869

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

FROM: Community Action Partnership of Riverside County

SUBMITTAL DATE:
June 4, 2013

SUBJECT: Public Hearing Regarding 2014-2015 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 18, 2013, for the purpose of receiving public testimony regarding the Community Action Partnership of Riverside County (CAP Riverside) 2014-2015 Community Action Plan (CAP).

2. That the Board of Supervisors approve the submission of the 2014-2015 Community Action Plan to the State of California Department of Community Services and Development for the use of federal Community Services Block Grant (CSBG) funds in Riverside County at the conclusion of the Public Hearing.

(CONTINUED – 2 Pages total)

Maria Y. Juarez, CCAP, Executive Director

FORM APPROVED COUNTY COUNSEL
BY: NEAL R. KIPNIS DATE 6/13/13

Departmental Concurrence

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:	12/13

SOURCE OF FUNDS: 100% Federal

Positions To Be Deleted Per A-30 ☐

Requires 4/5 Vote ☐

C.E.O. RECOMMENDATION:

APPROVE

BY: Donna Shaw

County Executive Office Signature

☒ Policy ☐ Consent — Dep't Recomm.:

☒ Policy ☐ Consent — Per Exec. Ofc.:

2013 JUN 11 AM 5:22
CLERK BOARD OF SUPERVISORS
RECEIVED RIVERSIDE COUNTY

Prev. Agn. Ref.: 6/21/05 (#9.13), 6/19/07 (#9.4), 6/9/09 (#9.7), 6/7/11 (#9.1)

District: All

Agenda Nur 16-1

FROM: CAP Riverside **DATE:** June 4, 2013

Subject: Public Hearing Regarding 2014-2015 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 State of California, 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 2014-2015 Community Action Plan process began in March 2013. Forty-three (43) surveyors were trained to conduct face-to-face interviews with low-income residents, seniors, disabled, veterans, and families with very young children. Thirty-eight (38) of these surveyors were CalWORKS participants who were required to volunteer hours each week to continue their cash aid. CAP Riverside circulated 8,178 copies of the 2013 CAP Riverside Community Needs Assessment Survey, with 4,932 completed surveys collected. This was a sixty percent (60%) return rate. Survey results identified employment, social services, and safe affordable housing to be the primary concerns of low-income residents. CAP Riverside hosted and facilitated community focus groups in discussion with low-income residents regarding the results. The agency was interested to learn whether community members felt the priorities were accurate and how to address the priorities. A focus group meeting was held in each of the five (5) Supervisorial Districts. Comments from the 2013 community focus groups and assessments are incorporated in the Community Action Plan. 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 Community Foundation.

The Community Action Commission approved the 2014-2015 Community Action Plan on May 16, 2013, and recommends the submission of the plan to the Board of Supervisors for approval.

FINANCIAL IMPACT: No County General Funds will be required.

CONCUR/EXECUTE:

ATTACHMENTS: (3) 2014-2015 Community Action Plan

LINNÉ STOUT
ACTING DIRECTOR

State of California-Health and Human Services Agency
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
P.O. Box 1947, Sacramento, CA 95812-1947
Telephone: (916) 576-7109 | Fax: (916) 263-1406

GOVERNOR

TO: CSBG Service Providers

FROM: Pamela Harrison

SUBJECT: 2014/2015 Community Services Block Grant Community Action Plan

DATE: February 15, 2013

The 2014/2015 Community Action Plan (CAP) is enclosed for review and completion. In compliance with the Community Services Block Grant (CSBG) Act (Public Law 105-285) the State is to secure a CAP from each eligible entity as a condition to receive funding. Each entity's CAP provides valuable and required information that the Department of Community Services and Development (CSD) must aggregate and incorporate into the Community Services Block Grant (CSBG) State Plan that is due to the Office of Community Services (OCS) by September 1, 2013.

To facilitate CSD's review of the CAP please remember:

- The CSBG National Programs Indicators Projections (CSBG/NPI CAP Projections) are to be completed via the Excel Workbook on the CSD Provider's website (http://providers.csd.ca.gov/CSBG).
- The Cover Page and Certification is to be signed by the Board Chairperson and Executive Director.
- The CAP original and (1) one copy are to be mailed:

  ATTENTION: CSBG Field Operations Unit
  Department of Community Services and Development
  2389 Gateway Oaks Drive, Ste. 100
  Sacramento, CA 95833

The 2014/2015 CAP forms are available for download via the CSD Provider's website at http://providers.csd.ca.gov/CSBG in the "Forms" and "Blog" sections. The entire CAP must be submitted to CSD by **June 30, 2013.** Postmarks will not be accepted. Please feel free to contact your assigned Field Representative with any questions regarding the submission of the CAP.

Enclosures

BACKGROUND

To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the Community Action Plan to include a community-needs assessment for the community served.

CSD collects the information from the CAPs and uses it to develop and submit California's CSBG State Plan and application for funding. CSBG funds may be utilized to support activities that remove obstacles and solve problems that block the achievement of self-sufficiency per Public Law 105-285.

The needs assessment is a process used to determine unmet needs of low-income individuals, families, and communities. The needs assessment informs CSBG eligible entities how to utilize CSBG funds to meet the needs of low-income persons in their service areas in accordance with the assurances in the CSBG Act.

Community Action Plan

2014 – 2015

Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2013**:

X **Cover Page and Certification**

X **Table of Contents**

X **Vision Statement**

X **Mission Statement**

X **Community Information Profile**

X **Needs Assessment**

X **Statewide Priority**

X **Federal Assurances**

X **State Assurances**

X **Documentation of Public Hearing(s)**

X **Monitoring and Evaluation Plan**

X **CSBG/National Performance Indicators (NPI) CAP Projections**

X **Appendices (Optional)**

I. Cover Page and Certification

The Cover Page and Certification captures the CSBG eligible entity name, address, contact person, and certification signatures from the Board Chair and Executive Director. This form must be completed in its entirety and attached to the CAP. Signatures certify the governing body of the agency agrees to comply with federal and state mandates set forth in the document.

State of California
Department of Community Services and Development
CSBG Community Action Plan
CSD 410--Vision (01/13)

COMMUNITY SERVICES BLOCK GRANT

2014/2015 PROGRAM YEAR COMMUNITY ACTION PLAN COVER PAGE

TO: Department of Community Services and Development
Attention: Field Operations Unit
2389 Gateway Oaks Drive #100
Sacramento, CA 95833

FROM: Community Action Partnership of Riverside County, 2038 Iowa Ave., B-102, Riverside, CA 92376

Agency Contact Person Regarding Community Action Plan

Name: Maria Y. Juarez, CCAP
Title:Executive Director
Phone: 951-955-4900 Ext.
Fax:951-955-6494
Email: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 2014/2015 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

J. Gene Tracka
Board Chairperson

May 16, 2013
Date

Executive Director

May 16, 2013
Date

• Table of Contents

I. Cover Page and Certification.....

II. Table of Contents .....

III. Vision Statement.....3

IV. Mission Statement 3

V. Community Information Profile 4

VI. Needs Assessment 19

VII. Statewide Priority 30

VIII. Federal Assurances 32

IX. State Assurances..... 46

X. Documentation of Public Hearing(s) 49

XI. Monitoring and Evaluation Plan 52

XII. CSBG/NPI CAP Projections..... 55

XIII. Appendices (Optional)..... 56

The Table of Contents is to be arranged in the order above. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

III. Vision Statement

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

Provide your agency's Vision Statement.

To end poverty in Riverside County.
Adopted by Community Action Commission 6/21/12

V. Mission Statement

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.

The Community Action Partnership of Riverside County, with the community, strives to eliminate poverty by facilitating opportunities towards self-sufficiency through education, wealth building, advocacy, and community organizing.
Adopted by Community Action Commission 6/21/12

1. Community Information Profile

State law requires each CSBG eligible entity to develop a 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)).

Community Information Profile:
This section captures the problems and causes of poverty in the agency's service area, based on objective, verifiable data and information (Government Code 12754(a)). Community Information Profiles shall identify the following:

- The service area in terms of related factors, such as poverty, unemployment, educational achievement, 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 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, statistical data, evaluation studies, key informants, anecdotal sources and/or other sources deemed reliable by the agency.

NOTE: Census data used throughout this 2014-2015 Community Action Plan (CAP) come from the U.S. Census Bureau's Small Area Income and Poverty Estimates (SAIPE) or the U.S. Census Bureau 2007-2011 American Community Survey (ACS) 5-year Estimates. The SAIPE *"program provides annual estimates of income and poverty statistics for all school districts, counties, and states. The main objective of this program is to provide estimates of income and poverty for the administration of federal programs and the allocation of federal funds to local jurisdictions. In addition to these federal programs, state and local programs use the income and poverty estimates for distributing funds and managing programs."* The ACS 5-year Estimates is used instead of the 1-year and 3-year because, while it is the least current, it is the most reliable with the largest sample size. It is best used when precision is more important than currency. The 2007-2011 ACS 5-year Estimates was released December 2012 by the U.S. Census Bureau.

The SAIPE data are used in the Community Needs Assessment Online Tool prepared April 15, 2013 by *"the Center for Applied Research and Environmental Systems (CARES) at the University of Missouri in cooperation with the Community Action Partnership National Association, the Missouri Association for Community Action, and the New York State Community Action Association . . . This tool provides basic data on counties and states through an online data retrieval system . . . This tool is . . . made available by the National Association of Community Action Agencies – Community Action Partnership, in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services Grant Number 90ET0428."* Data used in this 2014-2015 CAP were specifically generated for a query for Riverside County, California.

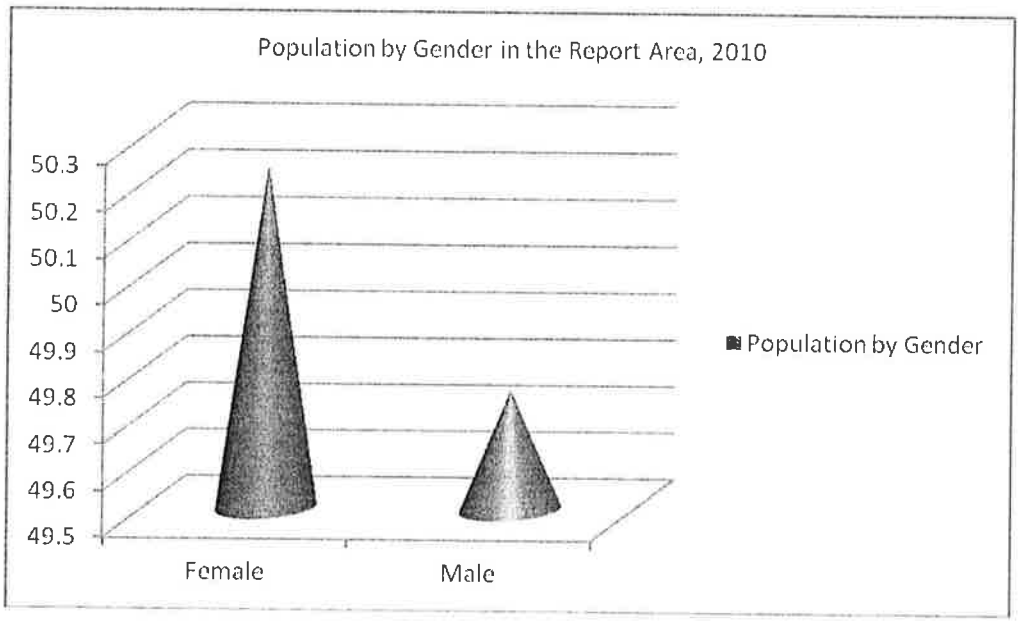
INTRODUCTION

Riverside County continues to be recognized as one of the fastest growing "big" counties in California, with a 42% growth rate (Community Needs Assessment Online Tool, 4/15/13). This is a 10% increase over the 32% growth rate reported in the 2012-2013 Community Action Plan (CAP). Based on 2010 U.S. Census data, Riverside County continues to rank fourth in population in the State of California (California-Demographics.com, 5/4/13). Geographically, it covers 7,200 square miles.

Riverside County has a diverse population. U.S. Census Bureau data show that (Community Needs Assessment Online Tool, 4/15/13):

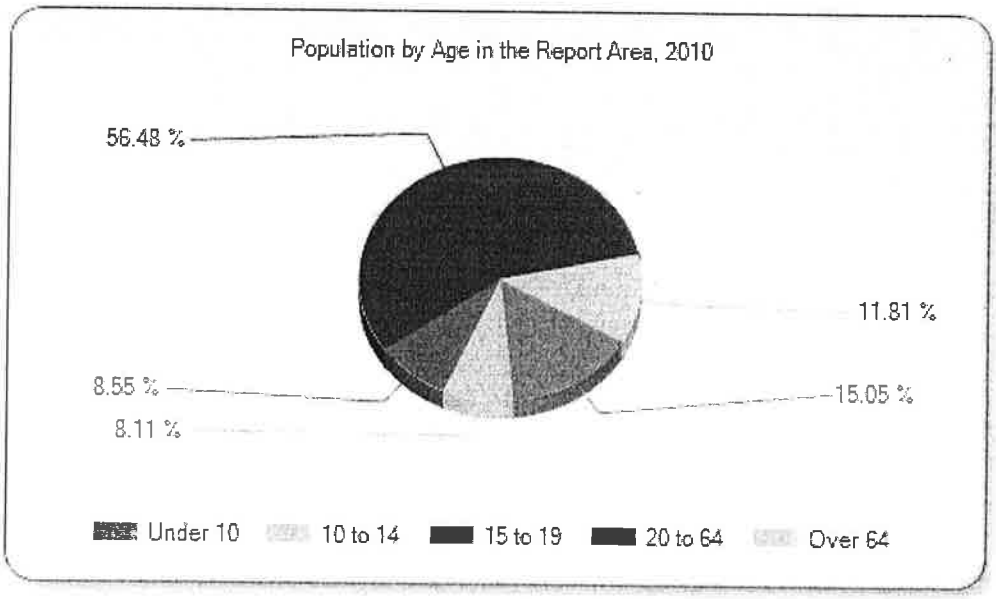
GENDER

- The female population make up 50.24% of the population, while the male population represent 49.76%



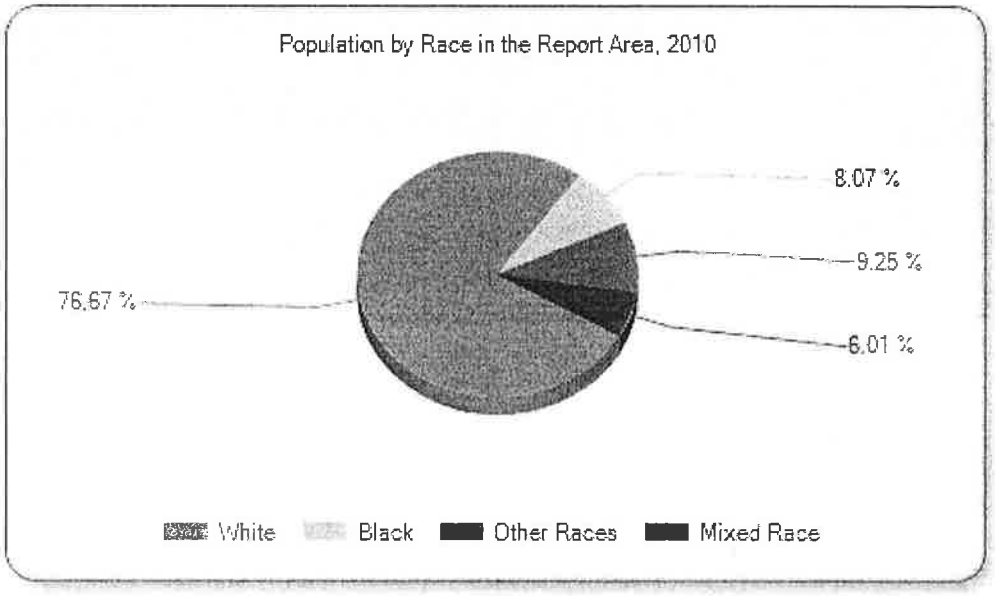
AGE

- 12% of population is over 64
- 57% of the population is age 20 to 64
- 17% of the population is age 10 to 19
- 15% of the population is under the age of 10
- *"The median age for Riverside County residents is 33.7 years young"*: Male = 32.7 years; Female = 34.6 years] (California-Demographics.com, 5/4/13).



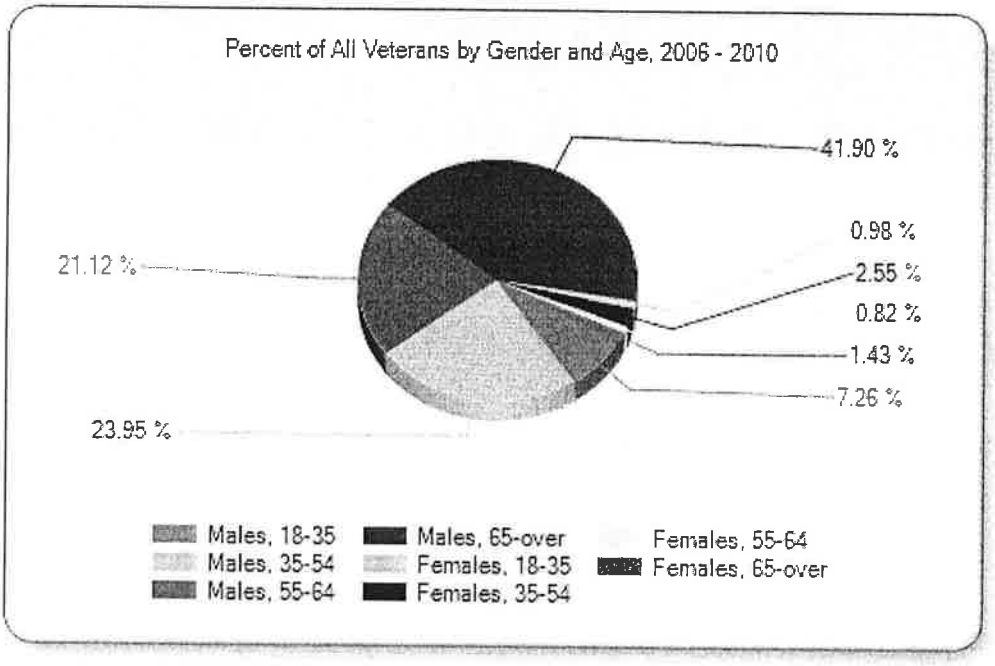
RACE

- The White population comprises 77%
- The Black population comprises 8%
- All other races or variations combine comprise 15%
- While the White population comprise the largest percentage of the population, Hispanic is the largest Riverside County ethnic group at 45.5% (California-Demographics.com, 5/4/13).



VETERANS

- In comparison to all California counties, Riverside County has the most veterans at 9.6%; However, veterans comprise a small percentage of the population in Riverside County and is less than the national average of 10.1%
- 49% of veterans living in Riverside County are over the age of 65; 8.24% are age 18 to 35
- 94% of veterans living in Riverside County are men, while 6% are women, which is comparable to California's percentages



HOUSEHOLD INCOME

(Community Needs Assessment Online Tool, 4/15/13)

- The median annual household income in Riverside County is $53,981 compared to $57,664 for the State of California and $50,046 for the rest of the nation, while the 2013 community assessment show Riverside County low-income households to have annual income of $14,000 or less.

TRANSPORTATION TO WORK

(Community Needs Assessment Online Tool, 4/15/13)

- Of the 694,307 workers in Riverside County, 89.29% use private automobiles
- 1.2% of all workers use some form of public transportation
- 3.58% use some other means including walking, bicycles, and taxicabs
- The median commute time is 34 minutes and is longer than the national median average of 29 minutes; 10.3% travel 40 to 60 minutes and 8.7% travel more than 90 minutes; this 19% of the commuting workforce could be indicative of residents travelling outside of the county to find work

POVERTY

Poverty is very present in Riverside County. Of its 2,125,440 permanent residents, 16.4% fall below the Federal Poverty Guideline (Community Needs Assessment Online Tool, 4/15/13). That is approximately one out of every six residents. This is a 4.1% increase over the 12.3% poverty level reported in the 2012-2013 CAP.

