

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

374



FROM: Department of Public Health/Community Action Partnership of Riverside County

SUBMITTAL DATE:
June 18, 2015

SUBJECT: Approval of Public Hearing for 2016-2017 Community Action Partnership of Riverside County Community Action Plan. [Districts: All] [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Introduce and set for public hearing on July 21, 2015 for the 2016-2017 Community Action Partnership of Riverside County Community Action Plan;
2. Authorize the Clerk of the Board to place an advertisement for the public hearing in the appropriate local publications; and
3. The Board of Supervisors adopts the Plan after the close of the public hearing.

BACKGROUND:

Summary

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 (the Plan), as a condition to receive CSBG funding, every two (2) years, and submit it to the State of California Department of Community Services and Development (CSD).

(Continued on Page 2)

SH:bsf

Susan D. Harrington
Susan Harrington, Director
Department of Public Health

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$	0 \$	\$ \$	0
NET COUNTY COST	\$	0 \$	0 \$	0 \$	0

Consent Policy

SOURCE OF FUNDS: N/A

Budget Adjustment: No

For Fiscal Year: 16/17

C.E.O. RECOMMENDATION:

APPROVE

BY: *Donna Shaw*
Donna Shaw

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

- A-30
- Positions Added
- 4/5 Vote
- Change Order
-

Prev. Agn. Ref.: 6/18/13 (#16.1)

District: All

Agenda Number:

3-43

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Approval of Public Hearing for 2016-2017 Community Action Partnership of Riverside County
Community Action Plan. [Districts: All] [\$0]

DATE: June 18, 2015

PAGE: Page 2 of 3

BACKGROUND:

Summary (Continued)

The Plan must meet specific requirements and address specific categories, as defined by federal and state laws, including Agency vision and mission statements, community information profile, comprehensive Community Needs Assessment, documentation of public hearing(s), federal and state assurances, individual and community eligibility requirements, monitoring and evaluation, data collection, and the Community Services Block Grant (CSBG) National Performance Indicator Community Action Plan projections. The Plan identifies how CSBG funding will be used to support programs and services as identified by low-income Riverside County residents.

The 2016-2017 Community Action Plan process began in March 2015 with a countywide Community Needs Assessment. Community Action Partnership of Riverside County (CAP Riverside) collected 612 on-line, qualitative, English/Spanish surveys. The surveys contained five (5) open-ended questions for both residents and service providers that asked for feedback on the issue of poverty in the County. A link to the survey was distributed countywide via partners and was posted on the CAP Riverside website and FaceBook page. CAP Riverside Planning staff and Community Action Commissioners hosted and facilitated a community focus group meeting in each of the five (5) supervisorial districts to discuss the survey questions. Content analysis of the survey and focus group meeting results showed that residents considered the following, in ranked order, to be the top ten (10) reasons why Riverside County residents are in poverty: 1) unemployment/underemployment/lack of jobs; 2) cost of living (affordable childcare is the number one cost); 3) low wages/no or low income/fixed income; 4) lack of/access to affordable higher education; 5) lack of/access to available social services; 6) lack of/access to affordable transportation; 7) lack of evening youth programs; 8) lack of substance abuse/alcohol/mental health programs; 9) lack of/access to financial literacy classes; and 10) lack of/access to food banks/services.

The Community Needs Assessment results were supplemented with secondary data from sources such as the United States Census Bureau, the California Department of Education, and the California Department of Labor. Additionally, third-party data was collected from community partners such as United Way, Head Start, the Riverside County Department of Public Social Services (DPSS), the Commission of Family and Children/First Five Riverside, the Riverside County Office of Education, the Riverside County Office on Aging (OOA), the Riverside County Department of Public Health (DOPH) and the Riverside County General Plan.

CAP Riverside incorporated Community Needs Assessment and community focus group meetings results, along with secondary and third-party data, into ongoing program development, trend setting, resource sharing, and strategic planning. The Community Needs Assessment results revealed that there was not a significant change to the ranking of challenges faced by low-income residents. Employment remained the top challenge. Lack of affordable education was replaced with lack of affordable quality childcare. Lack of access to social services remained in third place. Challenges such as safe affordable housing, transportation, food, healthcare, and afterschool activities remained in the top ten challenges. This enabled CAP Riverside to develop a Community Action Plan that incorporated innovative and new solutions to old problems.

The Riverside County Community Action Commission approved the 2016-2017 Community Action Plan on June 18, 2015, and recommended the submission of the Plan to the Board of Supervisors for approval.

Impact on Citizens and Businesses

The 2016-2017 Community Action Plan provides a comprehensive study that addresses the need of services to the low-income residents of Riverside County with specific requirements that includes Agency vision and mission statements, federal and state assurances, monitoring and evaluation plans.

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DATE: June 18, 2015

PAGE: Page 2 of 3

SUPPLEMENTAL:

Additional Fiscal Information

No County General Funds would be required.

