County, the Workforce Investment Board, etc.) CAP Riverside provides training and technical assistance to agencies and partners countywide to further build the community’s capacity to deliver effective services.

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

CAP Riverside developed a Community Blueprint to End Poverty (The Blueprint) (see Appendix I) to identify four key agency strategies that are aligned with the six national Results Oriented Management and Accountability (ROMA) goals. These goals are the foundation of the National Performance Indicators for community action agencies. 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 asset / wealth-building programs such as RivCo.IDA, the Earned Income Tax Credit (EITC) Program, and Project B.L.I.S.S. (Building Links to Impact Self-Sufficiency). Medium-impact programs provide resources and training whose impact on ending poverty in a participant’s life is realized in the immediate future. Such programs include after school mentoring/tutoring, work place mentoring for youth, and mediation services. Low-impact services, such as utility bill payment assistance, do not directly move people out of poverty. However, they reduce crises that prevent people from setting and achieving long-range self-sufficiency goals, and provide a point of entry for poor residents to access medium and high-impact programs.

The Commission and CAP Riverside prioritize, via the Plan, programs, activities and partnerships first based on needs documented by the community assessment process and then by impact level. High impact programs generally provide the best Return on Investment (ROI). Consideration is given to the feasibility of providing direct services or whether the problem is best addressed with networking with partners. The Planning, Evaluation and Finance (PE&F) Sub-committee of the Commission reviews the program recommendations made by staff and moves the Plan forward to the full Commission for action. The Plan is ratified by the Commission and then moved forward to the Board of Supervisors for county approval and contract.

D. The process the agency utilizes to collect the most applicable information to be included as part of the needs assessment. In particular, describe how the agency ensures that the needs assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the community action plan.

CAP Riverside takes the community needs assessment process beyond the compliance level by incorporating the results into ongoing program development, trend setting, resource sharing, and strategic planning. This enables CAP Riverside to develop innovative and new solutions to old problems. To do this, CAP Riverside uses three data-sets to establish local community strengths and challenges: 1) Primary data collected via a first person survey; 2) secondary data collected from the U.S. Census, city and county resources, geographic information systems, California Department of Education, California Department of Labor, etc.; and 3) third party data collected through assessments conducted by other organizations such as United Way, Head Start, the DPSS, DPSS Homeless Division, the Commission of Family and Children/1st Five Riverside, the Riverside County Office of Education, the Riverside County Office on Aging, and the Riverside County General Plan.

Primary Data – Community Assessment

CAP Riverside gathers Primary data by:

- asking low-income people through a countywide survey what they feel is important to them and their families;
- engaging in one-to-one and group conversations/dialogues;
- analyzing the type of inquiries received by staff;
- monitoring the type of referrals made by staff; and,
- collaborating with other service providers to identify important poverty issues.

CAP Riverside takes a partnership approach to conducting countywide community assessments. Partners are engaged in a multi-method assessment: 1) face-to-face surveys; 2) distribution of surveys by mail or office counter; and 3) focus groups / community meetings. Partners share the resulting data.

Survey Instrument / Distribution:

CAP Riverside developed a survey that could be easily distributed countywide. The survey was two-pages and contained a mix of Likert scale quantitative and open-ended qualitative (narrative) questions. These open-ended questions allowed respondents to personalize their feedback to share what was important to them. Narratives were coded for themes and topics such as employment, housing, healthcare, transportation, etc. CAP Riverside distributed 7,506 English and Spanish surveys via partners and programs who serve low-income residents, seniors, the disabled, veterans, and families with very young children. A total of 2,350 surveys were returned creating a 31% return rate. District 1 had the highest rate of return followed by Districts 5, 4, 2 and 3.

The focus of the surveys and community meetings was on how the economic downturn is currently impacting low-income people, service providers, and the

community-at-large. The survey looked at the strengths of the targeted stakeholders, as well as the challenges they face. Respondents were invited to share any new issues of which community should be aware. CAP Riverside Program Managers and commissioners engaged the public in dialogue about poverty at community focus group meetings; one held in each of the five supervisorial districts. Discussion questions were generated based on the top three challenges identified in survey results which were: 1) Employment (unemployment and underemployment); 2) Education – inability to enroll and increasing cost; and 3) Social Services – lack of access to and knowledge of available community resources. This feedback helped to give the stories behind the numbers.

Results: Demographics

Survey results show that the majority of the respondents were female aged 25 to 35. The majority of respondents were married, white and of hispanic ethnicity. The household size averaged two children and two adults. Five percent of respondents were veterans. Over 20% of the respondents had a yearly income of \$0 to \$7,000.

Results: Services

Only 40% of the respondents had used CAP Riverside services before with 21% having used it once. On a scale of 1 to 10 with 10 being “Very Good,” respondents rated services as follows: satisfaction with CAP Riverside services at “8”; ability to get safe and affordable housing at “7”; ability to get safe and affordable child care at “7”; and accessibility to a full-service grocery store at “8”. The average distance from a full-service grocery store was two miles.

Results: Challenges to Poverty

Respondents were asked several questions about what they thought would help get people out of poverty, what has improved their lives over the past two years, and what had hindered them in the past two years. The top ten factors were as follows:

Help out of Poverty	Improved My Life	Hindered My Life
Employment	Employment	Employment
Social Service Programs	Social Services	Finances
Education	Education	Education
Economy	Family Situation	Economy
Affordable Housing	Housing	Health
Support	Finances	Cost of Living
Budgeting	Relocation	Personal Situation
Cost of Living	Personal Situation	Child Care
Morale	Religious	Disability
Decrease Taxes	Budgeting	Transportation

Results: Quality of Life

Quality of life statements were asked with a “Disagree” or “Agree” response.

- 1,219 (62%) do not feel that their families are better off than they were two years ago.
- 1,542 (79%) feel that their family's income is not enough to meet their needs and have some left over.
- 1,020 (52%) do not have enough money or resources to buy food to last through the month.
- 1,608 (82%) cannot get a cash loan whenever they need it.
- 1,010 (51%) can get medical or dental care whenever they need it (note, however that 953 (49%) cannot get medical or dental care whenever they need it.)
- 1,366 (73%) feel that their transportation is reliable.
- 1,331 (71%) feel that their neighborhood is safe enough for their children to play outside.
- 1,134 (63%) feel that education after high school is not affordable.
- 1,032 (65%) feel that they can send their children to safe after school programs.
- 1,170 (64%) do not know where to go for help.

Results: Community Focus Groups:

Community Focus Group meetings were held to discuss the top three challenges to getting out of poverty that arose from the survey results. Those top three challenges were: 1) employment; 2) education; and 3) Social Services. As the topics were discussed, the most surprising revelation was the lack of access to education. In the past, the challenge centered around affordability of education. Today, people are concerned that they are being “locked out” of school by the decrease in entry slots and class offerings. Many people cannot enroll in a prerequisite class of a multi-course/multi-year program, thereby having to sit-out a year until the class becomes available again. This is increasing the number of years it takes to complete a degree.

The issue of employment centered around unemployment and underemployment. This has not changed since the last community assessment. A major concern expressed in this assessment is the decrease in job training opportunities. With recent budget cuts to CAP Riverside's employment partners, customers are finding themselves without employment, without unemployment benefits, and no job training and placement.

As the economic crisis and budget cuts impact available services, residents are finding that listings and information are not up-to-date. Many “newly poor” residents are not aware of the 2-1-1 hotline. Even 2-1-1, with its reduction in funding, is unable to update the hotline as frequently as it likes and has discontinued its on-line database where customers and partners can look up information on their own. People in the focus groups voiced frustration with not being able to connect with the right people at the right telephone numbers.

Though transportation was not one of the top three challenges to discuss, the rising cost of gas and lack of accessible public transportation was frequently introduced as a barrier to gaining and keeping employment. The high cost of gas and increase in fares of transportation services such as Dial-A-Ride is forcing low-income seniors to choose between services. They may have enough gas to travel to one service and must choose between getting their utilities paid, getting a free box of food, or getting to a medical appointment. CAP Riverside makes home visits to seniors to collect applications for utility bill payment assistance. They refer seniors to partners discounted or free transportation service, such as the Riverside County Office On Aging's Transportation Reimbursement Information Project (TRIP); a program that reimburses expenses to volunteer drivers who assist seniors with various errands such as doctor visits, grocery shopping, etc.