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. Riverside County continues to be the second poorest of a six-county Southland, which includes Riverside, Los Angeles, Orange, Imperial, San Bernardino and San Diego Counties.

The fallout from the 2008 economic crisis continues to plague many communities and residents, as it does across the nation. Significant budget cuts are on the horizon as community partners struggle with the recent impacts of the 2013 Sequestration from the White House. 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. CAP Riverside, under the guidance of the Riverside County Community Action Commission (Commission) and the Riverside County Board of Supervisors, has to serve more with less.

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. One group of seniors reported at a recent 2013 community meeting that neighbors in their 80's were on the streets with their walkers and canes hitchhiking into town for services due to lack of access to affordable transportation.

As the ranks of the poor increase, the priorities of poverty-related issues in Riverside County have shifted as demonstrated in responses to the last three Community Assessment Surveys shown in the following chart. Low-income respondents have reported that employment, social services and safe affordable housing are the top three concerns, compared to employment, education, and social services in 2011 and literacy, affordable health care, and medical care in 2009. The charts shows that basic needs income, services, shelter, medical care, knowledge, and food still rank as the highest concerns

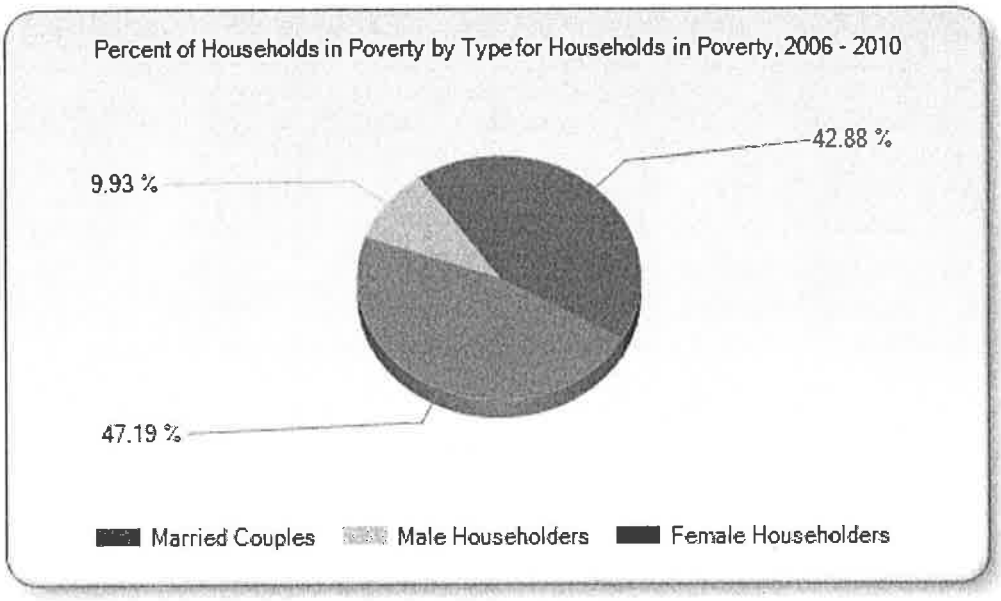
TOP FIVE PRIORITIES FROM CAP RIVERSIDE COMMUNNITY ASSESSMENTS		
2013	**2011**	**2009**
• **Employment / Job Training**: lack of employment and/or job training opportunities	• **Unemployment and Underemployment**: with an emphasis on the lack of job training	• **Literacy:** ability to read and write
• **Social Services**: fewer programs/services and lack of information about existing services	• **Education:** inability to enroll in higher education	• **Affordable Health Care:** lack of affordable health/medical care
• **Affordable Housing:** lack of safe affordable housing in safe neighborhoods	• **Social Services:** access to	• **Medical Care:** availablity of hospitals/clinics
• **Food Assistance:** families need help with food as prices keep rising	• **Economy:** poor	• **Education:** quality of education
• **Education**: fewer enrollment slots; fewer people trying to get a degree due to being closed-out of courses and not graduating in a timely fashion - - people are giving up	• **Affordable Housing:** lack of	• **Emergency Medical Care:** availability of Urgent Care facilities / Emergency Rooms

THE FACE OF POVERTY

The demographics of those applying for service continue to change as more white-collar workers join the ranks of the unemployed.

RIVERSIDE COUNTY HOUSEHOLDS

- 1 out of every 6 (16.4%) persons is struggling to meet basic needs and falling short
- 1 out of every 9 (11.51%) families live in poverty
- 1 out of every 2 married couples (47.19%) live in poverty
- 1 out of every 2.3 (42.88%) single female heads-of-household live in poverty
- 1 out of every 10 (9.93%) single male heads-of-household live in poverty



RIVERSIDE COUNTY CHILDREN AND SENIORS

- 1 out of every 4 (27.3%) children age zero to four years live in poverty households; this is up 6.7% from the 2000 U.S. Census
- 1 out of every 5 (2.3%) children age five to seventeen years live in poverty households; this is up 4.4% from the 2000 U.S. Census
- 1 out of every 13 (7.6%) seniors age sixty-five years and older live in poverty; while Riverside County had the lowest percentage of seniors in poverty in California, it had the highest percentage of its seniors living in poverty

RIVERSIDE COUNTY POVERTY POCKETS

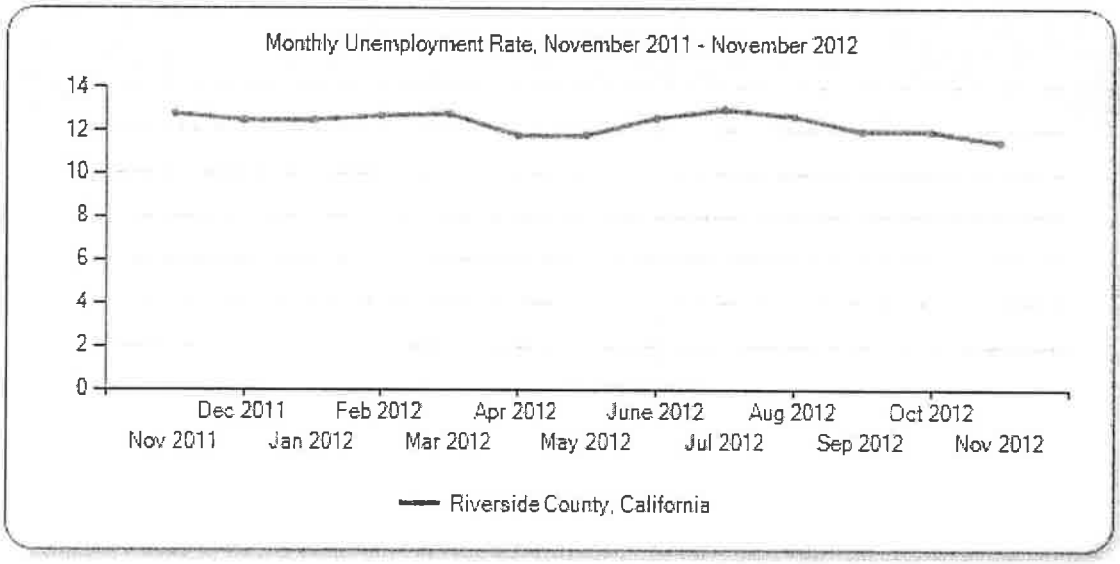
- 9 cities have poverty rates above 16.4%, which is 2 more than the 7 cities in 2011.
- 2 of the 5 Supervisorial Districts have poverty rates exceeding 20%, with the majority being in District 4.

Riverside County Poverty Pockets (over 16.4% poverty)

City	Percentage of Population Below Poverty Level	District
Coachella	26.3%	4
Desert Hot Springs	25.6%	4
Perris	25.4%	5
Indio	21.0%	4
Hemet	19.4%	3
Cathedral City	18.8%	4
Moreno Valley	18.2%	5
San Jacinto	17.6%	3
Banning	17.4%	5

UNEMPLOYMENT

Riverside County no longer has the highest unemployment rate in the country, but it continues at high levels at 11.5%, down from the 14.1% reported in the 2012-2013 Community Action Plan. According to the Community Needs Assessment Online Tool, (4/15/13), unemployment change over a thirteen-month period from November 2011 to November 2012 fell from 12.8 percent to 11.5 percent.



While the unemployment rate has dropped, many businesses continue to close their doors completely or have implemented cost saving measures including reducing work hours and/or downsizing. Another creation of job loss beyond downsizing and outsourcing jobs overseas is the advent of technological replacement of human staff; ". . . an increasing number of jobs - - both here in the U.S. and in other developed countries - - have been replaced by technology. Experts say millions more will be lost in the coming years as technology reaches deeper into our lives" (The Sun, 3/28/13). At the 2012 State of Riverside County Conference held December 3, 2012, keynote speaker Jerry Nickelsburg emphasized that the learning curve for significant workforce changes takes about five years; unemployment will remain high as the new workforce becomes trained to handle the technology. Mr. Nickelsburg is Adjunct Professor of Economics at the Anderson School of Management, University of California Los Angeles (UCLA). He is also a Senior Economist for the UCLA Anderson Forecast.

Residents attending recent community focus group meetings hosted and facilitated by CAP Riverside in Spring 2013 indicated that barriers to obtaining work include: true cost of transportation (gas, insurance, maintenance, etc.); long-time unemployment; not a lot of job opportunities; lack of technology skills and knowledge; not enough hours; and no resources to support you during job hunting. Coupled with unemployment and underemployment, the number one concern of respondents of the 2013 Community Assessment Survey remains the same as the 2011 Community Assessment Survey

which was the lack of job-training or retraining programs for people wanting to work. Since 2011, CAP Riverside has implemented two on-the-job training programs - - one for emancipated foster youth and one for U.S. Veterans. CAP Riverside continues to hold a set on the local Workforce Investment Board. Additionally, CAP Riverside has developed a Veterans Resource Guide and job search list to help veterans countywide.

PUBLIC ASSISTANCE

The Riverside County Department of Public Health – Nutrition Services reports that the Women, Infant and Children (WIC) program has a caseload of 65,000 households representing over 90,000 individuals. Based on Riverside County Department of Public Social Services (DPSS) Active Cases (Programs) and Persons by Office by Aid Program Report, monthly caseloads in 2012 averaged: California Work Opportunities and Responsibility to Kids (CalWORKs) – 85,112; Welfare to Work – 7,375; and CalFresh (foodstamps) – 819,386. Overall, there continues to be an increasing rise in the number of people receiving some type of public assistance. CAP Riverside partners with DPSS to cross-enroll welfare participants in asset-building programs to move them off of public assistance.

EDUCATIONAL ATTAINMENT

One out of every four (25.7%) Riverside County residents, 25 years and older, has a minimum of a high school education; 10.9% of county residents 25 years and older have a high school education without a diploma; and 9.9% have less than a 9th grade education (U.S. Census Bureau 2007-2011 American Community Survey 5-Year Estimates). School dropout rates for grades 9-12 is 3.1% (4,275) compared to 4.0% rate for California. Over 59% (242,935) of children age five to seventeen enrolled in a school in Riverside County receive free or reduced lunch. Access to education dropped from the second highest ranked problem reported by the 2011 Community Assessment Survey to fifth place in 2013. The opinion among residents attending 2013 community focus group meetings was one of hopelessness of obtaining a post-secondary degree; many expressed giving up on this dream. Local educational institutions continue to experience severe budget cuts thereby reducing the number of available class offerings and accepting fewer students. 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 mentorting/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

The Community Needs Assessment Online Tool, 4/15/13 reports that 23.4% (448,271)

of Riverside County residents are uninsured children. This is compared to the 17.7% nationally and 20.7% statewide residents who are uninsured. With the increasing unemployment rate, health coverage and meeting health needs creates an adverse domino effect on low-income populations. 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 CalFresh (foodstamps) and a 14% increase in people receiving public assistance and CalFresh. What is significant to note is that the average monthly Non-Assistance CalFresh caseload was 152,058 compared to 42,845 people receiving both Public Assistance and CalFresh (Riverside County Department of Public Social Services (DPSS) Active Cases (Programs) and Persons by Office by Aid Program Report, 12/2012). Many residents in the desert region of the county live in what is termed a food desert. *"Food desert" is a term that describes geographic areas where mainstream grocery stores are either totally absent or inaccessible to low-income shoppers. Though these may be located in the vicinity, they remain unavailable to low-income residents because of high prices and inadequate public transit. While the phenomenon is typically associated with large, urban communities, it can also occur in rural neighborhoods . . . Food deserts are all over the US, in urban and rural areas, sometimes in places that ironically used to grow food, and usually in low-income communities. Sure there's stuff to eat, but it's probably not food you should be eating regularly (plenty of calories, few nutrients). Fast food signs dot the landscape, but you can drive for miles without seeing a healthy place to eat. There are few supermarkets and a lot of land in between them. Residents buy food and drinks from local markets selling unhealthy stuff with an unnaturally long shelf life. Junk food ads surround you. As a result, folks are overfed but undernourished, prone to overweight, obesity, diabetes and chronic illnesses"* (Market Makeovers.org, accessed 5/8/13). In some communities in Riverside County, the nearest market is twenty-two miles away. Results of the 2013 community assessment indicate that the average distance from a grocery store is approximately two miles.

To address food insecurity, CAP Riverside is co-leading a countywide Food Policy Council with the County of Riverside, Department of Public Health - Nutrition Services and Health Promotion Branch. The Food Policy Council addresses policy, legislation, environmental factors that impact access to healthy foods. CAP Riverside is also a member of the leadership team for the HEALZone Project - - the Kaiser Foundation-funded pilot Healthy Eating and Active Living Project for Eastside Riverside. For this partnership, CAP Riverside is leveraging its weatherization expertise to help weatherize corner stores in the project zones. This weatherization consultation will help the

make-over of these corner stores to install appropriate refrigeration to carry fresh produce and healthier food selections. CAP Riverside continues to partner with Public Health to distribute Food Resource Directories countywide.

HOUSING CONDITIONS

According to the National Low Income Housing Coalition's report, "Out of Reach 2013: California," 33% of Riverside County households rent. In Riverside County *", the Fair Market Rent (FMR) for a two-bedroom apartment is $1,116. In order to afford this level of rent and utilities - - without paying more than 30% of income on housing - - a household must earn $44,640 annually . Assuming a 40-hour work week, 52 weeks per year, this level of income translates into a Housing Wage of $21.46. In California, a minimum wage worker earns an hourly wage of $8.00. In order to afford the FMR for a two-bedroom apartment, a minimum wage earner must work 129 hours per week, 52 weeks per year. Or a household must include 2.7 minimum wage earners working 40 hours per week year-round in order to make the two-bedroom FMR affordable." The median hourly wage in Riverside County is $11.92, requiring a household to have 1.8 median wage earners to afford the two-bedroom FMR.* According to the U.S. Census 2007-2011 American Community Survey 5-Year Estimates, 44.8% of renters in Riverside County pay 35% or more of their income for rent.

According to the Inland Empire Quarterly Economic Report (January 2013), *"Riverside County's $298,250 new house price in fourth quarter 2012 was 4.6% above the prior year's $285,000 . . . Its $222,750 existing home price was up 19.1% from $187,000 in fourth quarter 2011 . . . Riverside County had 7,882 existing home sales in fourth quarter 2012, down -3.1% from 8,134 level in 2011 . . . By sub-markets, Corona-Norco-Eastvale had Riverside County's largest percentage increase in volume (940; 6.5%); Perris, Hemet, San Jacinto, Menifee was its volume leader (1,623; -4.9%) . . . New home sales . . . Riverside County's fourth quarter 2012 volume was 1,204 sales, up 41.6% from 850 in 2011. The largest percentage gain was 226.1% in Riverside-Jurupa Valley (75 units). The volume leader was in Temecula, Murrieta, Lake Elsinore, Wildomar (468; 43.1%)."*

The median mortgage payment in Riverside County is $2,144 according to the U.S. Census 2007-2011 American Community Survey 5-Year Estimates. This is up $44 from 2011. While in recent years RivCo.IDA homeownership savers have been able to realize their dream of purchasing a home, respondents to the 2013 Community Assessment Survey rated the ability to get safe and affordable housing as being the third priority concern. CAP Riverside partners with the Habitats for Humanity offices in Riverside County to help them build safe affordable housing. CAP Riverside leverages funding with Habitats who have veterans homeownership programs and rennovation programs for low-income seniors in mobile parks. CAP Riverside's home weatherization, lead abateness, and health and safety programs also address the issues of safe housing.

HOMELESSNESS

According to the Riverside County Department of Public Social Services 2011 Homeless Count and Survey Comprehensive Report, there was an 84% increase in homelessness since the 2009 survey. On any given day, there are 6,203 homeless people in Riverside County compared to 3,366 in 2009. The report continues to state that:

- *"An annual estimation of homelessness in Riverside County based on the PIT (Point-In-Time) count shows that homeless people are experiencing longer periods of homelessness, based on 2009 estimations.*
- *Riverside County's chronic homeless population* based on the PIT count shows an estimated 160 percent increase from 2009.* *A person who is defined by HUD as chronically homeless is "an unaccompanied individual with a disabling condition who has been: continually homeless for one year; or has experienced four or more episodes of homelessness within the past three years."
- *The number of unsheltered homeless grew from 61 percent in 2009 to 82 percent in 2011.*
- *The number of homeless veterans increased slightly from 13 percent in 2009 to 14 percent in 2011; however, of the veterans who reported experiencing Post Traumatic Stress Disorder (PTSD), 88 percent of them indicated that their PTSD prevents them from getting work/housing.*
- *Homeless respondents experiencing domestic/partner violence or abuse increased from 8 percent in 2009 to 14 percent in 2011.*
- *The number of respondents who reported chronic health problems increased from 22 percent in 2009 to 29 percent in 2011.*
- *Those who experienced substance abuse increased from 30 percent in 2009 to 42 percent in 2011."*
- Almost 10% of Riverside County's homeless are children.
- Nearly 5% of the homeless surveyed are over 60 years old.
- 14.3% of Riverside County's homeless are veterans.
- Homeless women experiencing domestic violence grew from 8% in 2009 to 14% in 2011.

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. The agency is also a member of the Continuum of Care Collaborative whose members leverage resources to provide wrap-around services for 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 on average trains over 800 students as peer mediators from 25 high schools and middle schools a year to reduce school-place violence.

COMMUNITY INVOLVEMENT

CAP Riverside relies on a cadre of volunteers dedicated to meeting the needs of their communities. In 2012, these volunteers served over 54,562 hours, many of who were repeat volunteers. Of these hours, 7,271 hours were served by low-income residents providing public testimony, teaching, serving on local boards, and providing advocacy for anti-poverty initiatives.

Volunteer hours have increased by 56% since 2011 (35,000). 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.

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 2012, CAP Riverside awarded 124 (9,611 hours) volunteers a PVSA pin and certificate in recognition of their time and support.

- 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.

CAP Riverside continues to partner with the Volunteer Center of Riverside County, managers of the 211 Riverside County. *"211 Riverside County connects people in times of critical need with those who can help. By simply dialing '211', individuals in need of information or health and human services are connected with a referral specialist, 24-hours a day, seven days a week."* This invaluable service has been the mainstay community resource referral system since 2005 for most service programs. The *211 Fiscal Year 2011/12 Year End Statistical Report* documents that there are 990 public, private and faith-based agencies listed in their database providing over 3,021 services and programs to county residents. Resources include services such as:

Abuse	Domestic Violence	Emergency Shelters	Mental Health
Addiction	Sexual Assault	Employment	Support Groups
Counseling	Breast Cancer Resources	Early Childhood Resources	Seniors
Disability	Donations	Financial Benefits	Youth in Crisis
Legal	24 Hour Hotlines	Parenting Resources	Food Pantries

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 211 year end report, it is noted that 84,510 calls were placed to 211 and 44,187 internet users visited the 211 website for referrals. Referral specialists answer an average of 7,000 calls per month. Rent payment/rental deposit assistance, housing/shelter, utility assistance, food, and food stamps remain the highest referred services. CAP Riverside is a listed resource in 211 and also cross-refers customers to 211. CAP Riverside also partners with many of the listed sources.