ATTACHMENTS: 2016-2017 Community Action Partnership of Riverside County Community Action Plan

2016-2017 Community Action Plan

**California Department of
Community Services and Development**

Community Services Block Grant



PURPOSE

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

Community Action Plans must adhere to the following federal and state laws:

COMPLIANCE WITH FEDERAL LAW

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 eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

To comply with California Government Code 12747 pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using a processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet. Additionally, CAPs should provide for the contingency of reduced federal funding.

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) draft Information Memorandum (IM) dated March 24, 2014, CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States will report on the development and implementation of the Standards to OCS beginning January 1, 2016.

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in CSDs State Plan.

STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the new measures.

**COMMUNITY SERVICES BLOCK GRANT
2016/2017 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION**

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 Avenue, Suite B-102, Riverside, CA 92507

Agency Contact Person Regarding Community Action Plan

Name: Brenda Salas Freeman , M.A., M.S.
Title: Executive Director
Phone: 951-955-4900 Ext: _____
Fax: 951-955-6494
Email: bfreeman@capriverside.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES


The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2016/2017 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.



Board Chairperson

06/18/15

Date



Executive Director

6/18/15

Date

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The CAP is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

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2016-2017 Community Action Plan 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, 2015**:

- Cover Page and Certification**
- Table of Contents**
- Vision Statement**
- Mission Statement**
- Community Information Profile**
- Comprehensive Community Needs Assessment**
- Documentation of Public Hearing(s)**
- Federal Assurances**
- State Assurances**
- Individual and Community Eligibility Requirements**
- Monitoring and Evaluation**
- Data Collection**
- CSBG/National Performance Indicators (NPI) CAP Projections**
- Appendices (Optional)**

VISION STATEMENT

Provide your agency's Vision Statement which describes your agency's values. The vision is broader than one any one agency can achieve; the agency collaborates with others in pursuit of this vision.

To end poverty in Riverside County.

Adopted by Community Action Commission 6/21/12

MISSION STATEMENT

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

The following Organizational Standard 4.1 references the Mission Statement for private and public entities.

Private Entities

The governing board has reviewed the Organization's mission statement within the past 5 years and assured that:

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

Public Entities

The tripartite board/advisory body has reviewed the Department's mission statement within the past 5 years and assured that:

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

Provide your agency's Mission Statement

Mission Statement (Insert 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

COMMUNITY INFORMATION PROFILE

The Community Information Profile describes the CAA's service area, target population and current economic conditions (i.e., major business in the area closed affecting employment status of community members, or, destructive fires in the service area impacting business, health, water supply, etc.). The profile provides a summary of the most impactful conditions affecting the community and the conditions the community members are facing. In the space provided, describe the Community Profile in approximately 2 pages.

Community Information Profile (Insert Narrative)

Riverside County is located in Southern California to the east of Orange County and Los Angeles County; north of San Diego County and Imperial County and south of San Bernardino County. Based on 2013 U.S. Census data, Riverside County continues to rank fourth in population in the State of California with a population of 2,292,507 (Quickfacts.census.gov). Geographically, Riverside County covers 7,303 square miles that is composed of 97 square miles of water and 7,206 square miles of land; 66% is vacant land. Riverside County is home to diverse geographical features, including deserts, forest and mountains, as well as rich biological resources.

Community Action Partnership of Riverside County (CAP Riverside) is Riverside County's officially designated anti-poverty agency. Since its inception in 1979, CAP Riverside's mission to alleviate poverty has been carried out through an emphasis on collaborative partnerships created to form strong networks of community-based organizations. CAP Riverside's programs are designed to empower low-income people move toward self-sufficiency.

CAP Riverside services are available to residents throughout all Riverside County. CAP Riverside's programs are designed to produce outcomes that result in changed lives for the county's low-income residents in a service area that includes all 28 cities and the unincorporated areas of the county.

Riverside County is still facing issues that affect its current economic conditions. Of the 2,292,507 population in Riverside County, 20% of the residents have no high school diploma; 10.3% of residents are unemployed; 8.86% are veterans; 16.2% of the people live below poverty and over 3,000 adults and children are homeless. A key issue holding back the growth of the Riverside County's economy is its low adult educational attainment level. If the area's standard of living is going to rise significantly, it will take an enormous educational effort aimed at both children and adults. In addition to education, construction has historically been a major driver of the Inland Empire's economy. However, construction plummeted during the Great Recession of 2007 with employment falling by 68,433 jobs. Education and employment are not the only factors impacting the economic conditions of Riverside County. The County, as well as all of California, is undergoing extreme drought conditions. California is experiencing its worst drought in decades. In January 2014, Governor Brown declared a state of emergency as a result of an ongoing, three-year drought in California. According to researchers at the University of California, Davis (UC Davis), the current drought "is responsible for the greatest reduction in

water availability for California agriculture ever seen." Significant losses in economic activity were predicted for 2014. The impact on California's agriculture industry is expected to be severe. Estimates are that a half million acres of California farmland will be left fallow this year, resulting in less food production. University of California Davis estimates a loss of 17,100 agriculture-related jobs. The statewide cost of the drought to California was estimated to be \$2.2 billion in 2014. Riverside County has experienced, due to the extreme dryness from the drought, six (6) major fires throughout the county since 2013; 56,717 acres were scorched and fifty-six (56) structures destroyed.