E. The agency's plan for regularly reviewing and revising the needs assessment.

Results of previous community assessment surveys are regularly used to augment CAP Riverside's program development processes, grant writing and fund development, advocacy efforts, and strategic planning process. These processes are performed as a part of CAP Riverside's ongoing development procedures. Survey results are supplemented with information gathered on a monthly basis from other periodic reports such as program reports, U.S. Census updates, point-of-contact customer satisfaction surveys, program and workshop evaluations, as well as information shared by community partners and gleaned from local secondary data sources. As new information is gathered and compared to survey data, CAP Riverside updates, revises, and formulates questions to stay current with economic and socioeconomic trends and changes. CAP Riverside also regularly reviews survey instruments used by and findings written by partners to capture best practices and relevant questions. CAP Riverside's survey instrument is reviewed annually by the PE&F sub-committee of the Commission of whose membership includes representatives from higher education, federal government, and local human relations councils.

REQUIREMENT 2
2012/2013 STATEWIDE PRIORITY/STRATEGY STATEMENT
Government Code Section 12745(e)

The department may prescribe statewide priorities among eligible activities or strategies that shall be considered and addressed in the local planning process and described in the community action plan submitted to the state. Each eligible entity shall be authorized to set its own program priorities in conformance to its own determination of local needs. (Government Code 12745(e))

Does the Agency accept the Family Self-Sufficiency Statewide Priority? Yes No
(If "No", answer question 3)

1. What is the agency's definition of Family Self-Sufficiency?

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.

2. Describe the strategies utilized to support and achieve the Family Self-Sufficiency priority.

CAP Riverside, since its inception in 1979, has focused on the goal of ending poverty through education, wealth building, advocacy, community organizing, and maximum feasible participation as identified in its Community Blueprint to End Poverty (The Blueprint) (Appendix I). CAP Riverside's goal is to develop and strengthen internal programs and establish community partnerships that will produce high-impact programs designed to end poverty in Riverside County.

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" insures that low-income people are empowered as active and accountable citizens in their communities. This commitment is supported by specific strategies: 1) CAP Riverside's countywide Community Needs Assessment 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" - - Riverside County without poverty) 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) developing measurable results that use outcome evaluation supported by Results Oriented Management and Accountability (ROMA).

CAP Riverside utilizes strategies to support and achieve the Family Self-Sufficiency priorities reflected in the strategies of 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); and
- Advocacy for low-income people that will empower them to reach and maintain levels of self-sufficiency

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

N/A

**REQUIREMENT 3
FEDERAL ASSURANCES
COATES Human Services Reauthorization Act of 1998: Public Law 105-285**

In an attachment, with corresponding headings and sequence (i.e., 1. Section 676(b)(1)(A), vii:), identify and provide a narrative description for the agency activities, as applicable, in accordance with the Federal Assurances 676(b)(1)(A-C).

1. 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. 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);

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.

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).

Attach a narrative description, with corresponding headings (i.e., 1. Section 676(b)(4):), of the agency activities for each of the Federal Assurances listed below:

Section	Services
<p>1. Section 676(b)(4):</p>	<p>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.</p> <p>CAP Riverside coordinates with community and faith-based organizations and public institutions to help provide food security and customer referrals countywide. In 2009, CAP Riverside awarded a CSBG-ARRA grant to the Riverside County Department of Public Health Nutrition Services to continue a food security hot-line for people looking for free to low-fee food resources; to sustain a network of nutrition and food providers; and to create a web-based network of community gardens. These services have been sustained post-ARRA by the health department and are a viable referral resource for CAP Riverside. Utilizing a 2010 CSBG discretionary grant, CAP Riverside provided food supports of food vouchers, energy efficient slow cookers with a cookbook, and supervisorial district-based food resource directories to graduates of healthy living programs, home-bound seniors, the disabled, veterans, and families with very young children. CAP Riverside staff serve on two countywide nutrition and food support networks.</p>
<p>2. Section 676(b)(5):</p>	<p>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</p>

Section	Services
	<p>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.</p> <p>CAP Riverside was established by the Riverside County Board of Supervisors as the expert on poverty-related issues in Riverside County and the official anti-poverty agency for the county. CAP Riverside serves as the lead agency and/or member of networks, collaboratives and boards that provide services to the poor in Riverside County. This facilitates the agency’s efforts to leverage, coordinate, centralize, and share resources and funds to move people out of poverty. These linkages cover all service constructs such as:</p> <ul style="list-style-type: none"> • <u>child care</u>: board member of Riverside County Child Care Consortium and Local Planning Council • <u>youth mentoring/tutoring</u>: lead agency of Riverside County Mentor Collaborative – RCMC; member Youth Opportunity Council and PRIME Time after school programs • <u>employment and employment training</u>: board member Workforce Investment Board – WIB • <u>alternative dispute resolution</u>: board member, National Association of Mediation • <u>health</u>: board member Riverside County Community Health Centers Board • <u>nutrition and food security</u>: member Desert Sierra Health Nutrition Collaborative • <u>disaster preparedness and relief</u>: member Riverside County Emergency Services Collaborative • <u>low-income loans and small business development</u>: board member Community Investment Corporation (CIC) a Community Development Financial Institution (CDFI) • <u>energy</u>: founder and lead agency Energy Task Force <p>CAP Riverside partners with the Riverside County Department of Public Social Services (DPSS) and its various welfare-related divisions to provide resources and opportunities for recipients of public assistance. This includes reserving slots in CAP Riverside’s matched savings incentive program, Riverside County Individual Development Accounts (RivCo.IDA) and recruiting welfare-to-work participants into job training programs such as certified tax preparers.</p>

Section	Services
	<p>CAP Riverside commissioners also serve on numerous community boards, networks, and collaboratives extending CAP Riverside's linkages further into the community. Commissioners also serve on various City Councils and as Mayor Pro-Tem.</p>
<p>3. Section 676(b)(6):</p>	<p>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.</p> <p>CAP Riverside serves on the Low-Income Home Energy Assistance Program (LiHEAP) Providers Committee that helps to coordinate LiHEAP services and programs statewide. CAP Riverside also works closely with the California Public Utilities Commission to ensure equitable energy-related policies and services for the poor statewide. CAP Riverside created the Riverside County Energy Task Force to ensure equitable energy-related policies and services for the poor countywide. Energy Task Force members include representatives from elected officials, office of emergency services, Department of Public Health, and other energy-related entities.</p> <p>CAP Riverside ensures that emergency energy services are delivered countywide by partnering with over 100 community and faith-based partners to provide utility bill payment assistance and weatherization application opportunities and referrals for eligible low-income residents. Opportunities include energy clinics held at the facilities of partners located in identified poverty pockets throughout the county. Pockets are identified by U.S. Census Bureau data mapped by Geographic Information System (G.I.S.). Outreach is scheduled based on poverty density reflected by the G.I.S. mapping. The CAP Mobile is used to reach residents who live in rural isolated areas of the county.</p>
<p>4. Section 676(b)(9):</p>	<p>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.</p> <p>CAP Riverside coordinates with over 450 community partners to leverage funds, staff, and other resources to assist low-income residents. This diverse network of partners includes multi-level referrals between public and private sector social service</p>

Section	Services
	<p>providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, after school programs, healthy living and nutrition programs, disaster preparedness services, job placement and training programs, veterans services, Head Start, child care centers and providers, services for the disabled, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc. An example of such partnerships is CAP Riverside's ongoing recruitment of faith-based organizations to facilitate its Project B.L.I.S.S. (Building Links to Impact Self-sufficiency) which develops Circles - - small groups consisting of a working poor family and three to five community volunteers who work with the family to help them become self-sufficient.</p>
<p>5. Section 676(b)(10):</p>	<p>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.</p> <p>The Commission is CAP Riverside's administrative board and oversees the activities and policies of the agency. The tri-partite Commission includes five members from the public sector, five members from the private sector, and five 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.</p> <p>Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be selected, they can submit a petition to the Membership Sub-committee of the Commission. The Membership Sub-committee reviews the petition to determine if it has merit and then forwards to the full Commission, with recommendations, as an Action Item.</p>
<p>6. Section 676(b)(12):</p>	<p>All eligible entities, will no 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</p>