PARTNERS

CAP Riverside leverages the resources of over 428 community partners, of which 75 are faith-based and 155 are community-based organizations (2012 CSD-801 CSBG/NPI Program Report). This collaboration is done via referrals for services that CAP Riverside does not directly provide or sub-contracts. This diverse partnership network includes non-profit (community-based organizations), public and private low-income service providers, faith-based organizations, senior centers, consortiums/collaboratives, housing consortiums/colloboratives, school districts, post-secondary educational institutions, Head Start, child care centers, public transportation agencies, health services institutions, financial institutions, private enterprises, community centers, courts, law enforcement agencies, Human Rights Commissions, statewide federal associations or collaboratives, 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, safety-net services, safe and healthy learning environments for youth, etc.. CAP Riverside also has established formal partnerships with service providers, some of which are contracted via a competive bid Request for Proposals (RFP) process, a Memorandum of Understanding (MOU), or informal agreements such as a Memorandum of Participation (MOP).

- A plan for regularly reviewing and revising the Community Information Profile. In particular, entities are to describe how the agency ensures that the most current data and relevant factors are included.

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, Program Managers, and the Commission (tri-partite board). The Commission reviews the strategic plan on an annual basis to make programmatic decisions. This review is incorporated in their written, annual Commission Work Plan. These two review processes generate updates to the Community Information Profile and set the foundation for the next Community Action Plan.

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, the Riverside County Head Start Program, and the Community Foundation conduct regular countywide assessments that are reviewed and incorporated into the CAP Riverside community assessment process. CAP Riverside maintains ongoing communication with key stakeholders, especially low-income residents, 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; The Annie E. Casey Foundation; KidsDates.og; and various advocacy groups on homelessness, asset development, youth mentoring, legal services, and poverty in general.

2. Needs Assessment

Needs Assessment:

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

The narrative description provided for the needs assessment serves as the basis for the agency's goals, problem statements, and program delivery strategies of the CSBG/National Performance Indicators. The needs assessment should describe local poverty-related needs and prioritize eligible activities to be funded by CSBG.

Agency needs assessments shall identify the processes used to collect the most applicable information. 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.

Many organizations use a combination of activities to perform needs assessments, such as:

- Focus groups
- Surveys
- Community Dialogue
- Asset Mapping
- Interviews
- Public Records

CAP Riverside takes the community 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. First, primary data is collected via a first person survey. Second, secondary data is collected from the U.S. Census, city and county resources, geographic information systems, California Department of Education, California Department of Labor, etc.. Third, third-party data is collected through assessments conducted by other organizations such as United Way, Head Start, the DPSS, DPSS Homeless Division, the Commission of Family and Children/First 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 Likerd scale quantitative and open-ended qualitative (narrative) questions (Appendices I and II). 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 8,178 English and Spanish surveys via forty-eight trained surveyors (25% of who were bilingual) and partners who serve low-income residents, seniors, the disabled, veterans, and families with very young children. A total of 4,932 surveys were returned creating a 60% return rate. District 1 (1,677 - - 36%) had the highest rate of return followed by Districts 3 (990 – 22%), 5 (732 – 16%), 2 (644 – 14%), and 4 (522 – 12%).

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/Job Training - - lack of employment and/or job training opportunities; 2) Social Services – fewer programs/services and lack of information about existing services; and 3) Affordable Housing - - lack of safe affordable housing in safe neighborhoods. This feedback helped to give the stories behind the numbers.

Results: Demographics (Appendix III)

- 68% (3,372) of respondents were female
- 31% (1,525) of respondents were age 20 to 29
- 36% (1,791) were single and 34% (1,699) were married
- 29% (1,443) were White and 47% (2,333) were of Hispanic ethnicity
- 3% (144) of families had a veteran in the household of whom 2% (81) were discharged between 1980 to 2000 and 1% (43) discharged prior to 1980; there were no active duty military personnel or veterans discharged later than 2000
- 46% (2,281) of households had children under 5 and 47% (2,326) had children age 6 to 17
- 15% (618) of families had seniors age 65 and older in the household

Results: Income and Employment

- Over 58% (2,853) of respondents were unemployed
- Of those who were employed, it was split equally between full-time (40 hours a week) and part-time (less than 40 hours a week)
- 70% of employed respondents did not have any work benefits
- Households received:

Cash Aid (26%)	Unemployment (4%)	Pension (3%)
Food Stamps (41%)	Social Security (10%)	Other (5%)
MediCal (39%)	Disability (4%)	

- Most respondents (20%) had a yearly income of $0 to $7,000 followed by 18% with a yearly income of $7,001 to $14,000

Results: Services

Only 40% of the respondents had used CAP Riverside services before with 22% having used it once. Respondents rated services as follows: satisfaction with CAP Riverside services at "satisfied"; ability to get safe and affordable housing at "satisfied"; ability to get safe and affordable child care at "satisfied"; and accessibility to a full-service grocery store at "satisfied". 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 Opportunities	Nothing	Employment Opportunities
Social Services	Employment	Nothing
Safe Affordable Housing	Social Services	Economy
Help with Food	Education	Family Situation
Education	Better Family Situation	Cost of Living
Transportation	Moved	Education
Shelter/Homeless Suppport	Morale/Mind-Set	Disabled/Health Issues
Economy	Family/Friends	Lost Job
Job Training	Affordable Housing	Morale/Mind-Set
Affordable Health Care	Economy	Transportation

Results: Quality of Life

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

- 2,587 (52%) do not feel that their families are better off than they were two years ago.
- 3,517 (71%) feel that their family's income is not enough to meet their needs and have some left over.
- 2,555 (52%) do not have enough money or resources to get food to last through the month.
- 2,545 (52%) have a checking and/or savings account.
- 2,559 (52%) can get medical or dental care whenever they need it.
- 3,355 (68%) feel that their means of transportation is dependable.
- 3,146 (64%) feel that their neighborhood is safe enough for their children to play outside.

- 2,834 (57%) do not feel that education after high school is affordable for themselves and their family.
- 2,834 (57%) do not feel that they can send their children to safe after school programs.
- 2,907 (59%) do know where to go for help.
- 2,338 (47%) are not living with friends or family; 2,335 (47%) are living with friends and family.

While employment and access to resources and safe affordable housing may appear bleak, many respondents felt their quality of life was good as compared to when surveys were conducted in 2011.

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) Social Services; and 3) Safe Affordable Housing. Attendees agreed with the identified top concerns. As challenges were discussed, the most surprising revelation was of the seniors needing to hitchhike to services, even during triple-digit heat. While transportation ranked number six in the results, seniors attending the meeting in East County used seniors hitchhiking as an example of the lack of public transportation and affordable transportation in their supervisorial district.

The issue of employment continued as the top ranked challenges. A major concern expressed at meetings was 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 opportunities.

People in the focus groups voiced frustration with not being able to connect with the right people at the right telephone numbers. As budget cuts strip available services, referral sources, such as 211 Riverside County, find it difficult to keep up with the changes. Funds for marketing have disappeared and many "newly poor" residents are not aware of services referral sources such as 211.

The issue of safety, as well as affordability, came up in the discussion regarding safe affordable housing. One senior complained about how services were being driven by income - - that retired seniors did not feel safe when other seniors from the streets were moving in. Others mentioned that the lay-offs at the County of Riverside Economic Development Agency (EDA) negatively impacted the promotion of and access to safe affordable housing, as staff were no longer available to help people in their search for better housing. Others suggested that the county invest in more transitional housing.

While education had ranked number two in the 2011 survey, it slipped to number five in 2012. Attendees at the community meetings reported giving up in the face of being "locked out" of school by the decrease in entry slots and class offerings. They complained about the increasing number of years needed to complete a degree.

STRATEGIC PLAN AND COMMUNITY ASSESSMENT

CAP Riverside's Commission, co-authors of the agency's strategic plan (Appendix IV), changed the outlook from five to three years to accommodate the fluctuating budget environment. While the 2013-2015 strategic plan was finalized in 2012, before the community assessment, crafting a strategic plan to be aligned with the 2014-2015 CAP was always forefront. CAP Riverside's strategic goals and strategies are aligned with Results-Oriented Management and Accountability (ROMA) philosophy. They are feasible and outcome-based and will be implemented in line with the results of the community assessment. The strategic plan outcomes are also incorporated in the National Performance Indicator (NPI) 801 report.

AGENCY GOAL 1: EDUCATION AND WEALTH BUILDING

Increase education and wealth building opportunities for low-income people.

- *ROMA Goal 1: Low-income people become self-sufficient.*
- *ROMA Goal 2: Conditions in which low-income people live are improved.*
- Sustain and improve asset-building opportunities for low-income individuals through the expansion of the Individual Development Account Program (IDA).
- Expand the availability of financial literacy education in all agency programs.
- Increase employment supports and training opportunities for the working poor, youth and veterans.
- Expand outreach to low-income people so they can access Earned Income Tax Credit benefits.
- Expand training opportunities for volunteers in all agency programs.

Programs and services offering education and wealth building opportunities that strengthen individuals and families.

- *Community Conflict Resolution Education*
- *Disaster Preparedness Education*
- *Earned Income Tax Credit (EITC)*
- *Energy Consumer Education*
- *Individual Development Account (IDA)*
- *On-The-Job Training and Pre-Apprenticeship Programs*
- *Project B.L.I.S.S. (Building Links Impacts Self-Sufficiency)*
- *Project L.E.A.D. (Linking Education, Advocacy and Development)*
- *Volunteer Income Tax Assistance (VITA)*

AGENCY GOAL 2: ADVOCACY

Increase low-income citizen participation in local, state, and national efforts to end

poverty.

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

- Maintain a diverse group of commissioners with backgrounds in employment, education, social service, political and community to preside over the Community Action Commission.
- Maintain a diverse staff that is socio-economically and demographically representative of the communities they serve.
- Offer opportunities that empower low-income people to provide testimonies at public hearings, local forums and community events.
- Engage low-income people in promoting justice-based social policies and serving on local boards and task forces.

Programs and services offering opportunities for individuals to engage in policy and decision-making activities.

- ❖ *Coalition Building*
- ❖ *Energy Task Force*
- ❖ *Food Policy Council*
- ❖ *Project B.L.I.S.S. (Building Links Impacts Self-Sufficiency) Guiding Coalitions*
- ❖ *Public Relations, Marketing and Outreach*

AGENCY GOAL 3: COMMUNITY ORGANIZING

Increase involvement of all community stakeholders to end poverty by working to improve the conditions in their communities.

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

ROMA Goal 6 : Low-income people achieve their potential by strengthening family and other support systems.

- Develop a fund diversification plan that focuses on resources necessary to build and increase funding streams to support all agency programs and services.
- Fund delegate agencies with a proven track record to fill gaps in services as determined by the results of the community needs assessment.
- Expand partnerships with other community service providers who help low-income people improve their communities.
- Expand the pool of agency volunteers to end poverty in their communities.
- Expand access of education and services that benefit all residents.

Programs and services offering opportunities that improve the quality of life in Riverside County.

- ❖ *Arbitration Services*
- ❖ *Community Mediation Services*
- ❖ *Court Mediation Services*
- ❖ *Crisis/Disaster Response*
- ❖ *Healthy Communities / Food Security*
- ❖ *Home Weatherization*
- ❖ *Notary Services*

- ❖ *Partnerships / Coalition Building*
- ❖ *Peer Mediators Program*
- ❖ *Riverside County Mentor Collaborative*
- ❖ *Utility Bill Payment Assistance*
- ❖ *Volunteer Mediators Program*
- ❖ *Volunteer Tax Preparers Program*
- ❖ *Warm / Cool Centers*

GOAL 4: AGENCY CAPACITY BUILDING

Increase the agency's ability to provide services and support to low-income people.

ROMA Goal 5 – Agencies increase their capacity to achieve results.

- Develop a marketing plan designed to effectively communicate the nature and value of agency services.
- Commit to reaching the unreachable, especially those in rural isolated areas of the county.
- Expand technology and research to identify those communities with the greatest needs.
- Expand the use of volunteers to support the services of the agency.
- Expand partnerships among service providers and supporters to ensure broad range of referral resources.
- Expand agency presence on local policy councils and decision-making boards.
- Ensure staff has the knowledge, skills and abilities needed to provide efficient and quality services through ongoing professional development.

Programs and services offering support to increase the capacity of CAP Riverside and its partners to sustain programs, services and initiatives

- ❖ *Agency Newsletter, Annual Report and Impact Stories*
- ❖ *Branding, Marketing and Outreach*
- ❖ *Community Action Academy / Technical Assistance*
- ❖ *Community Needs Assessments*
- ❖ *Delegate Agency Program*
- ❖ *Fund and Resource Development*
- ❖ *Lingafelter Program Development Fund*
- ❖ *Partnerships / Coalition Building*
- ❖ *Professional Development*

(See Appendix V for current listing of programs and services.)

Assessment of Existing Resources:

Conduct an assessment of existing resources providing the minimum services listed in Government Code section 12745(f). Provide a narrative of the services below. These services shall include, but shall not be limited to, all of the following:

- 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. Applications are also available online at CAP Riverside's website 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 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 and disaster preparedness training in the fields. It is now a regular service of CAP Riverside.

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

As stated 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, workshops, via flyers and posters, and posted on CAP Riverside's website.

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

The 2012 Community Assessment Survey has substantiated that reliable and affordable transportation continues to be 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. Some seniors are even hitchhiking.

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 transporation 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, moble energy clinics to utility assistance and weatherization applciations, and provides disaster relief services.

- 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 satelite 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 211 Riverside County's information hotline. CAP Riverside forwards information updates about community resources to 211.

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.

To satisfy Government Code 12754 (a) provide specific information about how much and how effectively assistance is being provided to deal with those problems, and causes, and establish priorities among projects, activities, and areas as needed for the best and most efficient use of resources.

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. 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 Department of Education 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.

3. Statewide Priority

As identified in Government Code 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 CAP submitted to the state. Additionally, each eligible entity shall be authorized to set its own program priorities in conformance to its own determination of local needs.

Does the Agency accept the Family Self-Sufficiency Statewide Priority? X **YES** ☐ **NO**
(If "No", answer question 3)

- 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.

- 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. CAP Riverside's goal is to develop and strengthen internal programs and establish community partnerships that will produce high-impact programs designed to achieve the CAP Riverside's vision of ending 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 Assessment process allows poor people to identify and prioritize challenges to their self-sufficiency; 2) CAP Riverside's Strategic Plan includes a vision (known as "Bliss County" - - Riverside County without poverty) that further identifies and prioritizes problem areas, provides statistical data, introduces state and county priorities to key stakeholders, 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 (NPI 1.1);
- Adult basic education and high potential job skills training adequate to qualify for and to maintain such employment (NPIs 1.2 and 2.1);
- Safe, decent housing that is affordable for low-income families (NPIs 1.3 and 2.1);
- Information and access to community support systems that help achieve and maintain self-sufficiency (transportation, child care, finances, legal services, etc) (NPIs 2.2, 4.1, 6.1, and 6.2); and
- Advocacy for low-income people that will empower them to reach and maintain levels of self-sufficiency (NPIs 2.3 and 3.2).

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

N/A

4. Federal Assurances

Public Law 105-285 establishes federal assurances eligible entities are to comply with. Eligible entities are to provide a narrative description for the activities applicable to the services provided by the organization.

APPLICABLE ASSURANCES:
Check **each applicable** activity supported by the agency as identified in the following assurances and provide a narrative description of that activity.

1. Public Law § 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—

X 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);

CAP Riverside conducts a suite of in-house and subcontracted services to address these issues which include:

- Project B.L.I.S.S. (Building Links Impact Self-Sufficiency): Volunteers work with a family in poverty to create life changes that lead to self-sufficiency;
- Riverside County Individual Account (RivCo.IDA) Program: matched savings incentive for homeownership; higher education, or small business ownership or expansion;
- Step-Up to Assets: pre-IDA program saving at smaller amounts for interest incentives;
- Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans;
- Subcontractor (Anka): on-the-job training for the mentally ill.

☐ ii. secure and retain meaningful employment;

CAP Riverside conducts a suite of in-house and subcontracted services to address these issues which include:

- Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans;

- Subcontractor (Anka): on-the-job training for the mentally ill

☐ 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;

CAP Riverside conducts a suite of in-house and subcontracted services to address these issues which include:

- Project B.L.I.S.S. (Building Links Impact Self-Sufficiency): Volunteers work with a family in poverty to create life changes that lead to self-sufficiency;
- Riverside County Individual Account (RivCo.IDA) Program: matched savings incentive for homeownership; higher education, or small business ownership or expansion;
- Step-Up to Assets: pre-IDA program saving at smaller amounts for interest incentives;
- Subcontractor (Anka): on-the-job training for the mentally ill.

X iv. make better use of available income;

CAP Riverside conducts a suite of in-house and subcontracted services to address these issues which include:

- Project B.L.I.S.S. (Building Links Impact Self-Sufficiency): Volunteers work with a family in poverty to create life changes that lead to self-sufficiency;
- Riverside County Individual Account (RivCo.IDA) Program: matched savings incentive for homeownership; higher education, or small business ownership or expansion;
- Step-Up to Assets: pre-IDA program saving at smaller amounts for interest incentives;
- Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans;
- Subcontractor (Anka): on-the-job training for the mentally ill;
- Project L.E.A.D (Linking Education, Advocacy, and Development): Volunteers trained to provide mentoring and tutoring to students in middle school after school programs;

- Pre-Apprenticeship Program: workplace-mentoring program that matches high school students with small businesses for on-the-job training and mentoring.

X v. obtain and maintain adequate housing and a suitable living environment;

CAP Riverside conducts a suite of in-house and subcontracted services to address these issues which include:

- Riverside County Individual Account (RivCo.IDA) Program: matched savings incentive for homeownership; higher education, or small business ownership or expansion;
- Weatherization Program: Installation of various energy conservation measures to make homes more energy efficient and safe;
- Subcontractor (Habitat for Humanity): minor mobile home exterior repair.

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

CAP Riverside does not have an internal program that provides emergency loans. Agency staff make community referrals and consult with the 211 Riverside County hotline.

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;

X I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

CAP Riverside conducts a suite of in-house services, engages partnerships, and participates in community collaboratives/coalitions to address these issues which include:

- Community Action Academy: low-cost workshops to help organizations build capacity for programs and services sustainability (e.g., grant development, board development, etc.);
- Consumer Education Workshops: energy conservation/financial education to help customers learn how to reduce utility costs and budget to prevent financial crisis;

- Dispute Resolution Center (DRC): low-cost court and community mediation and conciliation services; mediation training; school peer mediation training; police referral training, and community education workshops;
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections;
- Volunteer Income Tax Assistance (VITA) Partners Council: partnership to promote free tax preparation and tax credits;
- Energy Task Force: a multi-sector network of public and private service agencies and elected-officials that review and recommend energy-related policies and services that affect low-income families;
- Cool/Warm Centers Partners Council: volunteer sites for residents to escape severe hot and cold weather;
- Food Policy Council: policy making council that addresses the issues of food insecurities and food deserts;
- HEALZone (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones;
- Riverside County Child Care Consortium Board and State of California Department of Education Local Planning Council: advocacy for early childhood education and quality affordable child care.

X II. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CAP Riverside conducts a suite of in-house services, engages partnerships, and participates in community collaboratives/coalitions to address these issues which include:

- Dispute Resolution Center (DRC): low-cost court and community mediation and conciliation services; mediation training; school peer mediation training; community education workshops; and police referral training;
- HEALZone (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones which includes safer parks and public spaces.

2. Public Law § 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—

X (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

CAP Riverside conducts a suite of in-house services, engages partnerships, and participates in community collaboratives/coalitions to address these issues which include:

- Dispute Resolution Center (DRC): school peer mediation training and community education workshops;
- Project L.E.A.D (Linking Education, Advocacy, and Development): Volunteers trained to provide mentoring and tutoring to students in middle school after school programs;
- Pre-Apprenticeship Program: workplace-mentoring program that matches high school students with small businesses for on-the-job training and mentoring;
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections.

X (ii) after-school childcare programs.

CAP Riverside conducts a suite of in-house services, engages partnerships, and participates in community collaboratives/coalitions to address these issues which include:

- Project L.E.A.D (Linking Education, Advocacy, and Development): volunteers trained to provide mentoring and tutoring to students in middle school after school programs;
- Riverside County Child Care Consortium Board and State of California Department of Education Local Planning Council: advocacy for early childhood education and quality affordable child care;
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections.