Economic conditions are just some of the obstacles Riverside County low-income residents have to overcome. Many of the residents who CAP Riverside works with experience unemployment/underemployment; food insecurity; high cost of living; insufficient income to provide for their families; lack of education; limited access to or lack of knowledge of community programs that help with basic needs; lack of or access to affordable, reliable transportation; lack of quality, safe, local school-based or community center-based after school programs; limited substance/alcohol abuse or mental health programs or services; limited financial management skills; and homelessness.

It costs the average Riverside County working low-wage family of four (4), thirty percent (30%) of their monthly income to pay for housing, and an additional forty-eight percent (48%) for food, healthcare, and transportation. The living wage for this Riverside County family is \$20.67 per hour (www.livingwage.mit.edu). Seniors still have to make choices between purchasing food, transportation, utilities or prescriptions on their fixed income.

COMPREHENSIVE COMMUNITY 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 yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

Organizational Performance Standards

Eligible entities will comply with Implementation of the Organizational Performance Standards set forth by OCS. Compliance with Organizational Standards will be reported to OCS. In the section below, agencies are asked to provide a narrative description on the Community Needs Assessment. In this section agencies should address how they will comply with the Organizational Standards, specifically those standards pertaining to the Comprehensive Community Needs Assessment, which are outlined here.

CSBG Organizational Performance Standards [click here](#)

CONSUMER INPUT AND INVOLVEMENT

Standard 1.2 organization/department analyzes information collected directly from low-income individuals as part of the Community Assessment.

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

Public Agency - Standard 3.1: Department conducted a Community Assessment and issued a report within the past 3 year period, if no other report exists.

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

Standard 3.3: Organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.

Standard 3.5: The community assessment includes key findings on the causes and conditions of poverty and the needs of communities assessed.

STRATEGIC PLANNING

Private Agency Standard 6.4: Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process.

Public Agency Standard 6.4: Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process, or comparable planning process.

The Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive

and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG/National Performance Indicators (NPIs). The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community 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 CAP.

Agencies should describe the methods and strategies used to collect the information and should include a use a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

Helpful Resources		
United States Census Bureau Poverty Data click here	State of California Department of Justice Statistics by City and County click here	U.S. Department of Housing and Urban Development Homelessness Assistance click here
Employment Development Department Unemployment Insurance Information by County click here	California Department of Education Facts about California Schools Using DataQuest click here	California Department of Public Health Statistical Data click here
Bureau of Labor Statistics Labor Data click here	California Department of Finance Housing Estimates click here	Community Action Partnership Community Needs Assessment Tool click here
A Community Action Guide to a Comprehensive Community Needs Assessment click here		

Comprehensive Community Needs Assessment (Insert Narrative)

CAP Riverside conducts a bi-annual county-wide Community Needs Assessment. The last assessment was conducted in 2013 in preparation for the 2014-2015 Community Action Plan. The last (2013) Community Needs Assessment was submitted, along with the last (2014-2015) Community Action Plan, to the State of California Community Services Department on June 20, 2013.

Problem Statement

Approximately one (1) out of every six (6) Riverside County residents lives in poverty. Many more county residents, whose income does not fall below the federal poverty income level, are identified as “working poor.” They live on the edge of crisis, and experience catastrophic problems when faced with a family emergency, such as car repairs, medical emergencies, employment downsizing, or job lay-offs.

Many families across California struggle to cover the costs of housing, child care, health care, food, and other necessities, according to a study released by the California Budget Project (CBP), a nonpartisan public policy research group. The report underscores the need for targeted public policies that help boost workers’ earnings, and that help Californians pay rent or buy a home, afford child care, and cover other basic family costs.

Making Ends Meet, a recent study published by CBP, finds that for a California family of four (4) with two (2) children and one (1) working parent, it would take – on average – an annual income of \$60,771 to afford a modest standard of living. This is equal to an hourly wage of

\$29.22 for full-time work, which far exceeds the statewide median hourly wage of \$19.07 in 2012 and is well above the state minimum wage.

For the other three (3) family types covered in the report, *Making Ends Meet* finds that:

- A single parent with two (2) children needs an annual income of \$74,477, equivalent to an hourly wage of \$35.81 for full-time work.
- A family with two (2) working parents and two (2) children needs an annual income of \$81,553, equivalent to both parents working full-time, each with an hourly wage of \$19.61.
- A single adult needs an annual income of \$32,625, equivalent to an hourly wage of \$15.69.