Section	Services
	<p>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.</p> <p>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 document the change in low-income lives and communities. 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. Commissioners have received ROMA training which aides them in better understanding programmatic and financial reports.</p> <p>At the end of 2011, six of the eight senior and program managers will be Certified Community Action Professionals (CCAPs) who are knowledgable and proficient in ROMA.</p>
<p>7. Section 678D(a)(1) (B):</p>	<p>Ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds under this subtitle.</p> <p>In accordance with accounting standards and requirements of the Office of Management and Budget (OMB) Circulars, CAP Riverside utilizes a cost allocation plan to ensure equitable distribution of expenditures across all Federal/State grants. Direct expenditures are identified by individual program codes and are tracked accordingly.</p> <p>As a governmental agency CAP Riverside adheres to the policies and procedures set forth by the County of Riverside in their Standard Practice Manual. The County's procurement policy requires a competitive bid process for its vendors and a thorough financial background check process is conducted. Sub-contractors are monitored on a regular basis to ensure compliance with all contract and OMB requirements.</p>

Section	Services
<p>8. Section 676(b)(3) (A):</p>	<p>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.</p> <p>The CAP Riverside service delivery system follows three parallel avenues: 1) programs directly administered by CAP Riverside (in-house); 2) programs funded by CAP Riverside through a Request for Proposal process (RFP) (sub-contracted); and 3) programs established as “demonstration” programs. Participants are encouraged to cross-enroll in programs to maximize resources for obtaining self-sufficiency.</p> <p>In-house programs include: Energy Services (utility bill assistance, energy conservation education, and weatherization); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); green jobs training for foster youth (GREEN TEAMWorks); Earned Income Tax Credit (EITC), Free Tax Preparation Program, and year-round free tax-preparation; matched savings incentives (Individual Development Accounts); family self-sufficiency (Project B.L.I.S.S. - Building Links to Impact Self-Sufficiency); disaster preparedness and relief (Cool / Warm Centers, etc.); capacity building training and technical assistance for organizations (CAP Academy); food supports for healthy living programs; racial equity training.</p> <p>CAP Riverside sub-contracts services to cover challenges identified by its needs assessment. Sub-contracting is conducted by the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. Commissioners serve on the RFP/Q review committee to ensure selected proposals are reflective of CAP Riverside's mission and goals. For example, CAP Riverside sub-contracts its after school mentoring/tutoring program for middle school youth (Project L.E.A.D. - - Linking Education, Advocacy, and Development). Other examples include: services that help maintain seniors in their mobile homes by bringing the exteriors up to county code; free medical and dental services for extremely low-income and homeless families; healthy living training for families; mentoring, coaching, and technical assistance for small businesses; and low-income loans for families and small businesses. Sub-contracting is dependent upon available CSBG funds.</p>

Section	Services
	<p>Demonstration programs are kept in-house for approximately two to three years. They are generally spun-off into community as they become stable and more established. An example of this is Project L.E.A.D. which originated in-house and is currently sub-contracted.</p> <p>CAP Riverside incorporates community referrals to outside programs and services as a part of its service delivery strategies.</p>
<p>9. Section 676(b)(3) (B):</p>	<p>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.</p> <p>CAP Riverside uses its community needs assessment to determine what can be addressed via the agency's service delivery strategies and what must be referred out. All staff are trained to make referrals to help meet customers' needs. Customers are also directed to the County's 2-1-1 information line. All in-house programs provide supplemental information about community resources that will enhance CAP Riverside program benefits.</p> <p>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 and poverty pockets 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 and utility payment assistance. CAP Riverside provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.</p>

Section	Services
	<p>Long-term programs (six months to twenty-four months or more), such as RivCo.IDA, Project B.L.I.S.S., GREEN TEAMWorks, and Pre-Apprenticeship, include one-on-one case management between the Program Manager and the participants. Follow-up is documented in participants' files as they are guided by the Program Manager. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. Graduates of these programs are encouraged to partner with CAP Riverside to provide testimonials to new participants, to teach workshops, or to become program volunteers.</p> <p>Short-term projects(one month to five months) include emergency energy-related referrals from the Office on Aging. There are some seniors who require extensive weatherization services for their dwelling, which includes an immediate need of replacing the cooling and/pr heating system. Failure in these systems pose a serious health threat. CAP Riverside uses ECIP funds to immediately install new systems. The additional weatherization work is scheduled and monitored by CAP Riverside. CAP Riverside, in partnership with the Office on Aging, facilitates a wrap-around service approach by determining other needs of the family and making appropriate referrals. The agency stays in contact with the Office on Aging and the customer to ensure needs are successfully addressed.</p>
<p>10. Section 676(b)(3) (C):</p>	<p>Provide a description of how funds made available through grants under section 675C(a) will be coordinated with other public and private resources.</p> <p>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.</p>
<p>11. Section 676(b)(3) (D):</p>	<p>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.</p>

Section	Services
	<p>CAP Riverside’s family self-sufficiency program is Project B.L.I.S.S. (Building Links to Impact Self-Sufficiency). It is an innovative project that incorporates the national Move the Mountain Circles strategies. A Circle is a small group of individuals (3-5) who are in a position to help a family in poverty acquire the ability to overcome the barriers to ending poverty in their life, such as obtaining a living wage job, obtaining better education, developing better communication and interpersonal skills, and developing better parenting skills. Circles act as friends, offering encouragement, material and non-material assistance to help the family move out of poverty.</p> <p>CAP Riverside has established Guiding Coalitions in East and West County to facilitate the success of Circles. A Guiding Coalition is a dedicated group of twelve to twenty 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 are charged with changing policies, generating resources and providing advisory leadership for the Coalition during its formative stages. The coalitions conduct community meetings that focus on priority issues for families (education, financial management, family/parenting skills, etc.).</p>

**REQUIREMENT 4
 STATE ASSURANCES
 California Government Code**

Attach a narrative description, with corresponding headings (i.e., 1. Section 12730(h):), of how your agency is meeting the State Assurances listed below:

Section	Services
<p>1. Section 12730(h):</p>	<p>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 (TANF) 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.</p> <p>CAP Riverside's 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. Another example is the reservation of IDA program slots for TANF (Temporary Assistance for Needy Families) participants.</p>
<p>2. Section 12747(a):</p>	<p>Community action plans shall provide for the contingency of 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.</p> <p>CAP Riverside recognizes that CSBG funds are subject to federal cuts. Depending on the extent of cuts to CSBG funding, CAP Riverside could potentially have to reduce and/or eliminate services and discontinue sub-contracting. To minimize the impact of such cuts on programs and services, CAP Riverside continually seeks new opportunities to partner with members of the private, public, community and faith-based sectors to leverage funds with CSBG funds.</p>

Section	Services
	<p>Strategies, such as increasing community collaboration and using volunteers help to 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. (Linking Education, Advocacy and Education) after-school mentoring/tutoring program (cash and non-cash support from school districts), and Individual Development Accounts (IDA) low-income matched savings incentive program (local private matches).</p> <p>A fee-for-service could be considered when funding options are limited. Currently, the Dispute Resolution Center charges a fee for its mediation training workshops. Many attendees of mediation training are not low-income and are able and willing to pay the training fees, which are still below the fees for mediation training offered by other resources. A modest fee is charged for workshops conducted by the Community Action Academy to help cover materials costs.</p> <p>In addition to identifying new sources of revenue, CAP Riverside will work closely with its Commission to minimize the impact of funding reductions. Programs will be examined by reviewing individual programs' Return-On-Investment (ROI - - dollars invested compared to outcomes achieved). Commissioners will set priorities to address 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.</p> <p>CAP Riverside is closely involved in asset / wealth building through its Individual Development Account (IDA) and Earned Income Tax Credit (EITC) Free Tax Preparation programs. 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.</p> <p>CAP Riverside is a public community action agency and therefore is often ineligible for many private sector funding opportunities. CAP Riverside will continue to partner with its non-profit foundation, The Foundation for Economic Stability (FES), to research and secure funding for which it might otherwise be ineligible.</p> <p>In the event that funding cuts are severe, services such as youth employment, after school mentoring/tutoring, disaster preparedness and relief, capacity building workshops, and partnership leveraging</p>