X 3. Public Law § 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).

CAP Riverside conducts a suite of in-house services, engages partnerships, and participates in community collaboratives/coalitions to address these issues which include:

- HEALZone (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones;
- Subcontractor (Community Health Systems): low to no cost medical and dental services for the extremely low-income population.

MANDATORY ASSURANCES:

A narrative description is to be provided for **each** federal assurance identified in the sections below:

4. Public Law § 676(b) (4):

   Will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

CAP Riverside coordinates with community and faith-based organizations and public institutions to help provide food security and customer referrals countywide. CAP Riverside has intensely partnered with the Riverside County Department of Public Health Nutrition Services since 2009 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 maintain a web-based network of community gardens. CAP Riverside developed and semi-annually updates supervisorial district-based food resource directories to communities and graduates of healthy living programs, home-bound seniors, the disabled, veterans, and families with very young children. CAP Riverside staff continues to serve on countywide nutrition and food support coalitions and colloboratives. With access to food being the number five issues of concerns identified by the 2013 community assessment, CAP Riverside staff's participation has grown from two coalitions/collobratives to six (6). CAP Riverside partners with the State of California Community Services Department (CSD) when disasters strike locally such as severe rains, flooding, and wild fires. CAP Riverside also coordinates with the County of Riverside Department of Adult Protective Services to provides services referrals and emergency response cooling/heating units.

5. Public Law § 676(b) (5):

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

CAP Riverside was established in 1979 by the Riverside County Board of Supervisors as 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:

- child care: representative on the Local Planning Council for the California Board of Education and board member of Riverside County Child Care Consortium
- youth mentoring/tutoring: lead agency of Riverside County Mentor Collaborative (RCMC); member of the Youth Opportunity Council; and member of the PRIME Time After School Programs Coalition
- employment and employment training: board member of the Workforce Investment Board (WIB)
- alternative dispute resolution: member of the National Association of Mediation; contracted mediation services for Riverside Court System; countywide recognized Peer Mediation trainer for schools; authorized trainer of volunteer mediators and community mediation countywide; and authorized trainer for law enforcement agencies on mediation referrals
- health, nutrition, and food security: board member of Riverside County Community Health Centers Board, member of the Riverside County Health Coalition, the Desert Sierra Health Collaborative, the California Nutrition Action Plan Coalition, and the Eastside Riverside HEALZone leadership team (Healthy Eating and Active Living); and lead agency for the Riverside County Food Policy Council
- disaster preparedness and relief: member Riverside County Emergency Services Collaborative; lead agency for countywide Cool and Warm Centers; designer, editor and distributor of supervisoral district-based food support resource directories
- energy: founder and lead agency for the Energy Task Force; member of State Energy Council Advisory Committee

CAP Riverside submits any applicable federal grant proposals to the State of California Single Point of Contact (SPOC) unit for review for duplicity of services.

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. This also includes coordinating with DPSS to hire CalWORKS and Welfare-to-Work participants as temporary employees to work on special projects such as the community assessment.

6. Public Law § 676(b) (6):

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

CAP Riverside 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 equable energy-related policies and services for the poor statewide. On a local level, CAP Riverside created the Riverside County Energy Task Force to ensure that low-income residents' voices were heard relevate to energy-related policies and services. Energy Task Force members include representatives from elected officials, Riverside County Office of Emergency Services, Department of Public Health, first responders, and other energy-related entities. Senior Management is a member of the State of California Community Services Department's (CSD) Energy Council/Advisory Committee which helps formulate policies for energy programs.

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. CAP Riverside coordinates with CSD to provide disaster relief when disasters, such as wild fire, storms, and severe rains strike. CAP Riverside also partners with the Riverside County Office of Aging and the County of Riverside Department of Adult Protective Services to process referrals to provide emergency heating/cooling units to seniors and the disabled whose units are not working.

7. Public Law § 676(b) (9):

Entities will to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

CAP Riverside coordinates with over 428 community partners to leverage funds, staff, and other resources to assist low-income residents. This diverse network of partners includes multi-level referrals between public and private sector social service providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, after school programs, healthy living and nutrition programs, disaster preparedness services, job placement and training programs, veterans services, Head Start, child care centers and providers, services for the disabled, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc. An example of such partnerships is CAP Riverside's ongoing recruitment of veterans services organizations to facilitate its Veterans Employment Training (V.E.T.) Program. Services are leveraged to provide work supports for veterans participating in an on-the-job training program to return to the civilian workforce.

8. Public Law § 676(b) (10):

Each eligible entity to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation.

The Community Action Commission (the Commission) is CAP Riverside's administrative tri-partite board and oversees the activities and policies of the agency. Low-income representatives are democratically and reflect the votes (choice) of low-income residents. Community members, inclusive of low-income members and organizations, have many opportunities to provide input to the representation of low-income residents on the Community Action Commission. The primary opportunity is via community meetings. However, face-to-face, faxed, mailed, emailed, and phoned input are always accepted. Input is forwarded to the Membership Committee of the Commission to be addressed.

Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be elected, they can submit a petition to the Membership Committee of the Commission. The Membership Committee reviews the petition to determine if it has merit and then forwards it to the full Commission, with recommendations, as an Agenda Action Item at the next available Commission meeting.

9. Public Law § 676(b) (12):

All eligible entities will not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System (ROMA), or another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

CAP Riverside has utilized the Results Oriented Management and Accountability (ROMA) evaluation tool since 1995. CAP Riverside also incorporates the use of National Performance Indicators (NPIs) into its program administration. Program development, implementation, monitoring and evaluation activities focus on facilitating family, community, and agency outcomes that 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.

Six (6) of the eight (8) senior and program managers are Certified Community Action Professionals (CCAPs) who are knowledgable and proficient in ROMA.

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

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.

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.

- Public Law § 676(b)(3)(A):
  Provide a description of the service delivery system, for services provided or coordinated with funds made available through grants under section 675C (a), targeted to low-income individuals and families in communities within the State.

The CAP Riverside service delivery system follows three parallel avenues: 1) programs 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 achieving self-sufficiency.

In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans Employment Training Program); Earned Income Tax Credit (EITC), Free Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; savings incentives (Individual Development Accounts – IDA and Step-Up to Assets); 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); and food advocacy (Food Policy Council).

CAP Riverside sub-contracts services to cover challenges identified by its biennial community 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; and on-the-job training for the mentally disabled. Sub-contracting is dependent upon available CSBG funds.

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.

CAP Riverside incorporates community referrals to outside programs and services as a

part of its service delivery strategies.

- Public Law § 676(b)(3)(B):
  Provide a description of how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations;

An analysis of the community assessment identifies what can be addressed via the agency's service delivery strategies. Anything outside the internal scope of services is flagged as a gap in service for which a community referral must be made. All staff are trained to make referrals to help meet customers' needs. Customers are also directed to 211 Riverside County community resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance CAP Riverside program benefits. CAP Riverside clerical staff maintain a directory of frequently requested programs and services, which is shared with program staff.

Several staff members from various internal agency programs have been trained as community resources specialists. They generally represent the agency at community workshops, fairs, and events. They also serve as internal reference points for staff seeking services for their customers.

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. For example, CAP Riverside holds Energy Clinics countywide, particularly in remote, rural areas. 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.

Participants participating in both short-term and long-term CAP Riverside programs, such as RivCo.IDA, Project B.L.I.S.S., Step-Up to Assets, Veterans Employment Training

Program, and Pre-Apprenticeship, receive one-on-one case management with the Program Manager. Case management is often used as a means of assessing the customer's needs and how they are best addressed. This assessment may include referrals to outside sources. Follow-up case management evaluates the customer's use of resources, including referrals and is documented in case notes and maintained in the customer's file. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. The use of the resource is tracked by the Program Manager to determine its effectiveness and consideration of additional referrals.

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

Each CSBG program administered by CAP Riverside leverages CSBG funds with public and/or private cash or in-kind support. For every CSBG dollar received in 2011, approximately $15.71 in cash and in-kind support was leveraged with federal, state, local and private partners. CSBG funds are also sub-granted to community and faith-based organizations that may use funding to leverage with other funding streams.

- Public Law § 676(b)(3)(D):
  Provide a description of how the local entity will use the funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

CAP Riverside'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.

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.).

Another strategy used to facilitate self-suffiency is the Step-Up to Assets program. This is a pre-Individual Development Account (IDA) program that allows low-income families, not yet ready to save for an IDA program, an opportunity to "start-up" by saving a smaller, more "doable" amount. Participants enroll for a shorter period of time, develop a habit of saving, and gain high interest on their deposits. The savings and interest can then be rolled-over into a traditional IDA account. Participants receive IDA credit for the courses they take during the start-up. This new strategy has helped over 50 families enroll into IDA after first taking smaller steps.

The matched savings incentive model has been very successful and incorporated in other family development, asset-building programs. This includes the Pre-Apprenticeship Program and the Veterans Employment Training Program. These incentives are age and income appropriate and two-to-one matches; CAP Riverside makes a match and the employer makes the other match.

1. State Assurances

Agencies are required to provide narrative descriptions of how the organization is meeting each assurance below.

Government Code § 12730(h): "Eligible beneficiaries" means all of the following:

(1) All individuals living in households with incomes not to exceed the official poverty line according to the poverty guidelines updated periodically in the Federal Register by the United States Department of Health and Human Services, as defined in Section 9902 of Title 42 of the United States Code, as amended.

(2) All individuals eligible to receive Temporary Assistance for Needy Families under the state's plan approved under Public Law 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and (Chapter 2 (commencing with Section 11200) of Part 3 of Division 9 of the Welfare and Institutions Code) or assistance under Part A of Title IV of the Social Security Act (42 U.S.C. Sec. 601 et seq.).

(3) Residents of a target area or members of a target group having a measurably high incidence of poverty and that is the specific focus of a project financed under this chapter.

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.

Marketing and outreach is increased and targeted to identified poverty pockets and to communities of vulnerable populations such as the elderly, the disabled, the homeless, and families with very young children. CAP Riverside's mobile unit, the CAP Mobile, is used to take services to poor residents living in remote and/or rural poverty pockets.

Legitimate income verification, as established by the State, is requested of all applicants for services. Photocopies are made and maintained in the customer's file. To ensure that customers are not overincome, customers' files are

monitored by quality control checks conducted randomly by management. Those applicants who are overincome are referred to other community resources for potential services.

Government Code § 12747 (a): 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.

CAP Riverside recognizes that CSBG funds are subject to federal budget 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. 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. after-school mentoring/tutoring program (cash and non-cash support from school districts), and Individual Development Accounts (local private matches).

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, if the participant is not going to become a volunteer mediator. The purpose of training is to generate volunteers to mediate in the courts and the community. 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.

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 review 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.

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.

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 Stablity (FES), to research and secure funding for which it might otherwise be ineligible.

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 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.

Government Code § 12760: 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) that serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

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.

2. Documentation of Public Hearing(s)

California Government Code 12747(b)-(d) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP. If the agency determines that any of these concerns have not been included in the plan it shall specify in its response to the plan information about those concerns and comment as to their validity.

Provide a narrative description of the agency's public hearing process and methods used to invite the local community to the public hearing(s) are to be captured here. A copy of each public notice published in the media to advertise the public hearing is to be attached; in addition to, a summary of all low-income testimony with an indication of what section of the CAP addresses the concern or an explanation about the validity of the comment. Agencies must also provide a narrative description of other methods used to gather information about the low-income community's needs. Examples include: Surveys, public forums, secondary data collection, and etcetera.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

Name	Low-Income	Comment/Concern	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
John Doe	✓	Job training needs	Yes	32	N/A
Jane Doe	✓	Transportation needs in ABC, CA	No	N/A	Due to limited funding, agency meets 50% of the transportation needs in ABC, CA.

1. Attach a narrative description of the agency's public hearing process. Also, 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 its 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 mintues. 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 publized countywide via print and electronic press releases/public service announcements. Flyers and posters are distributed via CAP Riverside's extensive partnership network (428 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, websites, county kiosks, churches, and partners. Transcripts are later published on the Board of Supervisors' web-page along with the video of the proceedings. Transcripts can be downloaded into Microsoft Word.

2. Provide one (1) copy of each public notice published in the media to advertise the public hearing.

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

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

TESTIMONY TO BE ADDED AFTER THE 6/18/13 PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS

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

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.

A focus group meeting was also held with CAP Riverside line staff and managers.

CAP Riverside also reviewed results provided throughout the year from customer satisfaction surveys, letters, program evaluations and workshop evaluations.

Public Hearing Appendices:
VI. Community Meeting Flyer
VII. Countywide Email Announcement – Community Meetings
VIII. CAP Riverside Press Release - - Community Meetings
IX. Desert Sun Press Story - - Community Meetings
X. Press Enterprise Story - - Community Meetings
XI. Community Meeting Agenda
XII. Community Meeting Questions
XIII. Desert Sun Story - - Feedback from Palm Desert Community Meeting

• Monitoring and Evaluation Plan

To ensure a CSBG eligible entity is involved in the evaluation of its community action programs the agency is to provide 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 CAP. The narrative description must satisfy two criteria:

1. Data is collected to measure the progress of the agency's goals.

All programs start their contract year with evaluation tools that identify baselines (beginning points) for each program or service and a projection of expected programmatic results and expenditures (fiscal results.) Participants are evaluated periodically throughout the contract term to assess the impact of the program. These evaluations create benchmarks that show progress toward reaching program outcomes (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. Other evaluations are administered according to a schedule, such as bi-monthly or quarterly. Best practices have shown that evaluations should be conducted, at minimum, mid-way through a program in order to have ample time to make modifications to the program strategies, if necessary. In order to make these evaluations and assessments, CAP Riverside collects program and financial data from both customers and staff.

<u>Customers</u>

CAP Riverside utilizes various mechanisms countywide for the collection and measurement of data from and about customers, including:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.; it is general administered at the point of service;
- Program evaluation - - provides feedback from customers about services received; it is generally submitted on a scheduled basis, most often monthly or quarterly;
- Workshop and training evaluation - - provides feedback on curriculum, content, knowledge growth, delivery of service, etc.; it is generally administered at the point of service;
- Site visit to sub-contractors - conducted by CAP Riverside staff and Commissioners to verify programmatic data and contract compliance; it is generally scheduled for the month following the close of the first quarter;
- One-to-one feedback and written testimonial from customers - - documented and shared at scheduled staff meetings;

- Special events - - e.g. open house, community dialogues, etc. offers opportunities for feedback from a diverse group of stakeholders; generally given at the time of the event;
- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges;
- Customer complaint log - - provides nature of complaint, response time, and resolution; and

Staff

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.

Senior Management and Planning staff will also conduct quality assurance reviews to ensure compliance with established policies, procedures, goals, and outcomes. Reviews include random sampling of participant files to ensure completeness and accuracy. Reports are reconciled to ensure accuracy and consistency in data when recreated.

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

CAP Riverside staff has an electronic reporting system that tracks the due date of all contractual reports. A report date is entered into the tracking database shortly after a contract has been executed. This includes report due dates for subcontractors. Reports include narrative, statistical, and financial data that document progress towards identified outcomes and outputs.

Planning staff generate an in-house report every months that show all reports, organized by program, and their due dates. Hardcopies of the reports are distributed to program managers and senior managers. Notices of due dates are generated, based on the reporting system, and emailed to Program Managers and sub-contractors a week before the due date.

All reports are required to be submitted to CAP Riverside's Planning Division, along with the submission transmittal to the funder. Planning staff reviews the reports and 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 generated CSBG progammatic 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.

• CSBG/ National Programs Indicators (NPI)

CAP Projections (CSD 801 CAP)

The U.S. Department of Health and Human Services, Office of Community Services issued the attached *National Indicators of Community Action Performance.* The list contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. These indicators are very important in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Indicators, and develop two years of projections/goals and strategies based on these indicators. These National Indicators were developed using the six National Goals and Outcome Measures. For the most part, you will be able to identify and develop strategies based on the national indicators.

The CSBG/NPI CAP Projections (CSD 801 CAP) will be monitored and evaluated by CSD Field Operations Representatives.

- ❖ To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's website at http://providers.csd.ca.gov/CSBG under the "Forms" tab.

- ❖ When completed, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

2014-2015 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
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 in Riverside County are unemployed and underemployed. They lack job placement and training opportunities to increase their experience and income. Business downsizing and closures, along with public funding cuts, have resulted in a steady decline in employment and job placement/training opportunities. Most strongly impacted are those low-income adults, especially veterans. who are the most disadvantaged amongst job seekers. These problems occur throughout Riverside County all year round.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside supports and promotes employment, job placement/training programs, and job supports for low-income residents. Support includes, but is not limited to: networking opportunities; leveraging partnerships; creating job opportunities; creating on-the-job training slots; agency capacity building and technical assistance; managing temporary employees; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings. CAP Riverside collaborates with school districts, private businesses (especially small businesses of 10 or less employees); colleges and universities; public sector; and community/faith-based organizations.

Delivery Strategies / Outcomes:
1.1.A. – 150 (75%) of 200 unemployed participants will obtain a job via a CSBG-funded job placement or on-the-job training program. Programs include, but are not limited to: 1) Pre-Apprenticeship; 2) Veterans Employment Training Program; Project L.E.A.D. (Linking Education, Advocacy and Development); Delegate Agency(ies); and Temporary Assignment Program (TAP). Additional services include job classroom/on-line training, workplace mentoring, case management, coaching opportunities, referrals to other community resources.
1.1.B. – 150 (75%) of 200 employed participants will maintain a job for at least 90 day via a CSBG funded job placement or on-the-job training program. Programs include, but are not limited to: 1) Pre-Apprenticeship; 2) Veterans Employment Training Program; Project L.E.A.D. (Linking Education, Advocacy and Development); Delegate Agency(ies); and Temporary Assignment Program (TAP). Additional services include providing one-to-one mentoring, coaching, and attendance monitoring via program staff, employers, and partners to facilitate job retention.
1.1.C. 57 (75%) of 76 employed participants will obtain increases in income and/or benefits via tiered-wages (gradual increase) that start above minimum wage. Programs include, but are not limited to: Veterans Employment Training Program; Delegate Agency(ies), and Temporary Assignment Program (TAP). Additional services include job search assistance for permanent employment.

National Performance Indicator 1.1 **Employment** The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:	**CAP 2 YEAR PROJECTIONS** **Number of Participants Expected to Achieve Outcome (#)**
A. Unemployed and obtained a job	150
B. Employed and maintained a job for a least 90 days	150
C. Employed and obtained an increase in employment income **and/or benefits**	57
D. Achieved "living wage" employment and/or benefits	

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

2014-2015 CSBG/NPI CAP Projections

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.)
Low-income Riverside County residents lack resources to address financial emergencies such as evictions/homelessness, utility shutoffs, medical emergencies, loss of childcare, lack of food, vehicle repairs, etc. In addition to this, working low-income residents often lack marketable jobs skills. People in crisis find it difficult to focus on work and can have high absenteeism. These year round emergencies can be factors in preventing a person from getting and/or keeping a job.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
CAP Riverside supports and promotes employment, job placement/training programs, and job supports for low-income residents. Support includes, but is not limited to: networking opportunities; leveraging partnerships; creating job opportunities; creating on-the-job training slots; agency capacity building and technical assistance; managing temporary employees; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings. CAP Riverside collaborates with school districts, private businesses (especially small businesses of 10 or less employees); colleges and universities; public sector; and community/faith-based organizations.

Delivery Strategies and Outcomes:
1.2.A. 368 (75%) of 490 participants will have obtained pre-employment skills/competencies required for employment. Programs and services include: 1) Pre-Apprenticeship; 2) Veterans Employment Training Program; Delegate Agency(ies); Temporary Assignment Program (TAP); Volunteer Income Tax Assignmment Program (VITA); and Project L.E.A.D. (Linking Education, Advocacy and Development).
1.2.B. 5,760 (75%) of 7,680 low-income families will obtain health care services for themselves or a family member. Programs and services include, but are not limited to Delegate agency(ies). Program services include referrals to community resources and partners.
1.2.H. 74 (75%) of 98 low-income residents will obtain safe and affordable housing. Programs and services include Individual Development accounts (IDAs) and Delegate Agency(ies). Those people not eligible will be referrred to other community resources, firt-time homebuyer programs.