In addition, *Making Ends Meet* highlights some of the specific economic challenges faced by California families. These include, but are not limited to:

- **A lack of affordable housing in California.** High housing costs in California present a major hurdle for many individuals and families. In 2012, nearly one-third of households (30.5 percent) spent at least half of their income on rent. In addition, from 2010 to 2012, California's homeownership rate was the second lowest of all states, averaging 54.9 percent.
- **High child care costs.** The CBP's analysis estimates that child care costs in California average more than \$1,100 a month for families with two (2) children. State policymakers have cut support for child care and state preschool in recent years. Between 2007-08 and 2013-14, combined funding for California's child care and state preschool programs fell by nearly 40 percent, after adjusting for inflation, resulting in the loss of 110,000 funded "slots" in these programs.
- **Rising family health care costs.** The cost of health care coverage has risen sharply over the last decade in California – increasing at roughly five (5) times the rate of inflation between 2002 and 2012. Statewide, the monthly cost of health care – including insurance premiums and out-of-pocket costs – averages nearly \$500 for an individual and slightly more than \$1,400 for a two (2)-parent family with two (2) children, according to CBP estimates. In many California counties, health care costs are the largest single expenditure in the basic family budget.

"State and federal policies can play a huge role, not only in helping working families pay the bills, but also in connecting people to good jobs," said Chris Hoene, executive director of the California Budget Project, "The right kinds of public investment are always important, but they're especially key right now with so many families still reeling from the impact of the deepest economic downturn in generations."

Community Needs Assessment Process

The bi-annual CAP Riverside Community Needs Assessment incorporates face-to-face and electronic surveys, interviews, and focus group meetings specifically with low-income residents throughout each of the five (5) supervisorial districts of the county. The CAP Riverside Planning Division staff conduct a content analysis on the transcripts of interviews and focus group discussions. Surveys use a qualitative methodology on which a content analysis is conducted.

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

CAP Riverside uses three (3) data-sets to establish local community strengths and challenges. First, primary data is collected via a first person survey. Next, 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.. Finally, third-party secondary data is collected through assessments conducted by other organizations such as United Way, Head Start, the Riverside County Department of Public Social Services (DPSS), the Commission of Family and Children/First Five Riverside, the Riverside County Office of Education, the Riverside County Office on Aging (OOA), the Riverside County Department of Public Health (DOPH) and the Riverside County General Plan.

Primary Data Collection

Primary data (first person) was collected via:

- Community Focus Group Meetings, utilizing a five (5)-question qualitative survey (see Appendix A), asking low-income people what they feel is important to them and their families;
- Community Surveys, utilizing a five (5)-question qualitative survey (see Appendix A), asking low-income people what they feel is important to them and their families;
- Partner Surveys, utilizing a five (5)-question qualitative survey (see Appendix B), asking service providers what they feel is important to customers;
- Analyzing the types of inquiries received by staff;
- Monitoring the types of referrals made by staff; and,
- Analyzing results of customer satisfaction surveys.

Community Focus Group Meetings

Six (6) community focus group meetings were held throughout the county (two were held in District 1). The survey questions were used for discussion. Respondents were invited to share any new issues of which their community should be aware. One (1) or more Community Action Commissioners hosted the meeting. CAP Riverside Planning staff facilitated the discussion. The meeting was video-taped and transcribed later. The transcripts were analyzed for themes and aggregated with the results of the on-line surveys.

Survey Instrument/Distribution:

CAP Riverside developed an on-line English/Spanish survey with a link that could be easily distributed to partners countywide and posted on websites and FaceBook pages (see Appendix C). The survey consisted of five (5) qualitative questions that discussed the challenges of poverty and the services provided in Riverside County. 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 collected 612 surveys.

Partnerships

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; 3) posting of the on-line survey link to their website or FaceBook page; and 4) focus groups / community meetings. Partners share the resulting data.

CAP Riverside utilizes secondary information from local and national third-party sources. Priority is given to local data sources such as:

Community-Based Organizations

Riverside County Child Care Consortium
United Way of the Inland Valleys
Habitat for Humanity Riverside
Community Settlement Association
Fair Housing Association
2-1-1 Community Connect

Faith-Based Organizations

Catholic Charities
Salvation Army

Private Sector

The Community Foundation
Riverside Community Health Foundation
Inland Empire Women's Business Center
Small Business Administration of the Inland Empire
Kaiser Foundation

Public Sector

Riverside County Office on Aging
Riverside County Department of Public Health
Riverside County Economic Development Agency
Riverside County Veterans Administration
Riverside County Workforce Development
Riverside County Department of Public Social Services

Educational Institutions

Riverside County Office of Education
HeadStart
California Baptist University
La Sierra University
University of California, Riverside
University of California, San Bernardino
Riverside Community College
National third-party sources include: National Association for State Community Services

Programs (NASCS); VirtualCAP.org; United States Census Bureau; American FactFinder; and Annie E. Casey Foundation.