Section	Services
	<p>could be eliminated. Other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of customers served.</p>
<p>3. Section 12760:</p>	<p>Community Action Agencies funded 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.</p> <p>CAP Riverside's collaboration with local partners promotes the sharing and streamlining of services countywide. This strategy aids to the cost-effectiveness, efficiency of service, and multi-sector approach to fostering self-sufficient behaviors in low-income families. CAP Riverside's participation on statewide, regional, and national boards (e.g., Community Action Committee, Region IX Community Action Association, National Community Action Partnership Board, etc.) further provides CAP Riverside the opportunity to provide leadership in coordinating service activities not only on the local level, but on state, regional, and national levels. This leadership includes indentifying emerging trends and collectively strategizing for beneficial solutions.</p>

**REQUIREMENT 5
DOCUMENTATION OF PUBLIC HEARING(S)
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. (Government Code 12747(d))

This section shall include the following:

- 1. Attach a narrative description of the 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 the service area(s).**

As a public community action agency, CAP Riverside submits each Plan to its governance board, the Riverside County Board of Supervisors, for approval. This occurs after the Commission has approved the Plan. A formal Public Hearing before the Board of Supervisors is scheduled. This is done via a request to the Riverside County Clerk of the Board to add the hearing to an upcoming public Board of Supervisors' general meeting. Time on the Board of Supervisors' agenda is allotted depending upon the purpose of the hearing; generally no more than ten minutes. Time is also reserved on the agenda for "Public Comments" where anyone from the community may sign-up to speak by submitting a "Speaking Request" card at the time of the meeting. CAP Riverside invites low-income representatives, Commissioners, program participants, staff, and partners to speak before the Board to share how CSBG and CAP Riverside have impacted their lives.

A "Public Notice" ad announcing the meeting is purchased in the newspaper with the largest countywide distribution. The public hearing is also publicized countywide via print and electronic press releases/public service announcements. Flyers and posters are distributed via CAP Riverside's extensive partnership network (450 partners) and mailing list (over 800 entries). Flyers and posters are also posted and distributed via libraries, community centers, public offices such as DPSS, Office on Aging, Public Health, senior centers, housing complexes, churches, and partners.

- 2. One copy of each public notice published in the media to advertise the public hearing.**
INSERTED AFTER 6/07/2011 Public Hearing (See Appendix II)

3. Attach a summary of all testimony presented by the poor and identify the following:

- **Was the testimony addressed in the CAP? (If so, indicate the page).**
- **If the testimony was not addressed in the CAP, provide an explanation.**

INSERTED AFTER 6/07/2011 Public Hearing

See Appendix III NOTE: all testimony will be addressed in the Plan

4. Attach a narrative description of other methods the agency used to gather information regarding the needs of the community (i.e. surveys, public forums, etc).

CAP Riverside hosted five formal community focus group meetings to seek feedback from the community-at-large about issues and challenges reflected in the results of the community assessment survey. These meetings were scheduled in each of the supervisorial districts. Focus group meetings were also held at the end of six energy clinics. CAP Riverside also reviewed results provided throughout the year from customer satisfaction surveys, letters, program evaluations and workshop evaluations.

REQUIREMENT 6 MONITORING & EVALUATION PLAN

Attach a narrative description of the specific method(s) of evaluation, frequency, and monitoring that ensures program and fiscal performance in accordance with the objectives in the agency's Community Action Plan.

The monitoring and evaluation plan shall ensure the following:

1. Data is collected to measure the progress of the agencies goals.

CAP Riverside utilizes various mechanisms countywide for the collection and measurement of customer feedback, including:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.;
- Monthly program evaluation - - provides feedback from customers about services received;
- Workshop and training evaluation - - provide feedback on curriculum content, etc.;
- Semi-annual site visit to sub-contractors - conducted by CAP Riverside staff and Commissioners to verify programmatic data and contract compliance;
- One-to-one feedback and written testimonial from customers - - documented and shared at weekly staff meetings;
- Special event - - e.g. open house, community dialogues, etc. offers opportunities for feedback from a diverse group of stakeholders;
- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges;
- Customer complaint log - - provides nature of complaint, response time, and resolution; and
- Quality Assurance Review - - conducted by Senior Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

All programs start their contract year with evaluation tools that identify baselines (beginning points) for each program or service and a projection of expected results for both programmatic and financial reports. Participants are evaluated periodically throughout the contract term to assess the impact of the program on them. 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, field trips, graduation, special customer satisfaction surveys, etc.

Program Managers, including subcontractors, are required to prepare and submit monthly Program Progress Reports (PPRs) to CAP Riverside's Planning Division. These programmatic reports provide a desk audit of activity and is supplemented by semi-annual site visits. Planning Division staff prepare and submit semi-annual and

annual CSBG reports to the CAP Riverside Executive Director for approval. Approved reports are then submitted to the Commission for review and approval. This data collection and evaluation process provides an opportunity for CAP Riverside to obtain feedback from all agency stakeholders. CAP Riverside Planning Division staff and Commissioners also conduct periodic site visits to corroborate the performance evaluation.

2. Ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

CAP Riverside staff utilize the agency's electronic reporting system to stay informed about CSD programmatic and financial report due dates. All internal and contracted programs are required to submit scheduled reports to CAP Riverside's Planning Division. Notices are generated, based on the reporting system, by email to Program Managers and sub-contractors as to when reports are due. The reports include narratives, statistics, and financial data that document progress towards identified outcomes and outputs. All reports are reviewed and approved by CAP Riverside senior management. The Planning Division staff discuss successes and challenges with Program Managers and sub-contractors. Program modifications and corrective measures are implemented as deemed appropriate.

Data collected from monthly PPRs are used to generate CSBG programmatic reports to the State of California Department of Community Services and Development (CSD). CSD programmatic reports are generated by the CAP Riverside Planning Division and financial reports are generated by the CAP Riverside Accounting Division. Approved CSD programmatic reports are submitted to the Commission prior to submitting to CSD. Financial data are summarized and submitted to the Commission on a monthly Financial report. This inclusiveness allows all stakeholders to be a part of the review process.

ATTACHMENT A

CSD-801 CSBG/NPI PROGRAMS REPORT



**National Association for State
Community Services Programs**

National Performance Indicators Instruction Manual

For State Use in Completing the FY 2009 CSBG Information System Survey

May 2009

CSBG/NPI PROGRAMS REPORT INSTRUCTIONS

Background:

The CSD 801 report form is used as a Contract form and Progress reporting form. This form is used to establish projections and goals over the contract term. The Progress 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 (NASPCSP).

There are six OCS Goals which CSD is required to track and report outcomes to the NASPCSP 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.

Completing the NPI 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 under "CSD Contractors">CSBG>scroll to Resources>click on CSBG Resources link". The form can then be saved to your PC hard drive and completed. The CSD 801 is one (1) workbook that consists of twenty-six (26) worksheets. At the bottom of the excel screen will be tabs labeled for each goal (1-6) as well as instructions (2 pages) and the National Performance Indicator (NPI) guide (80 pages pdf.). To open the full pdf. NPI guide double click on the cover of the guide. 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.

Information in the following fields will automatically populate into all other tabs from the GOAL 1 tab, so please ensure accuracy when completing the below fields:

- Contract Number
- Report Month
- Submission Date
- Contractor's Name
- Contact Person and Title
- Phone Number
- E-mail
- Fax

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.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

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.)

Low-income residents lack job opportunities to increase their experience and income. Evidenced By: low-income residents' inability to secure employment Causes: lack of employment and job mentoring opportunities Who Is Affected: low-income high school youth, emancipated foster youth, adults, employers, and communities Location: Riverside County

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

Program Activities: CAP Riverside supports and promotes job placement and employment programs for low-income residents. Support includes networking opportunities, leveraging partnerships, technical assistance, and program monitoring. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, posters, brochures and mailings. CAP Riverside collaborates with school districts and the employment industry, especially small businesses of less than 10 employees. Delivery Strategies: 1.1.A. – provide job placement and workplace mentoring opportunities for high school youth, foster youth, and Project L.E.A.D. (Linking Education, Advocacy and Development) participants; and provide referrals to other community resources; 1.1.B. require participants to open and maintain a savings account for savings match incentives; provide soft job skills training and one-to-one mentoring through employer; monitor budgeting and savings activities.