National Performance Indicator 1.2 **Employment Supports** The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by one or more of the following:	**CAP 2 YEAR PROJECTIONS** **Number of Participants Expected to Achieve Outcome (#)**
A. Obtained skills/competencies required for employment	368
B. Completed ABE/GED and received certificate or diploma	
C. Completed post-secondary education program and obtained certificate or diploma	
D. Enrolled children in "before" or "after" school programs	
E. Obtained care for child or other dependant	
F. Obtained access to reliable transportation and/or driver's license	
G. Obtained health care services for themselves or a family member	5,760
H. Obtained safe and affordable housing	74
I. Obtained food assistance	
J. Obtained non-emergency LIHEAP energy assistance	
K. Obtained non-emergency WX energy assistance	
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)	

2014-2015 CSBG/NPI CAP Projections

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

2014-2015 CSBG/NPI CAP Projections

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.)
Low-income Riverside County residents countywide lack asset/wealth-building skills and opportunities to acquire assets. These problems persist because low-income people often lack personal financial skills; fall victim to predatory lenders and tax-preparers; and lack information about and access to asset/wealth-building skills opportunities such as home ownership, business ownership, post-secondary education, and healthy financial practices. These are year-round challanges face by many low-income residents.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
CAP Riverside supports and promotes employment, job placement/training programs, and job supports for low-income residents. Support includes, but is not limited to: networking opportunities; leveraging partnerships; creating job opportunities; creating on-the-job training slots; agency capacity building and technical assistance; managing temporary employees; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings. CAP Riverside collaborates with school districts, private businesses (especially small businesses of 10 or less employees); colleges and universities; public sector; and community/faith-based organizations.
Delivery Strategies:
1.3.A. 4,425 (75%) of 5,900 eligible participants will have their income tax prepared by CAP Riverside. Programs and services include, but are not limited to the VITA Program; training volunteer tax preparers, providing year-round tax services and hosting a county-wide VITA Colliation.
1.3.C. 7,650 (75%) of 10,200 eligible applicants will be enrolled in telephone lifeline and/or other energy discounts program. Programs and services include, but are not limited to Telephone Lifeline and the CARE Program.
1.3.D. 257 (75%) of 342 participants will complete and maintain a budget for over 90 days. Programs and services include, but are not limited to: the IDA Program; The Veterans Employment Training Program; Step-Up to Assets Program, and Project B.L.I.S.S. (Building Links Impact Self-Suffiency). Services also includes case management, one-to-one counseling, participation monitoring, and skill-building workshops.
1.3.E. 152 (75%) of 202 low-income residents will open an IDA or other savings account. Programs and services include, but are not limited to: IDA; Pre-Apprenticeship; Veterans Employment Training Program.
1.3.F. 164 (75%) of 218 participants will increase their savings through IDA. Programs and services include, but are not limited to the IDA Program, Project B.L.I.S.S.; Step-Up to Assets; Pre-Apprenticeship; and Veterans Employment Training Program.
1.3.G.: 17 (75%) of 22 participants will capitalize a small business through the IDA Program. Programs and services include, but are not limited to the IDA Program.
1.3.H.: 30 (75%) of 40 participants will pursue a post-secondary education through the IDA Program. Programs and services include, but are not limited to the IDA Program.
1.3.I.: 11 (75%) of 14 participants will purchase a home through the IDA Program. Programs and services include, but are not limited to the IDA Program.

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 one or more of the following:		CAP 2 YEAR PROJECTIONS **Number of Participants Expected to Achieve Outcome** **(#)**
	ENHANCEMENT	
A.	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.	4,425 / $4.2 million
B.	Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.	
C.	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.	7,650
	UTILIZATION	
D.	Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	257
E.	Number and percent of participants opening an Individual Development Account (IDA) or other savings account	152
F.	Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	164 / $115,048
G.	Number and percent of participants capitalizing a small business with an IDA or other savings	

2014-2015 CSBG/NPI CAP Projections

	17
H. Number and percent of participants pursuing post-secondary education with accumulated savings	30
I. Number and percent of participants purchasing a home with accumulated savings	11
J. Number and percent of participants purchasing other assets with accumulated savings	

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

2014-2015 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
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.)
Riverside County lacks opportunities and resources that enable low-income residents to increase their self-sufficiency. This is partially due to: a decrease in safe affordable housing; budget cuts and reductions to after school programs; limited resources to cover home repair costs; and reduction of post-secondary educational/training programs. Residents continue to lack accurate, up-to-date information regarding community resources. Most greatly impacted are low-income families, seniors, the disabled, and the "new" poor. These problems occur throughout Riverside County all year round.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes and supports quality of life community resources and programs through its internal and contracted programs. Support includes, but is not limited to: networking opportunities; leveraging partnerships; agency capacity building and technical assistance; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; 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
2.1.A. 53 (75%) of 66 jobs will be created, or saved from reduction or elimination in the community. Projects include, but are not limited to: Delegate Agency(ies) (1 project); and the Veterans Employment Training Project (1 project).
2.1.C. 74 (75%) of 98 safe and affordable housing units will be created in the community. Projects include, but are not limited to: Delegate Agency(ies) (1 project) and IDA (1 project).
2.1.D. 1,586 (70%) of 2,266 safe and affordable housing units will be preserved or improved through construction, weatherization or rehabilitation in the community. Projects include, but are not limited to: home weatherization services (4 projects) ; lead abatement referrals (1 project); and Delegate Agency(ies) (1 project).
2.1.E. 5,520 (75%) of 7,360 low-income people will receive health care services through accessible and affordable health care services/facilities that are created or saved from reduction or elimination. Projects include, but are not limited to: Delegate Agency(ies) (3 projects); provide technical assistance and advocacy via membership on the State of California Department of Education Local Planning Council (1 project), the Riverside County Community Health Clinics Board (1 project), and the Riverside County Child Care Consortium Board (1 project).
2.1.F.: Accessible safe and affordable child care or child development placement opportunities for low-income families will be created or saved from reduction or elimination through two (2) community projects. Projects include, but are not limited to, providing technical assistance and advocacy via membership via the Riverside County Child Care Consortium Board (1 project) and the State of California Department of Education Local Planning Council (1 project).
2.1.G. 19 (95%) of 20 accessible "before school" and "after school" program placement opportunities for low-income families will be created or maintained. Projects include, but are not limited to Project L.E.A.D. (Linking Education, Advocacy and Development); 17,400 (75%) of 23,200 atfer school slots will be filled.
2.1.I. 27 accessible or increased educational and training placement opportunities or those will be saved from reduction or elimination that are available for low-income people in the community, including vocational, literacy and like skill training, ABE/GED, and post-secondary educations impacting 45,939 (75%) of 61,252 people. Projects include, but are not limited to: Pre-Apprenticeship Program; RivCo.IDA Program; Veterans Employment Training Program; CAP Academy; VITA Program; Project B.L.I.S.S.; Mediation Services; Project L.E.A.D.; RCMC; Step-Up to Assets; Delegate Agencies; Disaster Preparedness; and Energy Education.

National Performance Indicator 2.1 **Community Improvement and Revitalization** Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by one or more of the following:	**CAP 2 YEAR PROJECTIONS** **Number of Projects or Initiatives Expected to Achieve (#)**
A. Jobs created, or saved, from reduction or elimination in the community.	4

2014-2015 CSBG/NPI CAP Projections

B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.	
C. Safe and affordable housing units created in the community	74
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy	1,586
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination	5,520
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination	2
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination	10
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.	
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	27

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

2014-2015 CSBG/NPI CAP Projections

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.)
Communities lack resources to increase the quality of life for its low-income residents. This is due to a lack of funding and continued fiscal support for community services and programs. All communities and low-income residents are impacted. These problems occur throughout Riverside County all year round.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes and supports quality of life community resources and programs through its internal and contracted programs. Support includes, but is not limited to: networking opportunities; leveraging partnerships; agency capacity building and technical assistance; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; 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. 58 increases in community assets will be made as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets. Projects include, but are not limited to community partnerships, coalitions, and collaboratives.
2.2.C. 18 increases in the availability or preservation of community services to improve public health and safety will be made. Projects include, but are not limited to: Delegate Agency(ies) (3 projects); Eastside HEALZone Leadership Council; and Mediation Services (court mediation, community mediation, peer mediation, community education, and law enforcement referral training – 5 projects).
2.2.D. 3 increases in the availability of preservation of commercial services within low-income neighborhoods will be made. Projects include, but are not limited to: Eastside HEALZone Leadership Council (corner store make-over project) (3 projects).
2.2.E. 490 increases or preservation of neighborhood quality-of-life resources will be created. Projects include, but are not limited to, community, private, and public partnerships.

National Performance Indicator 2.2 **Community Quality of Life and Assets** The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by one or more of the following:	**CAP 2 YEAR PROJECTIONS** **Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#)**
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	58
B. Increase in the availability or preservation of community facilities	
C. Increase in the availability or preservation of community services to improve public health and safety	18
D. Increase in the availability or preservation of commercial services within low-income neighborhoods	3
E. Increase or preservation of neighborhood quality-of-life resources	490

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

2014-2015 CSBG/NPI CAP Projections

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.)
Community members do not participate in revitalization and anti-poverty initiatives. This is largely due to residents' lack of information and awareness about engagement and volunteer opportunities. Outreach is limited. This problem persists in communities, with volunteers, and with low-income residents. This problem is countywide yearround.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes and supports quality of life community resources and programs through its internal and contracted programs. Support includes, but is not limited to: networking opportunities; leveraging partnerships; agency capacity building and technical assistance; CSBG sub-contracting; program monitoring; outreach and recruitment of volunteers; elections of low-income representatives to the community action commission and various boards; volunteer recognition; volunteer programs management training and technical assistance; and recognizing volunteers countywide through CAP Riverside's status as a Certifying Organization for the national President's Volunteer Service Award program. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; 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:
2.3.A. 3,330 (75%) of 4,440 community members will be mobilized by Community Action to participate in community revitalization and anti-poverty initiatives. Projects include, but are not limited to: volunteer program training and technical assistance; volunteer recognition; volunteer recruitment
2.3.B. 95,000 volunteer hours will be donated to the agency

National Performance Indicator 2.3 **Community Engagement** The number of community members working with Community Action to improve conditions in the community.	**CAP 2 YEAR PROJECTIONS** **Number of Total Contribution by Community Expected to Achieve (#)**
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	3,330
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	95,000
In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.	

2014-2015 CSBG/NPI CAP Projections

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.)
N/A

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, at least in part by ARRA Funds, in the community.	**CAP 2 YEAR PROJECTIONS** **Number of Jobs Expected to Achieve (#)**
A. Jobs created at least in part by ARRA funds	
B. Jobs saved at least in part by ARRA funds	
In the rows below, please include any additional indicators for NPI 2.4 that were not captured above.	

2014-2015 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
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.)

Many low-income people are not active community stakeholders and lack information and awareness of community engagement/volunteer opportunities. Many low-income people are apathetic and disinterested; lack information; have language and cultural barriers; have limited education and transportation. Communities and low-income residents countywide are impacted throughout the year.

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

Activities: CAP Riverside promotes and supports community volunteerism for low-income residents through its internal and contracted programs. Support includes, but is not limited to: outreach and recruitment of volunteers; elections of low-income representatives to the community action commission and various boards; volunteer recognition; volunteer programs management training and technical assistance; networking opportunities; and recognizing volunteers via CAP Riverside's status as a certifying organization for the national President's Volunteer Service Award program (PVSA). Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings.

Delivery Strategies:
3.1.A. 7,020 volunteer hours will be donated to the agency by low-income individuals. Projects include, but are not limited to: participation in a community assessment; membership on the Community Action Commission; and participation as Project B.L.I.S.S. Circle Leaders.

National Performance Indicator 3.1 **Community Enhancement Through Maximum Feasible Participation** The number of volunteer hours donated to Community Action.	**CAP 2 YEAR PROJECTIONS** **Total Number of Volunteer Hours Expected to Achieve (#)**
A. 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.)	7,020

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

2014-2015 CSBG/NPI CAP Projections

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.)

Many low-income people are not active community stakeholders and lack information and awareness of community engagement/volunteer opportunities. Many low-income people are apathetic and disinterested; lack information; have language and cultural barriers; have limited education, transportation and resources to participate. Communities and low-income residents countywide are impacted throughout the year.

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

Activities: CAP Riverside promotes and supports community volunteerism for low-income residents through its internal and contracted programs. Support includes, but is not limited to: outreach and recruitment of volunteers; elections of low-income representatives to the community action commission and various boards; volunteer recognition; volunteer programs management training and technical assistance; networking opportunities; and recognizing volunteers via CAP Riverside's status as a certifying organization for the national President's Volunteer Service Award program (PVSA). Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings.

Delivery Strategies:

3.2.A. 192 (75%) of 256 low-income people will participate in formal community organizations, govenment, boards or councils to provide input to decision-making and policy setting. Projects include, but are not limited to: Membership on Community Action Commission; participation as Project B.L.I.S.S. Circle Leaders; and membership on the Riverside County Community Health Clinics Board and the Energy Task Force.

3.2.B. 22 low-income people will acquire a business in their community as a result of community action assistance. Projects include, but are not limited: to small business development or capitalization mentoring, training, technical assistance; and matched savings opportunities and acquisition through IDA.

3.2.C. 14 low-income people will purchase their own home in their community as a result of Community Action assistance. Projects include, but are not limited to: home ownership mentoring, training, technical assistance; and matched savings opportunities and acquisition development or referrals through IDA

3.2.D. 614 (75%) of 818 low-income people will be engaged in non-governance community activities or groups created or supported by community action. Projects include, but are not limited to, volunteer and advocacy opportunities through various internal programs and community partnerships.

National Performance Indicator 3.2 **Community Empowerment Through Maximum Feasible Participation** The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by one or more of the following:	**CAP 2 YEAR PROJECTIONS** **Number of Low-Income People Expected to Achieve (#)**
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	192
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance	22
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance	14
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action	614

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

2014-2015 CSBG/NPI CAP Projections

Contractor Name:	Community Action Partnership of Riverside County		
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.)
Community services and outreach activities are not stream-lined and collaborative. Often they are duplicative of other services in the community. Funding cuts create competitiveness and service provider "turf" boundaries. While community partners endeavor to address these problems, reduce staffing impacts their ability to meet and collaborate with others. The lack of stabilized services impacts communities, partners, and residents countywide throughout the year.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes and supports community-wide partnerships to expand opportunities for low-income residents. Support includes, but is not limited to: networking opportunities; community organizing; information sharing; advocacy; leveraging partnerships; agency capacity building; training, technical assistance; CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; 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:
4.1.A. - 4.1.M. - 428 diverse agencies will be recruited each year to help expand family and community outcomes, of which 330 (75%) will become partners.

National Performance Indicator 4.1 **Expanding Opportunities Through Community-Wide Partnerships** 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.	CAP 2 YEAR PROJECTIONS	
	Number of Organizations Expected to Achieve (#)	**Number of Partnerships Expected to Achieve (#)**
A. Non-Profit	155	116
B. Faith Based	75	56
C. Local Government	85	64
D. State Government	7	7
E. Federal Government	6	6
F. For-Profit Business or Corporation	32	24
G. Consortiums/Collaboration	5	5
H. Housing Consortiums/Collaboration	14	11
I. School Districts	14	11
J. Institutions of post secondary education/training	16	12
K. Financial/Banking Institutions	0	0

2014-2015 CSBG/NPI CAP Projections

L. Health Service Institutions	6	6
M. State wide associations or collaborations	4	4

2014-2015 CSBG/NPI CAP Projections

In the rows below, please add other types of partners with which your CAA has formed relationships that were not captured above.

N. **Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes (automatically calculates)**	**428**	**330**

2014-2015 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
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.)

Staff and volunteers' skills are limited due to the lack of funding for and access to formal training. Communities, Community Action Commissioners and CAP Riverside staff are impacted countywide throughout the year.

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

Activities: CAP Riversidesupports its staff and commissioners by providing training, technical assistance, information sharing, networking opportunities, community organizing and advocacy. External training is also sought to increase skills of staff.

Delivery Strategies:
5.1.A. 5 (83%) of 6 Certified Community Action Professionals (CCAPs) will retain their certification. Projects include, but are not limited to eligible CCAPS recertifying by year 2.
5.1.B. 1 (100%) of 1 certified Results Oriented Management and Accountability (ROMA) trainer will be retained.
5,1,C. 1 (100%) of 1 Family Development trainers will be retained.
5.1.E. 35 staff members will attend trainings each year. Projects include, but are not limited to: increasing external staff development opportunities through networks, partnerships, and State and National CAP activities; expanding CAP Academy curriculum to include staff development workshops; and increasing cross-training between programs and in-house trainings
5.1.F. 25 Commissioners will attend trainings each year. Projects include, but are not limited to involving CAP Staff and Commissioners to demonstrate their skills by leading workshops at CAP-related conferences; staff providing specialized training and technical assistance; and receive training on board roles, governance, leadership, ROMA, strategic planning, and county mandated training such as sexual harrasment and conflict of interest.
5.1.G. 400 hours will be spent in staff training.
5.1.H. 200 hours will be spent in board trainings.
5.1.I (Additional) 14 staff will provide human capital resources available through CCAP leadership. Projects include, but are not limited to: Executive Director providing application review, mentoring and coaching to community action agencies who participate in the national Pathways to Excellence Program; Planning Division Manager generating CCAP exam questions as a member of the national CCAP Exam Committee; Program Managers providing agency capacity building training as faculty to the Community Action Academy.

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:	**CAP 2 YEAR PROJECTIONS** **Number of Resources in Agency Expected to Achieve (#)**
A. Number of Certified Community Action Professionals	6
B. Number of ROMA Trainers	1
C. Number of Family Development Trainers	1
D. Number of Child Development Trainers	
E. Number of staff attending trainings	35
F. Number of board members attending trainings	25

2014-2015 CSBG/NPI CAP Projections

	25
G. Hours of staff in trainings	400
H. Hours of board members in trainings	200

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

I. Number of human capital resources available through CCAP leadership and staff who provide training and technical assistance	14

State of California
Department of Community Services and Development
CSBG/NPI Projections
CSD 801 CAP (Rev.2/13)

2014-2015 CSBG/NPI CAP Projections

Contractor Name:	Community Action Partnership of Riverside County		
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.)
Seniors and the disabled are at-risk of losing their independent living lifestyle due to: unsafe and unhealthy housing, limited access to free or affordable services, increasing utility costs and inability to pay high utility bills create. These challenges are faced by low-income seniors and disabled residents countywide throughout the year.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes and supports quality of life community resources and programs to support low-income seniors and disabled residents. Support includes, but is not limited to: networking opportunities; leveraging partnerships; agency capacity building and technical assistance; and CSBG sub-contracting; and program monitoring. CAP Riverside utilizes a multi-lingual outreach approach, especially to rural, isolated, remote, and underserved communities. Outreach includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings. CAP Riverside collaborates with public and private sector social services organizations to provide services.

Delivery Strategies:
6.1.A. 26,396 (70%) of 37,708 seniors will receive services from community action that maintain an independent situation as a result of those services. Projects include, but are not limited to: providing referrals to community resources; providing back-up heating/cooling systems, which is often the entry point for home weatherization services; providing utility bill payment assistance and home weatherization; providing access to Cool and Warm Centers during extreme seasonal hot or cold temperatures; providing disaster relief during government declared "state of emergencies."
6.1.B. 8,386 (70%) of 11,980 disabled residents will receive services from community action that maintain an independent situation as a result of those services. Projects include, but are not limited to: providing referrals to community resources; providing back-up heating/cooling systems, which is often the entry point for home weatherization services; providing utility bill payment assistance and home weatherization; providing access to Cool and Warm Centers during extreme seasonal hot or cold temperatures; providing disaster relief during government declared "state of emergencies."