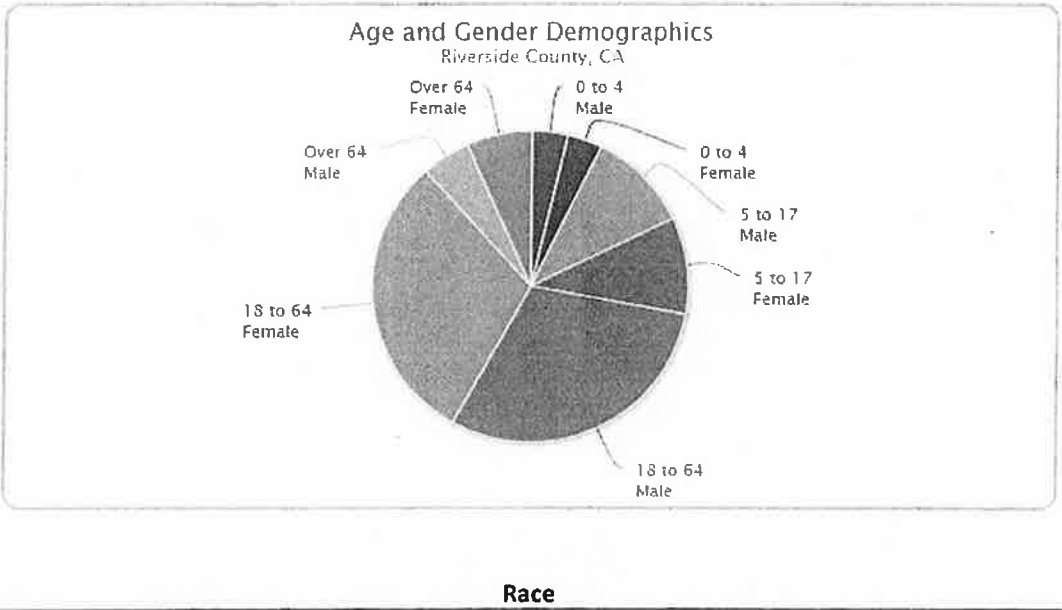
Quantitative/Qualitative Data

CAP Riverside utilizes a demographic survey/report from the State of California Community Services Department (CSD) called the CSD Programmatic Data-Client Characteristic Report (CSD 295). This report tracks basic demographics of all participants and applicants to programs and services. CAP Riverside also utilizes U.S. Census Bureau statistics to better understand the dynamics of its service territory. The U.S. Census Bureau's American Community Survey (ACS) 5-year estimates are particularly helpful in providing a statistical view of the county's demographics.

Gender and Age

The total female population of Riverside County comprises 50.48%, whereas the male population represents 49.52% of the total.

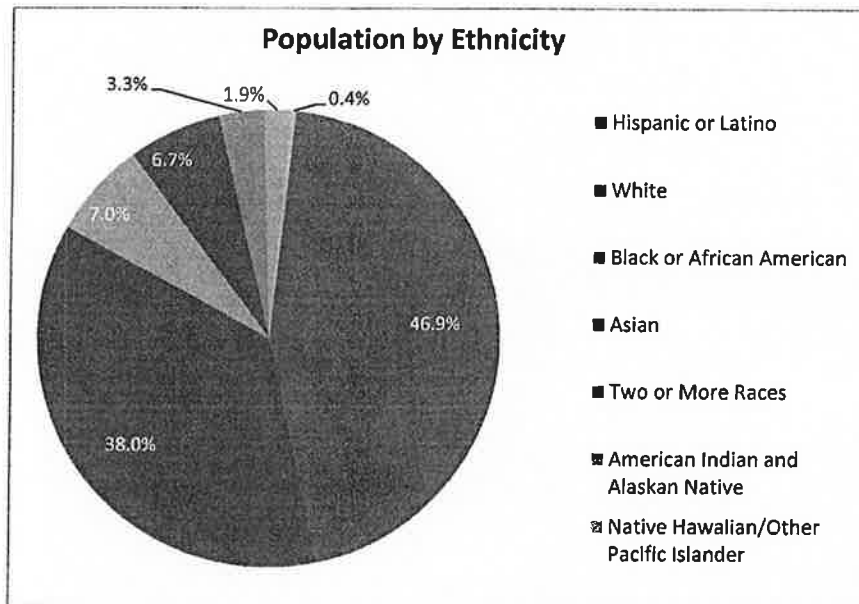
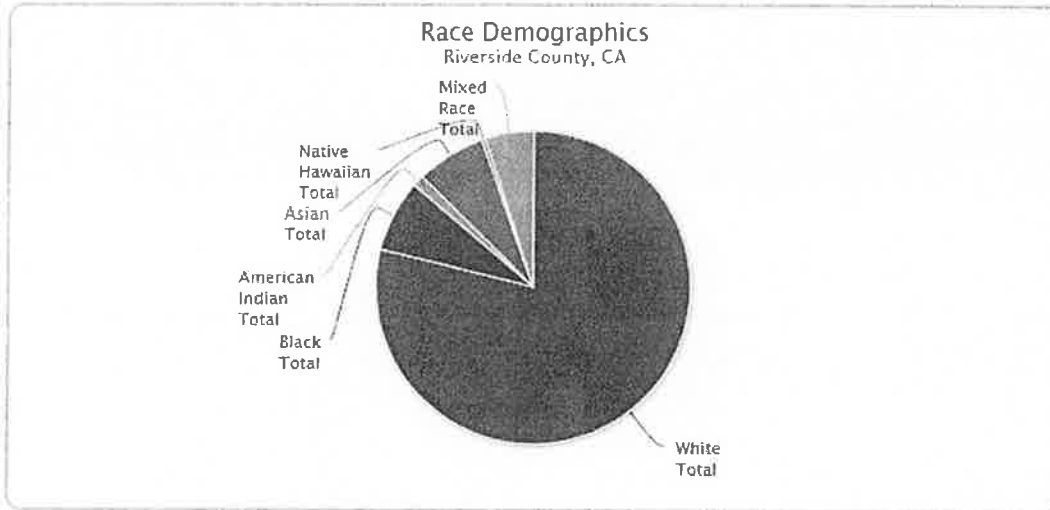
- 3.71% is male ages 0 to 4
- 10.5% is male ages 5 to 17
- 30.32% is male ages 18 to 64
- 4.98% is male over age 64 (seniors)
- 3.56% is female ages 0 to 4
- 10.09% is female ages 5 to 17
- 30.12% is female ages 18 to 64
- 6.72% is female over age 64 (seniors)