National Performance Indicator 1.1 Employment 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 (#)	Reporting 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 (4/3=5) (%)
		Mid-Year	Annual				
A. Unemployed and obtained a job	88	Mid-Year					
		Annual					
B. Employed and maintained a job for a least 90 days	88	Mid-Year					
		Annual					
C. Employed and obtained an increase in employment income and/or benefits	10	Mid-Year					
		Annual					
D. Achieved "living wage" employment and/or benefits		Mid-Year					
		Annual					

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

		Mid-Year					
		Annual					

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.)

Problem Statement: Low-income individuals and families, high school youth and emancipated foster youth lack adequate job skills and training opportunities to secure employment or job advancement. They also lack resources to address financial household emergencies that threaten their focus and attendance at work. Evidenced By: low-income residents' inability to secure employment or promotions, inability to afford job training; and loss of employment due to absenteeism and personal distractions. Causes: limited job opportunities, limited low-cost or free job skills training programs, limited resources to assist with household emergencies. Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), low-income high school youth, emancipated foster youth, employers, and communities. Location: Riverside County

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

Program Activities: 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. **Delivery Strategies:** 1.2.A. – provide job skills training and workplace training/mentoring opportunities for low-income residents.

National Performance Indicator 1.2	1	2	3
Employment Supports	Number of Participants Projected to be Served for Contract Period (#)	Number of Participants Enrolled in Program(s) in Reporting Period (#)	Number of Participants Achieving Outcome in Reporting Period (#)
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 <u>one or more</u> of the following:	84	Reporting Period	
		Annual	
A. Obtained skills/competencies required for employment		Mid-Year	
		Annual	
B. Completed ABE/GED and received certificate or diploma		Mid-Year	
		Annual	
C. Completed post-secondary education program and obtained certificate or diploma		Mid-Year	
		Annual	
D. Enrolled children in "before" or "after" school programs		Mid-Year	
		Annual	
E. Obtained care for child or other dependant		Mid-Year	
		Annual	
F. Obtained access to reliable transportation and/or driver's license		Mid-Year	
		Annual	
G. Obtained health care services for themselves or a family member		Mid-Year	
		Annual	
H. Obtained safe and affordable housing		Mid-Year	
		Annual	
I. Obtained food assistance		Mid-Year	
		Annual	
J. Obtained non-emergency LIHEAP energy assistance		Mid-Year	
		Annual	
K. Obtained non-emergency WX energy assistance		Mid-Year	
		Annual	
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)		Mid-Year	
		Annual	
<i>In the rows below, please include any additional indicators for NPI 1.2 that were not captured above.</i>		Mid-Year	
		Annual	

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.)

Problem Statement: Low-income people lack wealth-building / asset-development skills and opportunities. Evidenced By: low-income people do not budget, use mainstream financial institutions, save money, or acquire assets Causes: 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, post-secondary education, and healthy financial lifestyles Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), and communities Location: Riverside County

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

Program Activities: 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, community events, flyers, posters, brochures and mailings. CAP Riverside collaborates with statewide and regional Earned Income Tax Credit (EITC) networks, public and private sector social services organizations, homeownership programs and the financial, business, and post-secondary education communities. **Delivery Strategies:** 1.3.A.1 – provide free tax preparation and promotion of tax credits through EITC and Volunteer Tax Preparation Assistance (VITA) Sites; 1.3.A.3 – facilitate enrollment in energy discount programs; 1.3.B.1 –1.3.B.3 - provide matched savings incentive programs and financial literacy training through Individual Development Accounts (IDA), Pre-Apprenticeship Programs, and Foster Youth Initiative Programs; 1.3.B.4.a – 1.3.B.4.c - provide matched savings incentive programs through IDA.

National Performance Indicator 1.3 Economic Asset Enhancement and Utilization 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 <u>one or more</u> of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	Reporting 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 (4/3=5) (%)	6 Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)
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A. ENHANCEMENT

1. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits.	4,000	Mid-Year					
		Annual					
2. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.		Mid-Year					
		Annual					
3. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.	7,600	Mid-Year					
		Annual					

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

		Mid-Year					
		Annual					

Goal 1: Low-income people become more self-sufficient.
NPI 1.3: Economic Asset Enhancement and Utilization

National Performance Indicator 1.3 (Continued) Economic Asset Enhancement and Utilization 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 <u>one or more</u> of the following:	1 Number of Participants Projected to be Served for Contract Period (#)	Reporting 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 (4/3=5) (%)	6 Aggregated Dollar Amounts (Payments, Credits or Savings) (\$)
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B. UTILIZATION

1. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	96	Mid-Year					
		Annual					
2. Number and percent of participants opening an Individual Development Account (IDA) or other savings account	124	Mid-Year					
		Annual					
3. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	114	Mid-Year					
		Annual					
4. Of participants in a Community Action assets development program (IDA and others):							
a. Number and percent of participants capitalizing a small business due to accumulated savings	22	Mid-Year					
		Annual					
b. Number and percent of participants pursuing post-secondary education with accumulated savings	40	Mid-Year					
		Annual					
c. Number and percent of participants purchasing a home with accumulated savings	14	Mid-Year					
		Annual					
d. Number and percent of participants purchasing other assets with accumulated savings		Mid-Year					
		Annual					
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>							
		Mid-Year					
		Annual					

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 1:

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

This space is to record any significant narrative information for national goal 1, as requested by the *Guide*. We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for *not meeting* or *exceeding* your projections.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

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.)

Problem Statement: Riverside County lacks opportunities and resources that enable low-income people to increase their self-sufficiency. Evidenced By: decrease in safe affordable housing and unmet demands for after school programs and educational/training opportunities Causes: limited resources to cover home repair costs; limited access to affordable after school programs and educational/training programs; and inadequate information sharing Who is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), youth, schools and communities Location: Riverside County.

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

Program Activities: CAP Riverside promotes, supports and develops community resources. Multi-lingual outreach includes publicity, community presentations, energy clinics, community meetings, community events, flyers, posters, brochures and mailings. CAP Riverside collaborates with private sector social services organizations, school districts, and post-secondary education institutions. Delivery Strategies: 2.1.D – provide home weatherization and referrals to home rehabilitation programs and lead abatement programs, 2.1.G – create, monitor and sustain after school programs at local middle schools through Project L.E.A.D. (Linking Education, Advocacy and Development); and 2.1.I – provide access and/or referrals to educational and training programs such as: small business development; youth and adult financial literacy and asset acquisition; tax credit and tax preparation; healthy life-skills; energy conservation; vocational training; community and school-based mediation; disaster preparedness; agency capacity building training and technical assistance through the Community Action Academy; and food security; and provide referrals to other community resources.

National Performance Indicator 2.1	1	Reporting Period	2	3
Community Improvement and Revitalization	Number of Projects or Initiatives Projected for Contract Period (#)		Number of Projects or Initiatives (#)	Number of Opportunities and/or Community Resources Preserved or Increased (#)
A. Jobs created, or saved, from reduction or elimination in the community.		Mid-Year		
		Annual		
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.		Mid-Year		
		Annual		
C. Safe and affordable housing units created in the community		Mid-Year		
		Annual		
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy	1,498	Mid-Year		
		Annual		
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination		Mid-Year		
		Annual		
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination		Mid-Year		
		Annual		
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination	12	Mid-Year		
		Annual		
H. 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.		Mid-Year		
		Annual		
I. 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	38	Mid-Year		
		Annual		
In the rows below, please include any additional indicators for NPI 2.1 that were not captured above.				
		Mid-Year		
		Annual		

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.)

Problem Statement: Communities lack resources to increase the quality of life for its low-income residents, especially vulnerable populations. Evidenced By: limited community resources and increased demand for services Causes: lack of service providers, resources and community / customer advocates Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), and communities Location: Riverside County.