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:	CAP 2 YEAR PROJECTIONS **Number of Vulnerable Individuals Living Independently Expected to Achieve (#)**
A. Senior Citizens (*seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.*)	26,396
B. Individuals with Disabilities	8,386
Ages:	
a. 0-17	
b. 18-54	
c. 55-over	

2014-2015 CSBG/NPI CAP Projections

d. Age Unknown	34,782
Total Individuals with Disabilities:	**34,782**

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

2014-2015 CSBG/NPI CAP Projections

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.)
Low-income residents are unable to meet basic and essential needs during a crisis. Underemployment and unemployment; fixed incomes; language barriers; lack of affordable safe housing; limited transportation; high energy costs; and lack of awareness of community resources impair low-income residents' ability to address emergency needs. Low-income residents and communities countywide are affected throughout the year.

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 to support low-income residents during emergencies. CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings.

Delivery Strategies:
6.2.A. 110 (75%) of 146 individuals will receive emergency food. Projects include, but are not limited to: Disaster Preparedness and Relief Programs; and Food Security Project.
6.2.B. – 2,650 (70%) of 3786 of applicants will qualify for and receive emergency fuel or utility payment funded by LiHEAP or other public and private funding sources. Projects include, but are not limited to: Low-income Heating and Energy Assistance Program (LiHEAP) Fast Track; Severe Weather Energy Assistance and Transportation Services (SWEATS); and Propane.
6.2.D. – 40 individuals will receive emergency car or home repair. Projects include, but are not limited to: providing back-up heating/cooling systems; providing emergency home weatherization services; and LiHEAP Health and Safety Program.
6.2.H. 4,293 (91%) of 4,718 referred cases will be mediated as a part of legal services. Projects include, but are not limited to: mediation services; court mediation; community mediation; and arbitration.
6.2.J. – 20,900 individuals will receive disaster relief. Projects include, but are not limited to : access to Cool and Warm Centers during extreme seasonal hot or cold temperatures; and disaster relief during government declared "state of emergencies."

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.	**CAP 2 YEAR PROJECTIONS** **Number of Individuals Expected to Achieve (#)**
A. Emergency Food	110
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	2,650
C. Emergency Rent or Mortgage Assistance	
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	40
E. Emergency Temporary Shelter	
F. Emergency Medical Care	
G. Emergency Protection from Violence	
H. Emergency Legal Assistance	4,293

2014-2015 CSBG/NPI CAP Projections

I. Emergency Transportation	
J. Emergency Disaster Relief	20,900
K. Emergency Clothing	

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

2014-2015 CSBG/NPI CAP Projections

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.)

Children are at-risk of not achieving their potential due to lack of family and other supportive environments. Children do not have access to community resources. Communities, children and adults are impacted by these challenges countywide throughout the year.

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

Activities: CAP Riverside is supportive of activities that strengthen children and help them maximize their potential. CAP Riverside promotes and supports quality of life community resources and program; provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings.

Delivery Strategies:

6.3.H. 1,200 (75%) of 1,600 youth will have reduced involvement with criminal justice systems. Projects include, but are not limited to mediation services and peer mediation training.

6.3.K 375 (75%) of 500 parents and other adults will learn and exhibit improved family functioning skills. Projects include, but are not limited to the RivCo.IDA, Project B.L.I.S.S. and Step-Up to Assets programs, all of which include case management, training, and goal-setting activities.

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 one or more of the following:	CAP 2 YEAR PROJECTIONS **Number of Participants Expected to Achieve Outcome (#)**
INFANTS & CHILDREN	
A. Infants and children obtain age appropriate immunizations, medical, and dental care	
B. Infant and child health and physical development are improved as a result of adequate nutrition	
C. Children participate in pre-school activities to develop school readiness skills	
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade	
YOUTH	
E. Youth improve health and physical development	
F. Youth improve social/emotional development	
G. Youth avoid risk-taking behavior for a defined period of time	
H. Youth have reduced involvement with criminal justice system	1,200
I. Youth increase academic, athletic, or social skills for school success	
PARENTS AND OTHER ADULTS	
J. Parents and other adults learn and exhibit improved parenting skills	
K. Parents and other adults learn and exhibit improved family functioning skills	375

2014-2015 CSBG/NPI CAP Projections

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

2014-2015 CSBG/NPI CAP Projections

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

NPI 6.4: Family Supports

N/A

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

National Performance Indicator 6.4 **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:	CAP 2 YEAR PROJECTIONS **Number of Participants Expected to Achieve Outcome (#)**
A. Enrolled children in before or after school programs	
B. Obtained care for child or other dependent	
C. Obtained access to reliable transportation and/or driver's license	
D. Obtained health care services for themselves or family member	
E. Obtained and/or maintained safe and affordable housing	
F. Obtained food assistance	
G. Obtained non-emergency LIHEAP energy assistance	
H. Obtained non-emergency WX energy assistance	
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)	
In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.	

2014-2015 CSBG/NPI CAP Projections

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

NPI 6.5: Service Counts

Problem Statement: (If additional space is needed, please attach a separate sheet.)
Low-income individuals and families, especially vulnerable populations, are unable to meet basic and essential needs. Many are challenged by unexpected financial emergencies, unemployment, underemployment, language barriers, limited transportation, etc that create barriers to self-sufficiency. Low-income residents, communities, and social services providers are impacted by these challenges countywide throughout the year.

Program Activities and Delivery Strategies: (If additional space is needed, please attach a separate sheet.)
Activities: CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, includes: media releases; public service announcements; community presentations; community meetings; community events; flyers; brochures; and mailings, countywide energy clinics and partnerships with service providers and community/ faith-based organizations.

Delivery Strategies:
6.5.E. 92,000 information and referrals calls will be received via the main telephone line. Projects include, but are not limited to: increased outreach efforts to promote CAP Riverside as a referral resource; and increased partnerships

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:	CAP 2 YEAR PROJECTIONS **Number of Services Expected (#)**
A. Food Boxes	
B. Pounds of Food	
C. Units of Clothing	
D. Rides Provided	
E. Information and Referral Calls	92,000
In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.	

❖ Appendices (Optional)

If an agency chooses to provide additional documentation, it should be labeled as an appendix (i.e., Appendix A: Community Survey Results). All appendices are to be attached to the CAP submission and mailed to CSD.

Appendix I - - 2013 Community Needs Assessment (English)

Community Action Partnership of Riverside County - 2013 Community Needs Assessment Survey

SURVEY ID #	City:	County Board of Supervisor	Date Entered	Data Entry Initials
	Zip Code:	❑ Kevin Jeffries D1 ❑ John Tavaglione D2 ❑ Jeff Stone D3 ❑ John Benoit D4 ❑ Marion Ashley D5		

Community Action Partnership of Riverside County (CAP Riverside) is looking for your opinions and ideas on how to help low-income families and individuals living in Riverside County. Everyone's answers will help us learn what is working well and what needs improving. Your identity will be kept confidential; no individual answers will be reported without your written permission. We appreciate learning from you through this survey. Thank you!

I live in Riverside County ❑ Yes ❑ No

1. How many times have you received assistance from CAP Riverside over the past 2 years *(example, utility assistance, weatherization, income tax return preparation, mediation, matched-savings programs, etc.)? (Check one answer)*
   ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ More than 10
2. Overall, how would you rate your satisfaction with CAP Riverside programs and services?
   (Check the score that best represents your answer.) ❑ Very Satisfied ❑ Satisfied ❑ Not Satisfied
3. Overall, how would you rate being able to get safe and affordable housing in Riverside County?
   (Check the score that best represents your answer.) ❑ Very Satisfied ❑ Satisfied ❑ Not Satisfied
4. Overall, how would you rate being able to get safe and affordable child care in Riverside County? *(Check the score that best represents your answer.) ❑ Very Satisfied ❑ Satisfied ❑ Not Satisfied*
5. How do you get to the grocery store from your home? ☐ Walk ☐ Own Car ☐ Bike ☐ Bus ☐ Other _____
6. How far away is the nearest grocery store from your house? _____ miles or _____ blocks
7. Overall, how would you rate being located near a full-service grocery store like Ralphs, Stater Bros., Safeway, etc.?
   (Check the score that best represents your answer.) ❑ Very Satisfied ❑ Satisfied ❑ Not Satisfied
8. In your opinion, what would help poor people the most?

9. Do you agree or disagree with each of the following statements? *(Please check one response for each statement.)*

Statements	Disagree	Agree
a. My family is better off than they were 2 years ago.		
b. My family's income is enough to meet our needs and have some left over.		
c. I have enough money or resources to get food to last through the month.		
d. I have a checking and/or savings account.		
e. My family can get medical or dental care whenever they need it.		
f. My means of transportation is dependable.		
g. My neighborhood is safe enough for children to play outside.		
h. Education after high school is affordable for me and my family.		
i. I can send my children to safe after-school programs.		
j. I know where to go when I need help.		
k. I am living with friends or family.		

10. What has happened in the past 2 years to help improve life for you and your family?

11. What has prevented you and your family from improving your life/lives?

Did you complete the other side?

12. Tell us a little about your health ***(all questions are optional)***:

a. Would you say that in general your health is ❑ excellent, ❑ very good, ❑ good, ❑ fair, or ❑ poor?
b. Has a doctor ever told you that you have asthma? ❑ Yes ❑ No
c. Other than during pregnancy, has a doctor ever told you that you have diabetes or sugar diabetes? ❑ Yes ❑ No
d. Has a doctor ever told you that you have any kind of heart disease? ❑ Yes ❑ No
e. During the past 7 days, did you walk to get some place that took you at least 10 minutes? ❑ Yes ❑ No
f. During the past 7 days, did you ride a bike to get some place that took you at least 10 minutes? ❑ Yes ❑ No
g. During the past month, how many times did you eat fruit? Do not count juices. _____
h. During the past month, how often did you drink soda or pop that contains sugar (do not include diet soda)? _____
i. In the past 7 days, how many times did you eat fast food? Include fast food meals eaten at work, at home, or at fast-food restaurants, carryout or drive-through. _____
j. Do you now smoke cigarettes ❑ every day, ❑ some days, or ❑ not at all?

13. Tell us a little about yourself ***(all questions are optional):***

a. Are you the head-of-household? ❑ Yes ❑ No b. If no, what is your relationship? _____		
c. Age: _____	d. Gender: ❑ male ❑ female	e. Marital Status: ❑ married ❑ single ❑ separated ❑ divorced ❑ other _____
f. Your Race: ❑ African American/Black ❑ American Indian/Alaska Native ❑ Asian ❑ White ❑ Other _____		
g. Your Ethnicity: ❑ Hispanic/Latino descent ❑ not of Hispanic/Latino descent		
h. How many people are in your household including you? ____ i. How many are children under 5? ____ j. How many children age 6 -17? _____. k. How many are 18 and older? ____ l. How many are 65 and older? ____		
m. Are you employed? ❑ Yes ❑ No If yes, are you ❑ full-time (40 hours a week or more) or ❑ part-time (less than 40 hours a week)		
o. Do you receive work benefits? ❑ Yes ❑ No	p. Do you receive ❑ Cash Aid ❑ Food Stamps ❑ MediCal ❑ unemployment ❑ Social Security ❑ Disability (of any kind) ❑ Pension ❑ Other	
q. What is your family's yearly income? ❑ $0 to $7,000 ❑ $7,001 to $14,000 ❑ $14,001 to $20,000 ❑ $20,001 to $25,000 ❑ $25,001 to $30,000 ❑ $30,001 to $35,000 ❑ $35,001 to $40,000 ❑ $40,001 to $45,000 ❑ $45,001 or higher		
r. How many disabled children under age 17 live with you? ___ ,disabled adults age 18 and older? ____ t. disabled seniors age 65 and older? ___		
u. How many veterans live with you? _____	v. 14. Are you a veteran? ❑ Yes ❑ No	
w. if yes, which branch? _____ x. What was/is your ETS (End of Term of Service) Year? _____		
Anything else you would like us to know?		

Thank you for sharing your opinions by completing this survey. Your answers are greatly appreciated.

PLEASE RETURN SURVEY TO
Community Action Partnership of Riverside County – Planning Department
2038 Iowa Avenue, Suite B-102, Riverside, CA 92507
If you have any questions, please call 1-800-511-1110, or 1-951-955-4900 or TTY 1-951-955-5126.

We would like to add you to our mailing list. Please share your contact information below:

First Name:					
Last Name:					
Mailing Address:					
City:		**Zip Code:**		**Phone ❑ cell ❑ home**	(____) _____
Email Address:					

Did you complete the other side?

Appendix II - - 2013 Community Needs Assessment (Spanish)

Community Action Partnership of Riverside County - 2013 Encuesta Sobre La Necesidad de Su Comunidad

SURVEY ID #	City:	County Board of Supervisors	Date Entered	Data Entry Initials
	Zip Code:	☐ Kevin Jeffries D1 ☐ John Tavaglione D2 ☐ Jeff Stone D3 ☐ John Benoit D4 ☐ Marion Ashley D5		

Community Action Partnership of Riverside County (CAP Riverside) busca su opinión e ideas sobre cómo ayudar a familias e individuos que viven con bajos ingresos en el Condado de Riverside. Su respuesta nos ayudará a saber lo que esta funcionado bien y que se necesita mejorar. Su identidad se mantendrá confidencial. Ninguna de sus respuestas será compartida sin su consentimiento por escrito. A través de sus comentarios esperamos aprender de esta encuesta. Agradecemos su tiempo. ¡Muchas gracias!

¿Vive usted en el Condado de Riverside? ☐ Si ☐ No

1) ¿Cuántas veces ha recibido asistencia de CAP Riverside en los últimos dos años? (Por ejemplo, ayuda de servicios públicos, pago de luz o gas, climatización, declaraciones de impuestos, mediación, Cuentas de desarrollo individual etc.) Marque una respuesta. ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ Más que 10 ☐ Nunca

2) ¿Cómo calificaría su satisfacción con los programas y servicios de CAP Riverside? (Marque la respuesta que mas corresponda con su opinión.) ☐ *Muy Satisfecho* ☐ *Satisfecho* ☐ *No Satisfecho*

3) ¿Cómo calificaría usted su habilidad de obtener una vivienda segura y accesible en el Condado de Riverside? (Marque la respuesta que más corresponda con su opinión.) ☐ *Muy Satisfecho* ☐ *Satisfecho* ☐ *No Satisfecho*

4) ¿Cómo calificaría usted su habilidad de obtener un lugar seguro y accesible para el cuidado de sus niños? (Marque la respuesta que mas corresponda con su opinión.) ☐ *Muy Satisfecho* ☐ *Satisfecho* ☐ *No Satisfecho*

5) Como se transporta para llegar a la tienda o mercado? ☐ *Caminando* ☐ *en carro* ☐ *bicicleta* ☐ *autobús* ☐ *Otro* _____

6) ¿A qué distancia esta la tienda más cerca de donde vive? _____ millas/km o _____ cuadras

7) ¿Cómo calificaría usted la distancia desde su hogar a una tienda o mercado de comida como Ralph's, Stater Bros, o Safeway? (Marque una respuesta.) ☐ *Muy Satisfecho* ☐ *Satisfecho* ☐ *No Satisfecho*

8) En su opinión, ¿Que le ayudaría a las personas que viven en la pobreza?

9. ¿Está de acuerdo o desacuerdo con las siguientes declaraciones? *(Por favor marque una respuesta por cada declaración.)*

Declaraciones	Desacuerdo	De Acuerdo
a. Mi familia está mejor de lo que estaban hace dos años.		
b. Los ingresos de mi familia son suficientes para cubrir nuestras necesidades y nos sobra dinero.		
c. Tengo suficiente dinero y recursos para comprar comida para todo un mes.		
d. Tengo una cuenta de cheques y/o de ahorros.		
e. Mi familia puede recibir atención médica o dental cuando lo necesitan.		
f. Mi transportación es confiable.		
g. Mi barrio es seguro para que los niños puedan jugar afuera.		
h. La educación después de la preparatoria es accesible para mí y mi familia.		
i. Puedo mandar a mis hijos a programas que son seguros después de escuela.		
j. Sé a dónde ir cuando necesito ayuda.		
k. Estoy viviendo con un familiar o amigos.		

10. ¿En los 2 últimos años cuales cosas han pasado para mejorar su vida y la vida de su familia?

11. ¿Qué obstáculos ha tenido en su vida o su familia que han impedido mejorar su vida?

Continúe al reverso de esta pagina

12. Cuéntenos un poco de su salud (todas las preguntas son una opción)

a. Puede decir en general que su salud es ❑excelente ❑muy buena ❑buena ❑moderada ❑pobre
b. Su doctor le ha dicho que tiene asma? ❑Si ❑No
c. Excepto durante un embarazo, le a dicho su doctor que tiene diabetes o diabetes debido al azúcar? ❑Si ❑No
d. Su doctor le a dicho que tiene problemas médicos del corazón? ❑Si ❑No
e. Durante los últimos 7 días, caminó usted a un lugar que le tomó por lo menos 10 minutos? ❑Si ❑No
f. Durante los últimos 7 días, usted fue a un lugar en bicicleta que le tomó por lo menos 10 minutos? ❑Si ❑No
g. Durante el último mes, cuantas veces comió fruta? No cuente si tomo jugo._____
h. Durante el último mes, cuantas veces tomó refresco o aguas que contienen azúcar (no cuente la soda de dieta? _____
i. Durante los últimos 7 días, cuantas veces comió comida chátara/rápida? Incluya comidas en el trabajo, en la casa, en restaurantes, o para llevar. _____
j. Usted fuma cigarros ❑todo los días ❑ algunas veces ❑ Nunca

13. Cuéntenos acerca de usted (todas las preguntas son una opción)

a. Usted es la cabeza del hogar? ❑ Si ❑ No		b. Si no, cual es su parentesco? _____
c. Cuál es su edad? ___	d. Género: ❑ hombre ❑ mujer	e. Estado civil: ❑ casado❑ soltero ❑ separado ❑ divorciado ❑otro_____
f. Raza: ❑ Afro-Americano/Negro ❑ Indígena de América/Nativo de Alaska ❑ Asiático ❑ Blanco ❑ Otro		
g. Étnica Raza: ❑ descendiente Hispano/Latino ❑ no de origen Hispano/Latino		
h. ¿Cuántas personas viven en el hogar incluyéndose usted?___ i. ¿Cuántos niños menores de 5 años? ____ j. ¿Cuántos niños entre 6-17?___ k. ¿Cuántas personas de 18 años o mayor? __ l. ¿Mayores de 65 años?__		
m. Esta empleado? ❑Si ❑No Si es así, ❑ tiempo completo (40hrs por semana) o ❑ tiempo parcial (menos de 40 horas)		
n. Usted recibe beneficios por medio de su trabajo? ❑ Si ❑ No (ejemplo, seguro de salud)	o. Usted recibe: ❑ Ayuda Monetaria ❑ Estampillas para la comida ❑ MediCal ❑ Desempleo ❑Seguro Social ❑ Deshabilite (cualquiera) ❑Pensión ❑Otro	
p. ¿Cuál es el ingreso anual de su familia? ❑ $0 a $7,000 ❑ $7,001 a $14,000 ❑ $14,001 a $20,000 ❑ $20,001 a $25,000 ❑ $25,001 a $30,000 ❑ $30,001 a $35,000 ❑ $35,001 a $40,000 ❑ $40,001 a $45,000 ❑ $45,001 o mas		
q. ¿Cuántos niños discapacitados de 17 años de edad viven en su hogar?____ ¿adultos discapacitado de 18 años o mayor? _____ ¿discapacitados de 65 años o mayor)? ___		
r. ¿Cuántos veteranos viven en el hogar? _____ s. ¿Es usted un veterano? ❑ Si ❑ No		
t. Si es veterano de que rama?_____ Cual fue/será (cuando es el término de servicio) año? _____		
¿Usted quiere compartir algo más con nosotros?		

Gracias por compartir sus opiniones en esta encuesta. Realmente agradecemos sus repuestas.