Race

Riverside County is racially and ethnically diverse.

- The White population comprises 77%
- The Black population comprises 8%
- Mixed race population comprises 5%
- All other races combined comprises 10%



County Ethnic/Racial Groups

- Hispanics comprise 46.9%
- Whites comprise 38%
- Blacks comprise 7%
- Asians comprise 6.7%
- All other Ethnic/Racial groups comprise 1.4%
- Those that claim two or more races are 3.3% of the total population

An example of quantitative data is the following third-party report from the California Budget Project. CAP Riverside also utilizes quantitative data from the U.S. Census Bureau. Qualitative data is taken from narrative responses to survey and community focus group meeting transcripts.

Riverside County
Monthly Family Budget
Expenses Per Month and as a Percentage of Income

	Single Adult	Single Parent family	Two-Parent Family (One Working)	Two-Working-Parent Family
	\$763	\$1,116	\$1,116	\$1,116
Housing/Utilities	30.4%	20.4%	24.1%	18.1%
	\$0	\$991	\$0	\$991
Child Care	0.0%	18.1%	0.0%	16%
	\$325	\$325	\$325	\$567
Transportation	12.9%	5.9%	7.0%	9.2%
	\$293	\$627	\$866	\$866
Food	11.6%	11.4%	18.7%	14%
	\$451	\$1,237	\$1,298	\$1,298
Health Care	17.9%	22.6%	28.1%	21.0%
	\$212	\$439	\$509	\$509
Miscellaneous	8.4%	8.0%	11.0%	8.2%
	\$470	\$742	\$509	\$831
Taxes	18.7%	13.5%	11.0%	13.4%
Monthly Total	\$2,514	\$5,478	\$4,623	\$6,177
Annual Total	\$30,166	\$65,732	\$55,476	\$74,126

Note: All family types except "single adult" are assumed to have two children. Numbers and percentages may not sum due to rounding.

This estimated family budget is from the CBP report, *Making Ends Meet: How Much Does It Cost to Raise a Family in California* (December 2013).

Results:

Survey and focus group questions focused on assessing the following areas:

- Reasons people are in poverty
- Challenges in moving out of poverty
- Services needed in the community

The content analysis of the 612 surveys and six (6) focus group meeting show that the low-income residents of Riverside County consider the following to be the top ten (10) reasons why people are in poverty and the challenges to escaping poverty.

1. Employment	721	2. Cost of Living	398	3. Income	346
Unemployment/employment	277	Cost of living	204	Low Wages/Low income/fixed Income	172
Seasonal Jobs	73	Cost of transportation/Gas /insurance/etc.	10	Income-(lack of, living check to check)/low wages	118
Temporary Jobs	14	Cost of Food	24	1 income for family	23
Lack of Jobs	213	Childcare	51	Single parents	13
Employment services/training/ education/OJT	65	Cost of health Care	13	Better paying jobs	10
Lack of hours	4	Cost of Utilities	24	Single parent	10
Stable employment	11	Affordable housing	30		
Inability to work	4	Unexpected expenses/saving for unexpected	13		
Slow work	2	Debt	9		
Job skills	17	Economy	5		
Job fairs/health care fairs	3	Student Loans	5		
Job readiness	15	Medical Bills	4		
Jobs moving out of state	2	Dependent Care	2		
Not enough hours at work	11	Extended family care	2		
Lack of re-entry programs	2	taxes	2		
Career Counseling/career advancement issues /no career	8				