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

Program Activities: CAP Riverside promotes and supports quality of life community resources and programs. Multi-lingual outreach includes publicity, community presentations, energy clinics, community meetings, community events, flyers, posters, brochures and mailings. CAP Riverside collaborates with statewide and regional networks, advocacy and public policy networks, public and private sector social services organizations, financial and post-secondary education institutions, and academic communities. Delivery Strategies: 2.2.A. – provide advocacy opportunities through the Energy Task Force, Transportation Task Force, Community Declarations, Structural Racism/Racial Equity Projects; and Energy Symposiums; 2.2.E. – provide increased resources through: local collaboratives and partnerships; tax credit and tax preparation programs; asset / wealth building and financial literacy programs; family self-sufficiency programs; community, law enforcement, and school-based mediation training and services; arbitration services; disaster preparedness programs; food security and healthy living programs; vocational training programs; and agency capacity building training and technical assistance through the Community Action Academy; and provide referrals to other community resources.

<p align="center">National Performance Indicator 2.2</p> <p>Community Quality of Life and Assets</p> <p>The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured <u>by</u> or <u>more</u> of the following:</p>	<p align="center">1</p> <p align="center">Number of Program Initiatives or Advocacy Efforts Projected for Contract Period (#)</p>	<p align="center">Reporting Period</p>	<p align="center">2</p> <p align="center">Number of Program Initiatives or Advocacy Efforts (#)</p>	<p align="center">3</p> <p align="center">Number of Community Assets, Services or Facilities Preserved or Increased (#)</p>
<p>A. 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</p>	4	Annual		
<p>B. Increase in the availability or preservation of community facilities</p>		Annual		
<p>C. Increase in the availability or preservation of community services to improve public health and safety</p>		Annual		
<p>D. Increase in the availability or preservation of commercial services within low-income neighborhoods</p>		Annual		
<p>E. Increase or preservation of neighborhood quality-of-life resources</p>	372	Annual		
<p><i>In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.</i></p>				
		Annual		

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

NPI 2.3: Community Engagement

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

Problem Statement: Many community members desire to participate in community revitalization and anti-poverty initiatives, but lack opportunities or information regarding opportunities through which to volunteer. Evidenced By: lack of participation in community activities and low community volunteerism. Causes: lack of information and awareness and limited outreach about volunteer opportunities. Who Is Affected: residents, volunteers, and communities. Location: Riverside County.

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

Program Activities: CAP Riverside promotes and supports community volunteerism and provides opportunities for community engagement through each of its programs. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with public and private sector social services organizations to create opportunities to engage community members in anti-poverty initiatives. Delivery Strategies: 2.3.A. - provide outreach regarding community volunteerism opportunities; and provide training and technical assistance on recruiting, training, managing and recognizing volunteers through the Community Action Academy; 2.3.B. - provide volunteer recognition through the national President's Volunteer Service Award for number of volunteer hours served.

National Performance Indicator 2.3	1	Reporting Period	2
Community Engagement	Number of Total Contribution by Community Projected for Contract Period (#)		Total Contribution by Community (#)
The number of community members working with Community Action to improve conditions in the community.			
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	3000	Mid-Year	
		Annual	
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	70000	Mid-Year	
		Annual	

In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.

		Mid-Year	
		Annual	

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

NPI 2.4: Employment Growth from ARRA Funds

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

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

National Performance Indicator 2.4 Employment Growth from ARRA Funds The total number of jobs created or saved in the community, at least in part by ARRA Funds, in the community.	1 Number of Jobs Projected for Contract Period (#)	Reporting Period	2 Number of Jobs in Reporting Period (#)
A. Jobs created at least in part by ARRA funds.		Mid-Year	
		Annual	
B. Jobs saved at least in part by ARRA funds		Mid-Year	
		Annual	
<i>In the rows below, please include any additional indicators for NPI 2.4 that were not captured above.</i>			
		Mid-Year	
		Annual	

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: María Y. Juarez, CCAP, Executive Director
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 2:

The Conditions in which low-income people live are improved.

This space is to record any significant narrative information for national goal 2, as requested by the *Guide*. We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for not meeting or exceeding your projections.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

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

NPI 3.1: Community Enhancement Through Maximum Feasible Participation

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

Problem Statement: Many low-income people are not active community stakeholders. Evidenced By: lack of participation in community events and low community volunteerism Causes: apathy and disinterest; lack of information; language and cultural barriers; limited education; and limited transportation Who Is Affected: low-income residents, volunteers, youth and communities Location: Riverside County.

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

Program Activities: CAP Riverside promotes and supports community volunteerism. Support includes volunteer programs management training and technical assistance and networking opportunities. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, posters, brochures and mailings. Delivery Strategies: 3.1. - coordinate and promote community volunteer opportunities.

National Performance Indicator 3.1	1	Reporting Period	2
Community Enhancement Through Maximum Feasible Participation	Total Number of Volunteer Hours Projected for Contract Period (#)		Total Number of Volunteer Hours (#)
The number of volunteer hours donated to Community Action			
The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)	3000	Mid-Year	
		Annual	
<i>In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.</i>			
		Mid-Year	
		Annual	

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.)

Problem Statement: Many low-income people are not self-empowering or active community stakeholders. Evidenced By: lack of participation in community events; limited participation on policy making boards and committees; low community volunteerism; limited economic development Causes: apathy and disinterest; lack of information; lack of transportation; language and cultural barriers; limited education; and limited access to resources Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants) and communities Location: Riverside County.

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

Program Activities: CAP Riverside promotes and supports advocacy, self-empowerment, and community capacity building. Support includes networking opportunities and training and technical assistance. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, posters, brochures and mailings. **Delivery Strategies:** 3.2.A. – provide opportunities to serve on policy-making boards and committees through the Community Action Commission, Project B.L.I.S.S. (Building Links to Impact Self-Sufficiency) and the Energy Task Force; 3.2.B. - provide small business development mentoring, training, technical assistance, matched savings opportunities, and acquisition; 3.2.C. – provide home ownership mentoring, training, technical assistance, matched savings opportunities, and acquisition; 3.2.D. - provide volunteer and advocacy opportunities through: Individual Development Account (IDA) peer mentoring, testimonials and workshop presentations; family self-sufficiency programs; HeadStart Policy Council; after school mentoring and tutoring; community discussions on poverty-related issues, structural racism/racial equity projects and referrals to other community resources.

National Performance <u>Indicator 3.2</u>	1	Reporting Period	2
Community Empowerment Through Maximum Feasible Participation	Number of Low-Income People Projected for Contract Period (#)		Number of Low-Income People in Reporting Period (#)
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 <u>one or more</u> of the following:	190	Mid-Year	
		Annual	
A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through community action efforts	22	Mid-Year	
		Annual	
B. Number of low-income people acquiring businesses in their community as a result of community action assistance	14	Mid-Year	
		Annual	
C. Number of low-income people purchasing their own home in their community as a result of community action assistance	444	Mid-Year	
		Annual	
D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action		Mid-Year	
		Annual	

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

		Mid-Year	
		Annual	

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: Maria Y. Juar
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 3:

Low-income people own a stake in their community.

This space is to record any significant narrative information for national goal 3, as requested by the *Guide*. We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for *not meeting* or *exceeding* your projections.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

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.)

Problem Statement: Disjointed community collaborations create service barriers. Evidenced By: fragmented services; outdated and/or inaccurate referral information; and service provider "turf" boundaries Causes: 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 Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), community and faith-based organizations, service providers, communities, Community Action Commissioners, and CAP Riverside staff Location: Riverside County.

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

Program Activities: CAP Riverside provides training, technical assistance, information sharing, networking opportunities, community organizing and advocacy to partners. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, posters, brochures and mailings.
 Delivery Strategies: 4.1.A. - 4.1.M. - recruit diverse partners for all programs and services; provide capacity building training and technical assistance through the Community Action Academy.