POR FAVOR ENTREGE ESTA ENCUESTA A LA AGENCIA EN DONDE LA RECIBIO, ENVIELA POR CORREO O TREGARLA PERSONALMENTE:

Community Action Partnership of Riverside County – Planning Department
2038 Iowa Avenue, Suite B-102, Riverside, CA 92507
Si usted tiene preguntas, por favor llame 1-800-511-1110 o 1-951-955-4900 o TTY 1-951-955-5126

Si desea ser añadido a nuestra lista de correo, por favor complete la información de esta página con su encuesta:

Nombre:					
Apellido:					
Domicilio:					
Ciudad:		**Código postal:**		**Número telefónico** ❑celular ❑casa	(___)___ ____ ____
Correo electrónico:					

Continúe al reverso de esta pagina

Helping People. Changing Lives. Community Action Partnership — America's Poverty Fighting Network of Riverside County — 2005 Award for Excellence

Appendix III - - 2013 Community Needs Assessment Results

Community Action Partnership of Riverside County

2013 Community Assessment Survey Results

Surveys Returned	Distributed	Return Rate
4,932	8,178	60%

Respondent Demographics

Head of Household
Yes: 2,558 (52%)
No: 1,855 (38%)
Unknown: 514 (10%)

Gender
Male: 1,205 (24%)
Female: 3,372 (68%)
Unknown: 355 (7%)

Marital Status
Married: 1,699 (34%)
Single: 1,791 (36%)
Separated: 269 (5%)
Divorced: 391 (8%)
Other: 363 (7)
Unknown: 413 (8%)

Average Family Size
3.24

Average Number of Children
1.67

Age
18 to 19: 152 (3%)
20 to 29: 1,525 (31%)
30 to 39: 1,218 (25%)
40 to 49: 714 (15%)
50 to 59: 395 (8%)
60 and Over: 516 (10%)
Unknown: 403 (8%)

Race
African American: 670 (14%)
American Indian: 95 (2%)
Asian: 99 (2%)
White: 1,443 (29%)
Other: 1,219 (25%)
Unknown: 1,398 (28%)

Ethnicity
Hispanic: 2,333 (47%)
Non-Hispanic: 1,575 (32%)
Unknown: 1,021 (21%)

Employed
Yes: 1,543 (31%)
No: 2,853 (58%)
Unknown: 533 (11%)

Full-Time: 648 (13%)
Part-Time: 624 (13%)
Unknown: 3,655 (74%)

Receive Work Benefits
Yes: 725 (15%)
No: 3,459 (70%)
Unknown: 745 (15%)

Yearly Income
Under $14,000: 1,871 (38%)
$14,001 to $25,000: 982 (20%)
$25,001 to $35,000: 430 (9%)
$35,001 to $45,000: 563 (11%)
$45,001 or higher: 246 (5%)
Unknown: 829 (17%)

Supplement Income
Cash Aid: 1,258 (16%)
Food Stamps: 2,022 (25%)
MediCal: 1,924 (24%)
Unemployment Insurance: 192 (2%)
Social Security: 503 (6%)
Disability Insurance: 175 (2%)
Pension: 140 (2%)
Other: 249 (3%)
Unknown: 1,641 (20%)

Veteran Status
Yes: 144 (3%) No: 3,879 (79%)
Unknown: 906 (18%)

Top 10 Issues of Importance	Top 10 Barriers Out of Poverty
1. Employment / Job Training (1,354)	1. Employment Opportunities (1,129)
2. Social Services (560)	2. Economy (488)
3. Affordable Housing (444)	3. Family Situation (271)
4. Food Assistance (310)	4. Cost of Living (207)
5. Education (296)	5. Education (206)
6. Transportation (220)	6. Disabled/Health Issues (195)
7. Shelter/Homeless Support (186)	7. Lost Job (182)
8. Economy (151)	8. Morale/Mind-Set (131)
9. Affordable Health Care (128)	9. Transportation (131)
10. Better Morale/Mind-Set (128)	10. Higher Wages/Minimum Wage (109)

*Percentages (%) are based on the number of respondents in each category

Helping People. Changing Lives. community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

Appendix III - - 2013 Community Needs Assessment Results

Community Action Partnership of Riverside County

2013 Community Assessment Survey Results

Quality of Life	Disagree	Agree
My family is better off than they were 2 years ago.	2,585	2,061
My family's income is enough to meet our needs and have some left over.	3,515	1,202
I have enough money or resources to buy food to last through the month.	2,184	2,553
I have a checking and/or savings account	2,154	2,544
My family can get medical or dental care whenever they need it.	2,156	2,558
My means of transportation is reliable.	1,347	3,354
My neighborhood is safe enough for children to play outside.	1,438	3,144
Education after high school is affordable for me and my family.	2,833	1,594
I can send my children to safe after school programs.	2,833	1,594
I know where to go when I need help.	1,749	2,906
I am living with friends or family.	2,336	2,333

Would you say that in general your health is:	Total	%
Excellent	610	12%
Very Good	1,106	22%
Good	1,717	35%
Fair	888	18%
Poor	281	6%
N/A	329	7%

Has a doctor ever told you that you have asthma?	Total	%
Yes	741	15%
No	3,853	78%
N/A	337	7%

Other than during pregnancy, has a doctor ever told you that you have diabetes or sugar diabetes?	Total	%
Yes	563	11%
No	3,914	79%
N/A	454	9%

Has a doctor ever told you that you have any kind of heart disease?	Total	%
Yes	378	8%
No	4,180	85%
N/A	373	8%

During the past 7 days, did you walk to get some place that took you at least 10 min?	Total	%
Yes	2,917	59%
No	1,661	34%
N/A	350	7%

During the past 7 days, did you ride a bike to get some place that took you at least 10 min?	Total	%
Yes	741	15%
No	3,745	76%
N/A	445	9%

During the past month, how many times did you eat fruit?	Total	%
0 Times	181	4%
1-10 Times	1,926	39%
11-20 Times	779	16%
21-30 Times	908	18%
Everyday	425	9%
N/A	711	14%

During the past month, how many times did you drink soda or pop that contains sugar?	Total	%
0 Times	1,084	22%
1-10 Times	2,079	42%
11-20 Times	418	8%
21-30 Times	342	7%
Everyday	161	3%
N/A	849	17%

In the past 7 days, how many times did you eat fast food?	Total	%
0 Times	952	19%
1-5 Times	2,830	57%
6-10 Times	360	7%
Everyday	123	2%
N/A	665	13%

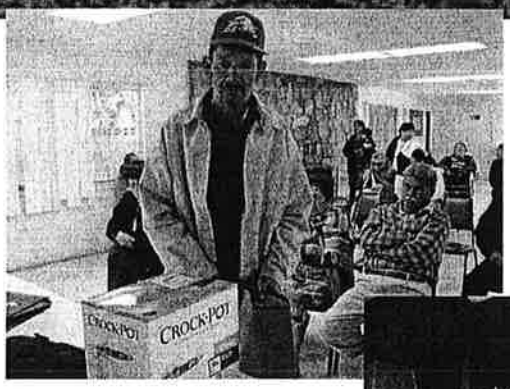
Do you now smoke cigarettes?	Total	%
Everyday	490	10%
Some Days	455	9%
Not at All	3,505	71%
N/A	481	10%

*Percentages (%) are based on the number of respondents in each category

Helping People. Changing Lives.
community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

Community Action Partnership of Riverside County

Strategic Plan 2013 - 2015



If we do nothing people will continue to live in poverty

Helping People. Changing Lives.
community Action
PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

Did You Know?

- *The agency is one of eight out of 1,100 community action agencies nationwide to receive the National Award for Excellence in Community Action - the only public community action agency to receive this honor.*
- *For every one dollar in CSBG funds received, approximately $16.85 in cash and in-kind support is leveraged.*
- *The agency has an active partnership network of over 400 public, private and community partners.*

CAP Riverside's Mission

Mission: *"The Community Action Partnership of Riverside County (CAP Riverside), with the community, strives to eliminate poverty by facilitating opportunities towards self-sufficiency through education, wealth building, advocacy and community organizing."*

Vision: *"To end poverty in Riverside County."*

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

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

CAP Riverside has four local goals: 1) Education and Wealth Building; 2) Advocacy; 3) Community Organizing; and 4) Agency Capacity Building. We work in these four goal areas, with special emphasis given to the community-identified priorities of Employment, Education, and Social Services.

CAP Riverside's Strategic Approach

This year the Community Action Commission has embarked on a comprehensive strategic planning process that was carried out over the course of several months. CAP Riverside uses both primary and secondary data to gain a better understanding of the state or condition of the community, especially in relation to poverty barriers. CAP Riverside's program successes and strengths were reviewed, along with community needs and statewide and local trend data. We surveyed staff, Community Action Commissioners, and the community for their insights on community needs and trends. Taking these factors into consideration, the Commission has developed the agency's strategic plan for 2013-2015.

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

The Face of Poverty in Riverside County: Community Needs Assessment

Results from the agency's 2011 community needs assessment and community dialogues indicate that there are many challenges to ending poverty in Riverside County. Of those surveyed:

- 62% do not feel that their families are better off than they were two years ago.
- 79% feel that their family's income is not enough to meet needs and have some left.
- 52% do not have enough money or resources to buy food to last through the month.
- 63% feel that education after high school is not affordable.
- 64% do not know where to go for help.

The top three challenges to getting out of poverty identified were:

EMPLOYMENT

With recent budget cuts, residents are finding themselves without jobs and unemployment benefits, fewer work hours, and fewer to no job training and placement opportunities.

EDUCATION

Past challenges have centered on affordability of post-secondary education. Today, people are concerned that they are being "locked out" of school by the decrease in entry slots and class offerings. Getting a degree is taking much longer for many people, especially the poor who rely on public higher education.

SOCIAL SERVICES

Budget cuts have reduced or eliminated many community services. People are frustrated with not having up-to-date community resource information. "Newly poor" residents do not know where to go to obtain information.

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

Helping People. Changing Lives. community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK of Riverside County
2005 Award for Excellence

Did You Know?

- *Riverside County has an unemployment rate of 11.8%; 4 points higher than the national rate of 7.7%.*
- *The poverty rate in Riverside County is 16.3%; 9 Riverside County cities have poverty rates above 15%.*
- *1 out of every 5 children and 1 out of every 14 seniors (65+) in Riverside County live in poverty.*
- *1 out of every 7 people in the County is struggling to meet basic needs and are falling short.*

Helping People. Changing Lives.
Community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

STRATEGIC PLAN

GOAL 1: EDUCATION AND WEALTH BUILDING

Increase education and wealth building opportunities for low-income people.

ROMA Goal 1: Low-income people become self-sufficient.
ROMA Goal 2: Conditions in which low-income people live are improved.

- Sustain and improve asset building opportunities for low-income individuals through the expansion of the Individual Development Account Program (IDA).
- Expand the availability of financial literacy education in all agency programs.
- Increase employment supports and training opportunities for the working poor, youth and veterans.
- Expand outreach to low-income people so they can access Earned Income Tax Credit benefits.
- Expand training opportunities for volunteers in all agency programs.

GOAL 2: ADVOCACY

Increase low-income citizen participation in local, state, and national efforts to end poverty.

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

- Maintain a diverse group of commissioners with backgrounds in employment, education, social service, political and community to preside over the Community Action Commission.
- Maintain a diverse staff that is socio-economically and demographically representative of the communities they serve.
- Offer opportunities that empower low-income people to provide testimonies at public hearings, local forums and community events.
- Engage low-income people in promoting justice-based social policies and serving on local boards and task forces.

STRATEGIC PLAN

Helping People. Changing Lives.
Community Action Partnership
America's Poverty Fighting Network
of Riverside County
2005 Award for Excellence

GOAL 3: COMMUNITY ORGANIZING

Increase involvement of all community stakeholders to end poverty by working to improve the conditions in their communities.

ROMA Goal 4 : Partnerships among supporters and providers of services to low-income people are achieved.
ROMA Goal 6 : Low-income people achieve their potential by strengthening family and other support systems.

- Develop a fund diversification plan that focuses on resources necessary to build and increase funding streams to support all agency programs and services.
- Fund delegate agencies with a proven track record to fill gaps in services as determined by the results of the community needs assessment.
- Expand partnerships with other community service providers who help low-income people improve their communities.
- Expand the pool of agency volunteers to end poverty in their communities.
- Expand access of education and services that benefit all residents.

GOAL 4: AGENCY CAPACITY BUILDING

Increase the agency's ability to provide services and support to low-income people.

ROMA Goal 5 – Agencies increase their capacity to achieve results.

- Develop a marketing plan designed to effectively communicate the nature and value of agency services.
- Commit to reaching the unreachable, especially those in rural isolated areas of the county.
- Expand technology and research to identify those communities with the greatest needs.
- Expand the use of volunteers to support the services of the agency.
- Expand partnerships among service providers and supporters to ensure broad range of referral resources.
- Expand agency presence on local policy councils and decision-making boards.
- Ensure staff has the knowledge, skills and abilities needed to provide efficient and quality services through ongoing professional development.

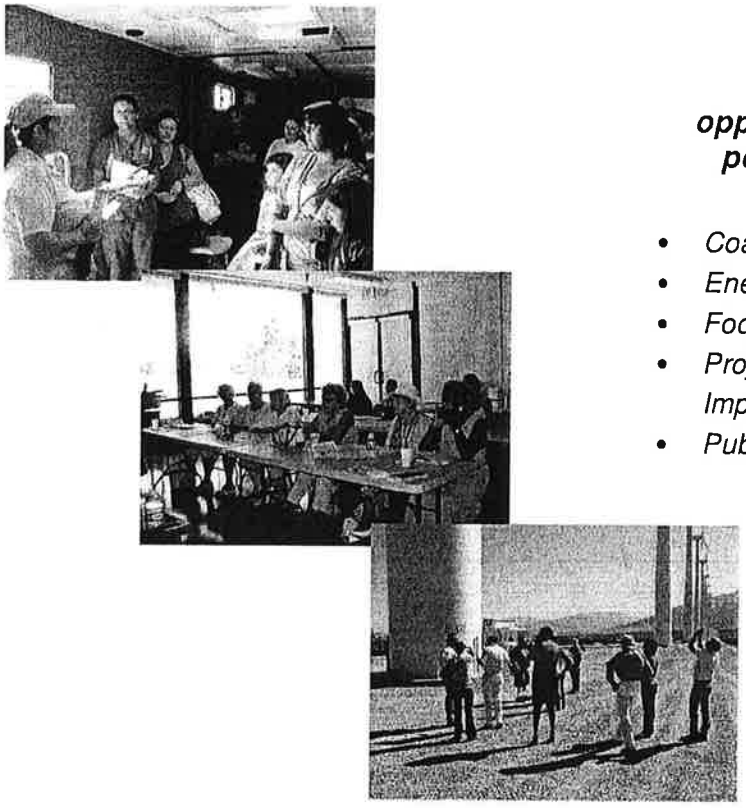
Helping People. Changing Lives.
Community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

PROGRAMS AND SERVICES

GOAL 1: EDUCATION AND WEALTH BUILDING

Programs and services offering education and wealth building opportunities that strengthen individuals and families.

- *Community Conflict Resolution Education*
- *Disaster Preparedness Education*
- *Earned Income Tax Credit (EITC)*
- *Energy Consumer Education*
- *Individual Development Account (IDA)*
- *On-The-Job Training and Pre-Apprenticeship Programs*
- *Project B.L.I.S.S. (Building Links Impacts Self-Sufficiency)*
- *Project L.E.A.D. (Linking Education, Advocacy and Development)*
- *Volunteer Income Tax Assistance (VITA)*



GOAL 2: ADVOCACY

Programs and services offering opportunities for individuals to engage in policy and decision-making activities.

- *Coalition Building*
- *Energy Task Force*
- *Food Policy Council*
- *Project B.L.I.S.S. (Building Links Impacts Self-Sufficiency) Guiding Coalitions*
- *Public Relations, Marketing and Outreach*

PROGRAMS AND SERVICES

GOAL 3: COMMUNITY ORGANIZING

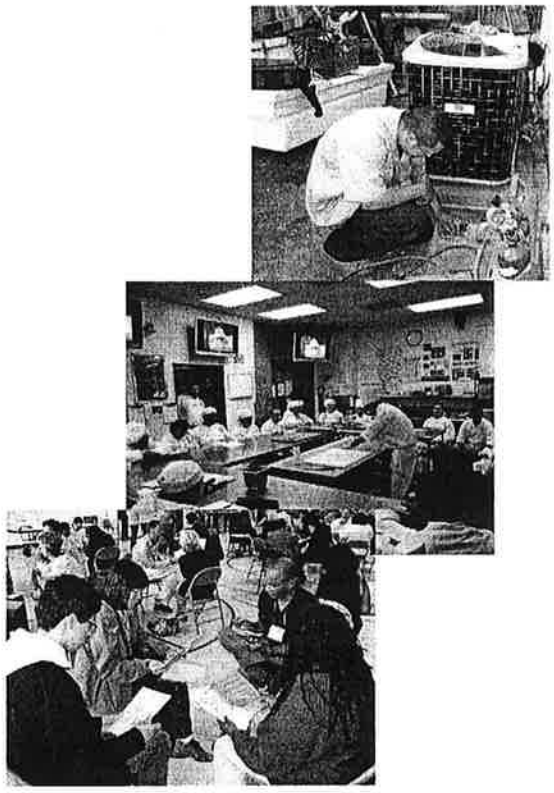
Programs and services offering opportunities that improve the quality of life in Riverside County.

- *Arbitration Services*
- *Community Mediation Services*
- *Court Mediation Services*
- *Crisis/Disaster Response*
- *Healthy Communities / Food Security*
- *Home Weatherization*
- *Notary Services*
- *Partnerships / Coalition Building*
- *Peer Mediators Program*
- *Riverside County Mentor Collaborative*
- *Utility Bill Payment Assistance*
- *Volunteer Mediators Program*
- *Volunteer Tax Preparers Program*
- *Warm / Cool Centers*

GOAL 4: AGENCY CAPACITY BUILDING

Programs and services offering support to increase the capacity of CAP Riverside and its partners to sustain programs, services and initiatives.

- *Agency Newsletter, Annual Report and Impact Stories*
- *Branding, Marketing and Outreach*
- *Community Action Academy / Technical Assistance*
- *Community Needs Assessments*
- *Delegate Agency Program*
- *Fund and Resource Development*
- *Lingafelter Program Development Fund*
- *Partnerships / Coalition Building*
- *Professional Development*



Community Action Partnership of Riverside County

Riverside County Community Action Commission

LOW-INCOME SECTOR

AMEAL MOORE
District 1, Riverside

MARVIN POWELL, JR.
District 2, Riverside

J. GENE WALKER
Chairman of the Board
District 4, Palm Springs

COURTENAY JUSTICE
District 5, Moreno Valley

ART GARCIA
District 1, Riverside (Alt.)

JOSIAH BRUNY
District 5, Moreno Valley (Alt.)

PRIVATE SECTOR

HELEN BARNES
Central Labor Council AFL-CIO

DR. SHELAGH CAMAK
Riverside Community College

JENICE HASKIN
United Way of the Inland Valleys

BRUCE KULPA
Riverside Housing Development Corp.

KAREN ROBERTS
Kaiser Permanente

WILLIAM CLAIRE
Diocese of San Bernardino (Alt.)

SUSAN MCKEE
Vice Chairman
U. C. Riverside (Alt.)

KERRY PENDERGAST
Premier Service Bank (Alt.)

LAURIE STALNAKER
Central Labor Council AFL-CIO (Alt.)

PUBLIC SECTOR

DEBORAH FRANKLIN
City of Banning

GINNY FOAT
City of Palm Springs

AL LANDERS
City of Perris

ANDY MELENDREZ
City of Riverside

GILBERT RAMIREZ, JR.
City of Coachella

RUSTY BAILEY
City of Riverside (Alt.)

DALE COOK
City of Palm Springs (Alt.)

HEIDI MERAZ
City of Banning (Alt.)

CYNTHIA QUINTERO
City of Perris (Alt.)

KAYE REYNOLDS
City of Coachella (Alt.)