4. Education	244	5. Assistance Programs	203	6. Transportation	175
Education	170	Rental assistance	24	Transportation	95
Educational opportunities to earn degrees/adult ed	17	Social service outreach programs	18	Transportation assistance	32
Better Education system	3	Services for middle income families/people in need	16	Discounted transportation	24
Education opportunities in community	6	Knowing where to look for the resources	34	More bus routes	16
Inability to further Education	5	Utility assistance	57	Better Bus Services	8
English classes	31	55 and over Services	25		
GED classes	2	CAP Riverside Programs/workshops	12		
		Lack of services for middle income	8		
		Free Health services	6		
		Cal Fresh for SSI/Food stamps for working people	3		
		Family services/from 5PM - 10 PM	2		
		Financial support for single parents	2		
		1st time home buyer education	1		
		Home ownership programs	1		

7. Youth Programs	104	8. Substance Abuse/ Alcohol/Mental Health Programs	85	9. Financial Planning	65
Programs/youth	10	Drugs/substance abuse/alcohol abuse	33	Saving for retirement	1
Youth programs/from 5PM to 10PM	51	Drug addiction	16	Budgeting/money management	9
Free youth programs/activities	19	Mental illness	5	Financial issues	6
Sports/Exercise	1	Depression	1	Poor budgeting skills	3
Teen prevention/intervention	6	Substance abuse	1	Financial literacy classes	37
Recreation centers for youth	9	Drug/Alcohol classes	8	Investment classes	2
Parks	2	Abuse programs	5	Financial Classes marketing H.S/ college/working class	6
Libraries	4	Mental health services/medical services	13	Business seminars	1
Youth programs for disabled	2	Self-help/motivational classes/counseling	2		
		Life skills class	1		

10. Homeless Programs	65
Food Banks/Services	22
Homeless programs	17
Shelters/food for homeless	10
Shelter	9
Community trainings/orientations/homeless	6
Free lunch	1

The issue of employment continues as the top ranked challenge. 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 the rising cost of living, particularly the cost of child care. Lack of a living wage (income) went hand-in-hand with complaints about the cost-of-living and the lack of one's ability to "get-ahead."

Utilization of Results

CAP Riverside takes the community needs assessment process beyond the compliance level by incorporating the results into ongoing program development, trend setting, resource sharing, and strategic planning. This enables CAP Riverside to develop innovative and new solutions to old problems. CAP Riverside's program development strategies are aligned to address the top priorities reflected in the Community Needs Assessment. Existing programs are reviewed to consider expansion and/or modification of services. Subcontracting CSBG funds is coordinated to facilitate innovative external programs to address the top priorities as funding initiatives.

Strategic Plan and Community Assessment

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 and Community Needs Assessment priorities are also incorporated in the National Performance Indicators (NPI) 801s.

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 for access to 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*
- *Energy Consumer Education and Disaster Preparedness Education*
- *Earned Income Tax Credit (EITC)/Volunteer Income Tax Assistance (VITA)*
- *Individual Development Account (IDA)*
- *On-The-Job Training and Pre-Apprenticeship Programs*
- *Project L.E.A.D. (Linking Education, Advocacy and Development)*

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*
- *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 a 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*

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI(s)
Employment	Yes	CAP Riverside supports and promotes employment and job placement/training programs for low-income residents such as the Pre-Apprenticeship Program, Veterans Employment Training (V.E.T.) Program, Riverside County Temporary Assignment Program, Project L.E.A.D.(Linking Education, Advocacy and Development), and Volunteer Income Tax Assistance(VITA) preparers.	May subcontract to Delegate Agencies to provide direct services; work with private employers for job placement and on-the-job training opportunities	Employment Indicators 1.1 A,1.1B, 1.1C and Employment Supports 1.2A
Cost of Living	Yes	The cost of living priority identified as the top challenge was affordable quality child care. CAP Riverside does not provide direct services, but does refer customers to the Riverside County Office of Education information referral line for listings of available quality centers.	CAP Riverside is on the board of the Riverside County Child Care Consortium and the State of California Department of Education Local Planning Council, both of which promote early childhood education and childcare	Community Quality of Life and Assets 2.2.D. and 2.2.E.
Income	Yes	CAP Riverside supports and promotes employment and job placement/training programs for low-income residents such as the Pre-Apprenticeship Program, Veterans Employment Training (V.E.T.)	May subcontract to Delegate Agencies to provide direct services; work with private employers for job	Employment Indicators 1.1 A, 1.1B, 1.1C and Community Improvement and Revitalization Indicator 2.1G.