National Performance Indicator 4.1	1	Reporting Period	2
Expanding Opportunities Through Community-Wide Partnerships	Number of Organizational Partnerships Projected for Contract Period (#)		Number of Organizational Partnerships in Reporting Period (#)
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.		Mid-Year	
		Annual	
A. Non-Profit	157	Mid-Year	
		Annual	
B. Faith Based	79	Mid-Year	
		Annual	
C. Local Government	86	Mid-Year	
		Annual	
D. State Government	7	Mid-Year	
		Annual	
E. Federal Government	6	Mid-Year	
		Annual	
F. For-Profit Business or Corporation	32	Mid-Year	
		Annual	
G. Consortiums/Collaboration	5	Mid-Year	
		Annual	
H. Housing Consortiums/Collaboration	14	Mid-Year	
		Annual	
I. School Districts	14	Mid-Year	
		Annual	
J. Institutions of post secondary education/training	16	Mid-Year	
		Annual	
K. Financial/Banking Institutions	9	Mid-Year	
		Annual	
L. Health Service Institutions	6	Mid-Year	
		Annual	
M. State wide associations or collaborations	4	Mid-Year	
		Annual	
The total number of organizations CAAs work with to promote family and community outcomes		Mid-Year	
		Annual	

In the rows below, please add other types of partners with which your CAA has formed relationships that were not captured above. Please describe these partnerships in Goal 4 Notes.

		Mid-Year	
		Annual	

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 4:

Partnerships among supporters and providers of services to low-income people are achieved.

This space is to record any significant narrative information for national goal 4, as requested by the *Guide*. We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for *not meeting* or *exceeding* your projections.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

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

Problem Statement: Staff and volunteers' skills used to advance services are limited. Evidenced By: outdated skills and service methodologies
Causes: limited access to structured training that builds agency and individual capacity; and limited funding for staff development
Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), community and faith-based organizations, service providers, communities, Community Action Commissioners, and CAP Riverside staff
Location: Riverside County.

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

Program Activities: CAP Riverside provides training, technical assistance, information sharing, networking opportunities, community organizing and advocacy to community partners. Multi-lingual outreach includes publicity, community presentations, community meetings, community events, posters, brochures and mailings. **Delivery Strategies:** 5.1.A. - 5.1.C - recruit and train staff as CCAPs, ROMA and Family Development trainers 5.1.E. - 5.1.H. - increase external staff development opportunities through networks, partnerships, and State and National CAP activities; expand CAP Academy curriculum to include staff development workshops; and involve CAP Staff and Commissioners to demonstrate their skills by leading workshops at CAP-related conferences.

National Performance Indicator 5.1 Agency Development The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following	1 Number of Resources in Agency Projected for Contract Period (#)	Reporting Period	2 Number of Resources in Agency in Reporting Period (#)
A. Number of Certified Community Action Professionals	8	Mid-Year	
B. Number of ROMA Trainers	1	Annual	
C. Number of Family Development Trainers	1	Mid-Year	
D. Number of Child Development Trainers		Annual	
E. Number of staff attending trainings	69	Mid-Year	
F. Number of board members attending trainings	50	Annual	
G. Hours of staff in trainings	400	Mid-Year	
H. Hours of board members in trainings	200	Annual	

In the rows below, please include any additional indicators that were not captured above. Please describe these measures in Goal 5 Notes.

		Mid-Year	
		Annual	

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 5:

Agencies increase their capacity to achieve results.

We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for not meeting or exceeding your projections.

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
 Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

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.)

Problem Statement: The elderly and disabled are at-risk of losing their independent living situation. Evidenced By: unsafe and healthy housing; limited access to no or low cost services; inability to pay high utility bills Causes: unrepaired homes; lack of free or low-cost services; increasing utility costs Who Is Affected: low-income seniors and disabled populations Location: Riverside County.

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

Program Activities: CAP Riverside promotes and supports quality of life community resources and programs. Multi-lingual outreach includes publicity, community presentations, energy clinics, community meetings, community events, flyers, brochures and mailings. CAP Riverside collaborates with public and private sector social services organizations. **Delivery Strategies:** 6.1.A. and 6.1.B. – provide and facilitate public and private utility bill payment assistance and home weatherization services; provide access to Cool Centers during hot weather months (facilities where people can go from June to October to escape the heat); provide access to Warm Centers during months with extreme cool weather temperatures and provide referrals to other community programs.

National Performance Indicator 6.1 Independent Living The number of vulnerable individuals receiving services from community action who maintain an independent living situation as a result of those services:	1 Number of Vulnerable Individuals Living Independently Projected to be Served for Contract Period	Reporting Period	2 Number of Vulnerable Individuals Living Independently in Reporting Period (#)
A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>)	37,708	Mid-Year Annual	
B. Individuals with Disabilities	11,980	Mid-Year Annual	
Ages: a. 0-17		Mid-Year Annual	
b. 18-54		Mid-Year Annual	
c. 55-over		Mid-Year Annual	
<i>In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.</i>			
		Mid-Year Annual	

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.)

Problem Statement: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants) are unable to meet basic and essential needs. Evidenced By: unexpected financial emergencies; increase in demand for assistance; and increase in utility services shut-off notices Causes: underemployment and unemployment; fixed incomes; language barriers; lack of affordable safe housing; limited transportation; and high energy costs Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants) and communities Location: Riverside County.

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

Program Activities: CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach and referrals are made through community mailings, countywide energy clinics and partnerships with service providers and community and faith-based organizations. Delivery Strategies: 6.2.A. – provide food vouchers during major disasters; 6.2.B. – provide and facilitate public and private utility bill payment assistance; 6.2.D - provide home weatherization; 6.2.H. – provide court referred and community mediation services, peer mediation services to at-risk youth; and arbitration services; and 6.2.J. – provide access to Cool Centers during hot weather months (facilities where people can go from June to October to escape the heat); provide access to Warm Centers during months with extreme cool weather temperatures and provide referrals to other community programs.

National Performance Indicator 6.2 Emergency Assistance The number of low-income individuals served by community action who sought emergency assistance and the number of those individuals for whom assistance was provided.	1 Number of Individuals Seeking Assistance Projected to be Served for Contract Period (#)	Reporting Period	2 Number of Individuals Seeking Assistance in Reporting Period (#)	3 Number of Individuals Receiving Assistance in Reporting Period (#)
A. Emergency Food	40	Mid-Year		
		Annual		
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	3,786	Mid-Year		
		Annual		
C. Emergency Rent or Mortgage Assistance		Mid-Year		
		Annual		
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	40	Mid-Year		
		Annual		
E. Emergency Temporary Shelter		Mid-Year		
		Annual		
F. Emergency Medical Care		Mid-Year		
		Annual		
G. Emergency Protection from Violence		Mid-Year		
		Annual		
H. Emergency Legal Assistance	4,972	Mid-Year		
		Annual		
I. Emergency Transportation		Mid-Year		
		Annual		
J. Emergency Disaster Relief	22,000	Mid-Year		
		Annual		
K. Emergency Clothing		Mid-Year		
		Annual		

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

		Mid-Year		
		Annual		

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.)

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

National Performance Indicator 6.3 Child and Family Development 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 <u>one or more</u> of the following:	1 Number of Participants Projected to be served for Contract Period (#)	Reporting 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 (4/3=5) (%)
A. INFANTS & CHILDREN						
1. Infants and children obtain age appropriate immunizations, medical, and dental care		Mid-Year				
		Annual				
2. Infant and child health and physical development are improved as a result of adequate nutrition		Mid-Year				
		Annual				
3. Children participate in pre-school activities to develop school readiness skills		Mid-Year				
		Annual				
4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade		Mid-Year				
		Annual				

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

National Performance Indicator 6.3 (continued) Child and Family Development 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 <u>one or more</u> of the following:	1 Number of Participants Projected to be served for Contract Period (#)	Reporting 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 (4/3=5) (%)
B. YOUTH						
1. Youth improve health and physical development		Mid-Year				
		Annual				
2. Youth improve social/emotional development		Mid-Year				
		Annual				
3. Youth avoid risk-taking behavior for a defined period of time		Mid-Year				
		Annual				
4. Youth have reduced involvement with criminal justice system		Mid-Year				
		Annual				
5. Youth increase academic, athletic, or social skills for school success		Mid-Year				
		Annual				
C. PARENTS AND OTHER ADULTS						
1. Parents and other adults learn and exhibit improved parenting skills		Mid-Year				
		Annual				
2. Parents and other adults learn and exhibit improved family functioning skills		Mid-Year				
		Annual				
<i>In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.</i>						
		Mid-Year				
		Annual				
		Mid-Year				
		Annual				

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

NPI 6.4: Family Supports

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

Problem Statement: low-income individuals and families, especially vulnerable populations (e.g. elderly, working poor families with young children, disabled, and immigrants) are unable to meet basic and essential needs. Evidenced by: unexpected financial emergencies, increase in demand for assistance; and increase in utility services shut-off notices. Causes: underemployment and unemployment; fixed incomes; language barriers; lack of affordable safe housing; limited transportation; and high energy costs. Who is affected: low-income individuals and families, especially vulnerable populations (e.g. elderly, working poor families with young children, disabled, and immigrants) and communities. Location: Riverside County.