Contact Us:

Website: www.capriverside.org
Email: info@capriverside.org

Main Office

2038 Iowa Avenue, Suite B-102, Riverside, CA 92507
(951) 955-4900 • Toll-free: (800) 511-1110
Fax: (951) 955-6506 • TTY: (951) 955-5126

Satellite Offices

Hemet Service Center
749 N. State Street, Hemet, CA 92543
(951) 791-3567 Fax: (951) 791-3553

County Administrative Center
260 N. Broadway, Blythe, CA 92225
(760) 921-5080 Fax: (760) 921-5085

Workforce Development Center
49-110 Monroe Street, Suite B, Indio, CA 92201
(760) 863-2664

Appendix V - - Current Programs / Services Listing

Community Action Partnership of Riverside County Programs and Services

Programs / Services

ASSET-WEALTH BUILDING

- Consumer Education Workshops: energy conservation/financial education to help customers learn how to reduce utility costs and budget to prevent financial crisis.
- Delegate Agency(ies): subcontractor for services.
- Individual Development Accounts (IDA): matched savings incentive for homeownership; higher education, or small business ownership or expansion.
- Project B.L.I.S.S. (Building Links Impacts Self-sufficiency): Volunteers work with a family in poverty to create life changes that lead to self-sufficiency.
- Step-Up to Assets: A pre-IDA saving program at smaller amounts for interest incentives.
- Veterans Employment Training Program (V.E.T.): on-the-job training and placement program for U.S. Veterans.
- Volunteer Income Tax Assistance (VITA) / Earned Income Tax Credit Program (EITC): Year-round free tax preparation and tax credit.

CAPACITY BUILDING

- Community Action Academy: low-cost workshops to help organizations build capacity for programs and services sustainability (e.g., grant development, board development, etc.).
- Lingafelter Program Development Fund: one-time-only, start-up cost grant for local "grassroots" social services groups seeking to become a non-profit.
- Notary Services: low-cost notary services.

COMMUNITY ENGAGEMENT

- Dispute Resolution Center (DRC): low-cost court and community mediation and conciliation services; mediation training; police referral training; and community education workshops.
- Energy Task Force: a multi-sector network of public and private service agencies and elected-officials that review and recommend energy-related policies and services that affect low-income families.
- Delegate Agency(ies): subcontractors for services.
- Food Policy Council: coalition of leaders and policymakers in health and nutrition to address policies that limited access to affordable healthy foods
- HEALZone Leadership Team (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones.
- President Volunteer Service Award (PVSA): certifying organization for the White House Administration program that recognizes community volunteerism.

DISASTER PREPAREDNESS / RELIEF

- Cool/Warm Centers: Volunteer sites for residents to escape severe hot and cold weather.
- Disaster Preparedness, Education and Relief: workshops and educational materials; emergency services during government declared emergencies.
- Food Security Program: food supports that assist healthy living programs.

ENERGY SERVICES

- Utility Bill Payment Assistance Program: assist qualifying residents pay electric, gas, wood, propane, or home oil bill(s).
- Weatherization Program: Installation of various energy conservation measures to make homes more energy efficient and safe.

YOUTH

- Peer Mediation: training youth how to mediate for their peers (Dispute Resolution Center)
- Pre-Apprenticeship Program: workplace-mentoring program that matches high school students with small businesses for on-the-job training and mentoring.
- Project L.E.A.D (Linking Education, Advocacy, and Development): Volunteers trained to provide mentoring and tutoring to students in middle school after school programs.
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections.

WE NEED YOU!

Community Action Partnership of Riverside County (CAP Riverside) invites you to participate in a community meeting to share and discuss the current concerns of low-income populations, service providers and the community-at-large. Your comments and suggestions will be used to set our priorities in providing for those in need in Riverside County.

Helping People. Changing Lives.
community Action
PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

2038 Iowa Avenue Suite B-102
Riverside, CA 92507

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

www.capriverside.org

DATE/TIME	LOCATION
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. **2nd Supervisorial District**	Eddie Dee Smith Senior Center 5888 Mission Blvd. Jurupa Valley, CA 92509 951-275-9975 (for directions only)
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. **4th Supervisorial District**	Palm Desert Library 73-300 Fred Warning Dr. Palm Desert, CA 92260 760-346-6552 (for directions only)
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. **5th Supervisorial District**	U. S. VETS 15105 6th St. March ARB, CA 92518 951-750-7990 (for directions only)
Thurs., April 04, 2013 6:00 p.m. – 7:30 p.m. **1st Supervisorial District**	Community Action Partnership of Riverside County 2038 Iowa Ave. #B-102 Riverside, CA 92507 951-955-4900 (for directions only)
Thurs. April 04, 2013 6:00 p.m. – 7:30 p.m. **3rd Supervisorial District**	The Salvation Army 340 S. Palm Ave. Hemet, CA 92543 951-791-9495 (for directions only)

Helping People - Changing Lives

Appendix VII - - Countywide Email Announcement -Community Meetings

Jackson, Debra

From: Information, County
Sent: Thursday, March 28, 2013 3:30 PM
To: All External Exchange; All MS Exchange; ALL EDA
Subject: Invitation to Community Meetings
Attachments: Community Meetings April 2013.pdf

WE NEED YOU!

Community Action Partnership of Riverside County (CAP Riverside) invites you to participate in a community meeting to share and discuss the current concerns of low-income populations, service providers and the community-at-large. Your comments and suggestions will be used to set our priorities in providing for those in need in Riverside County.

Helping People. Changing Lives.
Community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

2038 Iowa Avenue Suite B-102
Riverside, CA 92507

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

www.capriverside.org

DATE/TIME	LOCATION
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. 2nd Supervisorial District	Eddie Dee Smith Senior Center 5888 Mission Blvd. Jurupa Valley, CA 92509 951-275-9975 (for directions only)
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. 4th Supervisorial District	Palm Desert Library 73-300 Fred Warning Dr. Palm Desert, CA 92260 760-346-6552 (for directions only)
Wed., April 03, 2013 6:00 p.m. – 7:30 p.m. 5th Supervisorial District	U. S. VETS 15105 6th St. March ARB, CA 92518 951-750-7990 (for directions only)
Thurs., April 04, 2013 6:00 p.m. – 7:30 p.m. 1st Supervisorial District	Community Action Partnership of Riverside County 2038 Iowa Ave. #B-102 Riverside, CA 92507 951-955-4900 (for directions only)
Thurs. April 04, 2013 6:00 p.m. – 7:30 p.m. 3rd Supervisorial District	The Salvation Army 340 S. Palm Ave. Hemet, CA 92543 951-791-9495 (for directions only)

Helping People - Changing Lives

Jackson, Debra

From: Lemire, Richard
Sent: Friday, March 29, 2013 4:31 PM
To: CAPRIVERSIDE, INFO
Subject: PRESS RELEASE: COMMUNITY ASSESSMENT SURVEY MEETINGS BEING CONDUCTED

FOR IMMEDIATE RELEASE: MARCH 29, 2013
PLEASE CONTACT: RICHARD LEMIRE (951) 955-4900

COMMUNITY ASSESSMENT SURVEY MEETINGS BEING CONDUCTED THROUGHOUT RIVERSIDE COUNTY

RIVERSIDE, CA. – Every two years Community Action Partnership of Riverside County (CAP Riverside) does a county-wide community assessment survey of Riverside County's low-income residents. The feedback is extremely critical because the Obama administration has called for a 50% cut to the Community Services Block Grant (CSBG) funds, which is CAP Riverside's primary funding stream. Such a severe cut impacts the agency's ability to help those in need and the partners who assist them. In addition, more and more middle-class families are falling below the poverty lines due to loss of employment or reduction in hours.

Throughout the month of March, CAP Riverside has been collecting surveys and gathering feedback at community focus group meetings. The data that has been collected and concerns that have been voiced will be discussed at five community focus meetings that will be held on April 3 and 4, 2013, one in each of the five supervisorial districts.

The meetings are open to the public and the information discussed will be vital to CAP Riverside in formulating its action plan for the next two years. Each meeting will take place from 6:00 to 7:30 p.m. All interested individuals are encouraged to attend.

DATE/TIME	LOCATION
Wed., April 3, 2013 6:00 p.m. – 7:30 p.m. **4th Supervisorial District**	Palm Desert Library 73-300 Fred Waring Dr. Palm Desert, CA 92260 760-346-6552 (for directions only)
Wed., April 3, 2013 6:00 p.m. – 7:30 p.m. **2nd Supervisorial District**	Eddie Dee Smith Senior Center 5888 Mission Blvd. Jurupa Valley, CA 92509 951-275-9975 (for directions only)
Thurs., April 4, 2013 6:00 p.m. – 7:30 p.m. **5th Supervisorial District**	US Vets 15105 6th Street March ARB, CA 92518 951-750-7990 (for directions only)
Thurs., April 4, 2013 6:00 p.m. – 7:30 p.m. **3rd Supervisorial District**	The Salvation Army 340 South Palm Ave. Hemet, CA 92543 951-791-9495 (for directions only)

Thurs., April 4, 2013 6:00 p.m. – 7:30 p.m. **1st Supervisorial District**	Community Action Partnership of Riverside County 2038 Iowa Avenue, Suite B-102 Riverside, CA 92507 951-955-4900 (for directions only)

Richard Lemire, CCAP
Sr. Public Information Specialist
Community Action Partnership of Riverside County
2038 Iowa Avenue, Suite B-102
Riverside, CA 92507
(951) 955-6369

mydesert.com
A GANNETT COMPANY

Needs of low-income Riverside County residents cited in survey

RIVERSIDE COUNTY — Access to social services and more opportunities for education and employment appear to be at the top of the list of needs for Riverside County's low-income residents, according to a recent survey by Community Action Partnership.

Volunteers recruited from among people receiving help through the Riverside County Department of Public Social Services conducted more than 4,600 face-to-face interviews in March that will help Community Action Partnership of Riverside County develop its approach to helping the county's poor for the next two years.

Results from the biennial survey will be the focus of a series of meetings starting today and continuing Thursday.

The meetings are a chance for the public to weigh in on the findings and offer additional feedback to Community Action about how the county can better service low-income residents.

Debra Jackson, planning division manager for Community Action Partnership of Riverside County, was still analyzing survey results Tuesday, but said the lack of employment or job-training opportunities appeared to be the most prominent concern.

Education and social services also came in near the top with affordable housing landing in the top 10, she said.

The new findings come while Community Action offices across the country face the possibility of losing a significant portion of their federal funding while seeing an increase in the low-income populations they serve.

The U.S. Census Bureau estimated that in 2011, 371,930 people in Riverside County lived in poverty, up from the 243,325 estimated five years earlier.

Jackson said her office had seen a 700 percent increase in demand for services since 2008, with the largest increase being requests for safety net programs such as utility bill assistance.

The Obama administration and Congress have tangled over cuts to the Community Services Block Grant program, which sends money to Community Action, but so far, the local agency has not had to reduce services, Jackson said.

"I think the important thing to note is that (the possibility of budget cuts) is still out there," she said.

"Right now, we're still waiting to see if there's going to be any additional further cuts to the budget."

While in the past, Community Action was able to pay low-income residents to help with its surveys, this year officials decided to offer volunteering credit to public assistance recipients to reduce costs.

Reporter Barrett Newkirk can be reached at barrett.newkirk@thedesert sun.com or (760) 778-4767. Follow @barrettnewkirk.

PE.com

RIVERSIDE COUNTY: Community Action Partnership to present feedback

Community Action Partnership of Riverside County held a Weatherization Resource Fair at its Riverside location in October 2012. The partnership's primary source of funding will be cut in half next year and a series of meetings are planned to discuss plans to serve the county's low-income residents

BY DAYNA STRAEHLEY
STAFF WRITER
April 02, 2013; 03:52 PM

The Community Action Partnership of Riverside County will present results of its survey and comments from community focus groups for its plans to serve low-income residents for the next two years. Meetings are scheduled in each Riverside County supervisorial district.

Meetings will be from 6 to 7:30 p.m. Wednesday, April 3 at the Eddie Dee Smith Senior Center, 5888 Mission Blvd., Jurupa Valley, and at U.S. Vets, 15106 Sixth St., March Air Reserve Base, and Thursday, April 4, at The Salvation Army, 340 S. Palm Ave., Hemet, and at the Community Action Partnership of Riverside County, 2038 Iowa Ave., Suite B-102, Riverside.

The surveys and feedback are more important this year because the Obama administration has called for a 50 percent cut to the community services block grant funds that are the partnership's primary revenue.

COMMUNITY ACTION PARTNERSHIP OF RIVERSIDE COUNTY

The Promise
Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and others.

COMMUNITY FOCUS GROUP
PALM DESERT LIBRARY (DISTRICT 4)

AGENDA – APRIL 3, 2013
6:00 p.m. to 7:30 p.m.

WELCOME AND INTRODUCTIONS

OVERVIEW

- This Evening's Activities
- Who is CAP Riverside
- Community Action Plan

SURVEY

SMALL GROUP DISCUSSION

LARGE GROUP DISCUSSION

CALL TO ACTION – WHAT ARE SOME OF THE NEXT STEPS YOU CAN TAKE?

- **Tell Others**
- **Volunteer:**
- **Stay Informed**
- **Find out about resources available to you.**

Appendix XII - - Community Meeting Questions

Community Action Partnership of Riverside County
2013 Community Assessment Survey Results

Completed Surveys Returned	Distributed	Response Rate
4,932	8,178	60%

Top 10 Issues of Importance	
1.	**Employment / Job Training**: lack of employment and/or job training opportunities
2.	**Social Services:** fewer programs/services and lack of information about existing services
3.	**Affordable Housing:** lack of safe affordable housing in safe neighborhoods
4.	**Food Assistance:** families need help with food as prices keep rising
5.	**Education:** fewer enrollment slots; fewer people trying to get a degree due to being closed-out of courses and not graduating in a timely fashion - - they are giving up.
6.	**Transportation:** lack of affordable, reliable transportation and high cost of gasoline
7.	**Shelter/Homeless Support:** with the loss of homes people/families don't have a place to shower, eat, and sleep
8.	**Economy:** cost of living keeps rising, jobs are hard to find
9.	**Affordable Health Care:** lack of affordable care for working poor families who do not qualify for benefits or have insurance
10.	**Morale/Mind-Set:** poverty creates an atmosphere of despair and hopelessness

QUESTIONS FOR DISCUSSION:

1. Do you agree with the top three (3) challenges faced by low-income families?
2. What other challenges do you think have not been addressed?
3. What are your recommendations for addressing and improving these challenges

mydesert.com
A GANNETT COMPANY

Residents gather to discuss results of Riverside County survey

Ruiz / Omar Ornelas, The Desert Sun

Written by
Barrett Newkirk
The Desert Sun

PALM DESERT — Finding a good job or job-training is the most pressing concern of poor Riverside County residents, with the difficulty of accessing social services and affordable housing also coming out near the top of a recent survey by Community Action Partnership of Riverside County.

The results, which are still preliminary, were the topic of a meeting Wednesday at the Palm Desert Library. It was one of five meetings being held throughout the county this week to give residents a chance to learn about the survey and offer feedback.

More than 4,600 low-income Riverside County residents were surveyed in March. Community Action conducts the survey every two years to help it plan its strategy for aiding the poor in years to come.

Ranking below employment, social services and housing were concerns about earning a living wage in the county. Completing the top 10 concerns of those surveyed were lack of post-secondary education, lack of affordable transportation, low morale because of poverty, a high cost of living, lack of affordable health care and lack of affordable child care.

Susan Unger, a part-time Palm Springs resident who was one of 14 people at the meeting, said the list was a mix of core concerns, such as employment and education, and other problems that the first group makes worse, such as housing.

Unger suggested that the county could offer more mobile services to get quality food and health services to people who can't access them on their own. "There are amazing things done with huge semi trucks," she said.

Other people expressed frustration over the lack of transportation in some areas or the difficulty working families can have accessing child care.

Debra Jackson, who leads the planning department at Community Action Partnership, said educational concerns had ranked No. 2 when the survey was last done two years ago. That issue's drop to fifth, she said, may be attributed to people giving up on continuing their education as budget cuts have forced colleges to reduce the number of classes they offer.

Community Action Partnership of Riverside County is part of a national network of anti-poverty agencies, which have faced the threat of substantial cuts to their main source of funding, the federal Community Services Block Grant program.

Speaking in Palm Springs earlier Wednesday, U.S. Rep. Raul Ruiz, said he supports keeping funding alive for the block grant programs.

"These types of programs are ones that often times get undervalued, and it is up to us to demonstrate the impact that it can have in our communities and in our children's lives," the Palm Desert Democrat told The Desert Sun during an event at the James O. Jessie Desert Highland Unity Center.

Since 1993, the community center has benefited from more than $1.1 million through the federal Community Development Block Grant Program, a separate federal grant program to help low- and moderate income areas.

OFFICE OF
CLERK OF THE BOARD OF SUPERVISORS
1st FLOOR, COUNTY ADMINISTRATIVE CENTER
P.O. BOX 1147, 4080 LEMON STREET
RIVERSIDE, CA 92502-1147
PHONE: (951) 955-1060
FAX: (951) 955-1071

KECIA HARPER-IHEM
Clerk of the Board of Supervisors

KIMBERLY A. RECTOR
Assistant Clerk of the Board

June 5, 2013

THE PRESS ENTERPRISE
ATTN: LEGALS
P.O. BOX 792
RIVERSIDE, CA 92501

E-MAIL: legals@pe.com
FAX: (951) 368-9018

RE: NOTICE OF PUBLIC HEARING: 2014/2015 COMMUNITY ACTION PLAN

To Whom It May Concern:

Attached is a copy for publication in your newspaper for **ONE (1) TIME on Friday, June 7, 2013.**

We require your affidavit of publication immediately upon completion of the last publication.

Your invoice must be submitted to this office in duplicate, WITH TWO CLIPPINGS OF THE PUBLICATION.

NOTE: PLEASE COMPOSE THIS PUBLICATION INTO A SINGLE COLUMN FORMAT.

Thank you in advance for your assistance and expertise.

Sincerely,

Cecilia Gil

Board Assistant to:
KECIA HARPER-IHEM, CLERK OF THE BOARD

Gil, Cecilia

From: mtinajero@pe.com on behalf of Master, PEC Legals <legalsmaster@pe.com>
Sent: Wednesday, June 05, 2013 8:21 AM
To: Gil, Cecilia
Subject: Re: [Legals] FOR PUBLICATION: 2014/2015 CAP

Received for publication on June 7. Proof with cost to follow.

Thank You!

Publisher of The Press-Enterprise
Inland Southern California's News Leader
Legal Advertising
Phone:1.800.880.0345
Fax: 951.368.9018
E-mail: legals@pe.com
Please Note: Deadline is 10:30 AM two (2) business days prior to the date you would like to publish.
Additional days required for larger ad sizes

On Wed, Jun 5, 2013 at 7:56 AM, Gil, Cecilia <CCGIL@rcbos.org> wrote:

Good morning! Attached is a Notice of Public Hearing, for publication on Friday, June 7, 2013. Please confirm. THANK YOU!

Cecilia Gil
Board Assistant to the
Clerk of the Board of Supervisors
951-955-8464

THE COUNTY ADMINISTRATIVE CENTER IS CLOSED EVERY FRIDAY UNTIL FURTHER NOTICE.

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING.

OFFICE OF
CLERK OF THE BOARD OF SUPERVISORS
1st FLOOR, COUNTY ADMINISTRATIVE CENTER
P.O. BOX 1147, 4080 LEMON STREET
RIVERSIDE, CA 92502-1147
PHONE: (951) 955-1060
FAX: (951) 955-1071

KECIA HARPER-IHEM
Clerk of the Board of Supervisors

KIMBERLY A. RECTOR
Assistant Clerk of the Board

June 4, 2013

THE DESERT SUN
ATTN: LEGALS
P.O. BOX 2734
PALM SPRINGS, CA 92263

E-MAIL: legals@thedesertsun.com
FAX: (760) 778-4731

RE: NOTICE OF PUBLIC HEARING: 2014/2015 COMMUNITY ACTION PLAN

To Whom It May Concern:

Attached is a copy for publication in your newspaper for **ONE (1) TIME on Friday, June 7, 2013.**

We require your affidavit of publication immediately upon completion of the last publication.

Your invoice must be submitted to this office in duplicate, WITH TWO CLIPPINGS OF THE PUBLICATION.

NOTE: PLEASE COMPOSE THIS PUBLICATION INTO A SINGLE COLUMN FORMAT.

Thank you in advance for your assistance and expertise.

Sincerely,

Cecilia Gil

Board Assistant to:
KECIA HARPER-IHEM, CLERK OF THE BOARD