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

Program Activities: CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach and referrals are made through community mailings, countywide energy clinics and partnerships with service providers and community and faith-based organizations. **Delivery strategies:** Provide and facilitate LIHEAP utility bill payment assistance; provide and facilitate weatherization services; provide and facilitate energy assistance through private and public energy programs; and provide referrals to other community resources.

National Performance Indicator 6.4	1		2	3
Family Supports (Seniors, Disabled and Caregivers) Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:	Number of Participants Projected to be Served for Contract Period (#)	Reporting Period	Number of Participants Enrolled in Program(s) (#)	Number of Participants Achieving Outcome in Reporting Period (#)
A. Enrolled children in before or after school programs		Mid-Year		
B. Obtained care for child or other dependent		Mid-Year		
C. Obtained access to reliable transportation and/or driver's license		Mid-Year		
D. Obtained health care services for themselves or family member		Mid-Year		
E. Obtained and/or maintained safe and affordable housing		Mid-Year		
F. Obtained food assistance		Mid-Year		
G. Obtained non-emergency LIHEAP energy assistance		Mid-Year		
H. Obtained non-emergency WX energy assistance		Mid-Year		
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)		Mid-Year		
<i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i>				
J. Obtained non-emergency LIHEAP energy assistance (not supported or monitored through a family or work support program).	38,784	Mid-Year		
		Annual		

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

NPI 6.5: Service Counts

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

Problem Statement: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants) are unable to meet basic and essential needs. Evidenced By: increased calls from individuals seeking referrals to social services not directly administered by CAP Riverside Causes: unexpected financial emergencies, unemployment, underemployment, language barriers, limited transportation, etc. Who Is Affected: low-income individuals and families, especially vulnerable populations (e.g., elderly, working poor families with young children, homeless, disabled, and immigrants), communities, and social services providers Location: Riverside County

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

Program Activities: CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach and referrals are made through community mailings, countywide energy clinics and partnerships with service providers and community and faith-based organizations. Delivery Strategies: 6.5.E. - cross-train clerical staff to answer eligibility questions for all programs; increase level of partnership with the local 2-1-1- information hotline; increase outreach efforts to promote CAP Riverside as a referral resource; conduct time study to help identify call support needs

National Performance Indicator 6.5 Service Counts The number of services provided to low-income individuals and/or families, as measured by one or more of the following:	1 Number of Services Projected for Contract Period (#)	Reporting Period	2 Number of Services in Reporting Period (#)
A. Food Boxes		Mid-Year	
		Annual	
B. Pounds of Food		Mid-Year	
		Annual	
C. Units of Clothing		Mid-Year	
		Annual	
D. Rides Provided		Mid-Year	
		Annual	
E. Information and Referral Calls	100,000	Mid-Year	
		Annual	
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>			
		Mid-Year	
		Annual	

Contractor Name: Community Action Partnership of Riverside County (CAP Riverside)
Contact Person and Title: Maria Y. Juarez, CCAP, Executive Director
Phone Number: 951-955-4900 Ext. Number: _____
E-mail Address: mjuarez@capriverside.org Fax Number: 951-955-6494

Agency Notes and Clarifications on Goal 6:

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

This space is to record any significant narrative information for national goal 6, as requested by the *Guide*. We encourage you to provide qualitative information to complement and augment your statistical outcome data. In addition, this space is available to provide an explanation for *not meeting* or *exceeding* your projections.

6.J - Participants receiving non-emergency LIHEAP or WX energy assistance that are not supported or monitored through a family or work support program and are not accounted for elsewhere on NPI's.

APPENDIX I

**COMMUNITY ACTION PARTNERSHIP OF RIVERSIDE COUNTY
BLUEPRINT TO END POVERTY**



Community Action Partnership of Riverside County Community Blueprint to End Poverty



a MtM Innovator

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 community organizing.

High Impact Strategies

1. Education/Asset Building [Family Economic Security]		2. Advocacy [Leadership Enhancement]		3. Community Organizing [Community Mobilization/Revitalization]		4. CAP Riverside [Financial Management & Data Collection]	
Asset building: To Increase self-sufficiency of low-income people	Education: To Increase knowledge for empowerment	To Increase citizen participation	To Increase new stakeholders	To Increase potential of low-income people to strengthen family & other support systems	To Increase staff & board development for effectiveness		
<i>ROMA Goal 1 -</i> Low-income people become self-sufficient	<i>ROMA Goal 2 -</i> Conditions in which low-income people live are improved.	<i>ROMA Goal 3 -</i> Low-income people own a stake in their community.	<i>ROMA Goal 4 -</i> Partnerships among supporters & providers of services to low-income people are achieved.	<i>ROMA Goal 6 -</i> Low-income people achieve their potential by strengthening family & other support systems	<i>ROMA Goal 5 -</i> Agencies increase their capacity to achieve results.		
Programs/Services							
(H) (M) (L)	<i>High Impact</i> – Activities that achieve self-sufficiency for low-income people. <i>Medium Impact</i> – Activities that demonstrate progress towards self-sufficiency for low-income people. <i>Low Impact</i> – Activities that respond to crisis and initiate stabilization for low-income people.						
Programs/Services	Programs/Services	Programs/Services	Programs/Services	Programs/Services	Programs/Services	Activities	
RivCo, IDA (H) EITC (H) CIC [a CDFI] (H) Pre-Apprenticeship Program (M) Academy (M)	Pre-Apprenticeship Program (M) Project L.E.A.D. (M) Dispute Resolution Center • Community (M) • School-based (M) • Workplace (M) Consumer Education: • Energy (M) • Financial Literacy (M) • Conservation (M)	Energy Task Force (M) Community Declaration (H) Community Dialogues (H) Volunteer Recognition (H) REES (H) Guiding Coalition (M)	RCMC (H) Funders Alliance (M) REES (H) ARRA Network (H) Summer Heat Response (M) Partnerships (H) Volunteers (H) Volunteer Recognition (H) Community Health Clinics (M) WIB (M)	Project B.L.I.S.S. (H) Self-Sufficiency Calculator (H) Healthy Communities (L) • Health Care • Nutrition EITC (H) Notary Services (L) Dispute Resolution Center (M) Weatherization Programs (H) Energy Assistance (L) Disaster Prevention and Relief (M) GREEN TEAM Works (H)	Developing Transformational Leaders Professional Development & Degrees CCAP Academy Data Collection Systems Customer Satisfaction Surveys Marketing/Publications Fund Development		

2005 Award for Excellence

Revised 2010

COMMUNITY BLUEPRINT TO END POVERTY - ACRONYMS

ACRONYM	DESCRIPTION
CCAP	Certified Community Action Professional
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
EITC	Earned Income Tax Credit: Tax credit for the working poor.
IDA	Individual Development Account <ul style="list-style-type: none"> • RivCo.IDA – Riverside County IDA • Joint IDA – Riverside County and San Bernardino IDA Partnership
MtM	Move the Mountain Leadership Center
Project B.L.I.S.S.	Building Links to Impact Self-Sufficiency
Project L.E.A.D.	“Linking Education, Advocacy and Development: CAP Riverside’s volunteer after-school mentoring and tutoring program.
RCMC	Riverside County Mentor Collaborative
ROMA	Results-Oriented Management and Accountability: a management tool that focuses on outcomes or changes that have occurred as a result of participants having received program services. It encompasses planning, development, implementation, monitoring, and evaluation processes.
REES	Racial Equity and Economic Stability
WIB	Workforce Investment Board

APPENDIX II

NOTICE OF PUBLICATION: PUBLIC HEARING JUNE 7, 2011

PLACE HOLDER

APPENDIX III

SUMMARY OF PUBLIC TESTIMONY

PLACE HOLDER