		<p>Program, Riverside County Temporary Assignment Program, Project L.E.A.D.(Linking Education, Advocacy and Development), by the creation of living wage job slots, and in assisting CAP Riverside's temporary staff in securing permanent employment..</p>	<p>placement and on-the-job training opportunities.</p>	
<p>Education</p>	<p>Yes</p>	<p>Create, monitor and sustain afterschool programs at local middle schools through Project L.E.A.D. Provide Financial Capability education to adults/parents and youth. Provide training opportunities to interns.</p>	<p>Work with local school districts to coordinate services at various school sites; work with local community centers to provide afterschool services; offer Financial Capability education through partners; provide internship opportunities.</p>	<p>Community Improvement and Revitalization Indicator 2.1.G.</p>
<p>Assistance Programs</p>	<p>Yes</p>	<p>CAP Riverside promotes and supports quality of life community resources and programs through its internal and contracted programs, and partnerships. Provide life coaching as a vehicle to success through programs, services and partners.</p>	<p>May subcontract to Delegate Agencies to provide direct services; refer customers to 2-1-1 Community Connect for community services resources</p>	<p>Community Quality of Life and Assets 2.2.D. and 2.2.E.</p>
<p>Transportation</p>	<p>Yes</p>	<p>CAP Riverside participates in a local collaborative called Transportation NOW to address remediating transportation needs for low-income residents.</p>	<p>Collaborate with Transportation NOW to develop policies and practices that make</p>	<p>Community Quality of Life and Assets 2.2.D. and 2.2.E.</p>

Youth Programs	Yes	Create, monitor and sustain afterschool programs at local middle schools through Project L.E.A.D.; conduct Peer Mediation program to schools countywide (Dispute Resolution Center); place high school students with small businesses for on-the-job workplace mentoring (Pre-Apprenticeship). Provide training opportunities to interns. CAP Riverside provides referrals to local community services resources.	public transportation more accessible Work with local school districts to coordinate services at various school sites; work with local community centers to provide afterschool services; provide internship opportunities.	Community Improvement and Revitalization Indicator 2.1.G. Community Quality of Life and Assets 2.2.D. and 2.2.E.
Substance/alcohol and Mental Health Programs	No			
Financial Planning	Yes	CAP Riverside promotes and supports residents' ability to learn and acquire asset/wealth building skills and opportunities to acquire assets through its Individual Development Account program, and its Earned Income Tax Credit (EITC) and free tax return preparation, Volunteer Income Tax Assistance (VITA) programs. CAP Riverside provides referrals to local community services resources.	Financial institutions and Springboard to provide financial education.	Economic Utilization Indicator 1.3D, 1.3E, 1.3F
Homeless Programs	No			

Instructions:

Top Needs: list the top needs from your most recent Needs Assessment

Agency Priority: Enter a Yes or No in the box, to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.

Description of programs/services/activities: Briefly describe the program, service or activity that your entity will directly provide.

Coordination: If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

National Performance Indicators (NPIs): List the NPIs that correspond with the services/activities

Insert Narrative (Explain why need will not be met.)

All needs will be met either through direct services or referrals to community services resources.

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 or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency's public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community's needs. Examples include: Surveys, public forums, and secondary data collection.

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

Public Hearing Process (Insert Narrative)

CAP Riverside, a public community action agency, submits its Plan to its governance board, the Riverside County Board of Supervisors, for approval. This occurs after the Riverside County Department of Public Health, the CAP Riverside Executive Director, after which the Community Action Commission formally approves the Plan at a Commission meeting. Approval of the Plan by the Board of Supervisors requires a public hearing. A request, via a Riverside County Form 11, is submitted to the appropriate county departments 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 (10) minutes. Time is also reserved on the agenda for "Public Comments" where anyone from the community may sign-up to speak by submitting a "Speaking Request" card at the time of the meeting. CAP Riverside invites low-income representatives, Commissioners, program participants, staff, and partners to speak before the Board of Supervisors to share how CSBG and CAP Riverside have impacted their lives.

A "Public Notice" ad (see Appendix C - - to be inserted after Public Hearing) 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. A notice is posted on CAP Riverside' webpage and FaceBook page. A transcript of the Board of Supervisor meeting is later published on the Board of Supervisors' web-page along with the video of the proceedings. Transcripts can be downloaded into Microsoft Word.

In addition to the formal public hearing, CAP Riverside hosted six (6) formal community focus group meetings to seek feedback from the community-at-large about poverty-related issues and challenges in the county. A community focus group meeting was scheduled in each of the

five (5) supervisorial districts, with two (2) meetings being held in District 1. During the meeting community members were asked five (5) questions: 1) What do you think are the major reasons people are in poverty where you live?; 2) What makes it tough for you and your family to get ahead?; 3) What services or programs do you think your community needs?; 4) Have you received services from Community Action and, if yes, which services?; and 5) What is your opinion of the services you received? See Appendix D for transcripts of community focus group meetings and Appendix E for a diagram of testimonies from focus group meetings.

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

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

Attachments

- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:

FOR IMMEDIATE RELEASE: FEBRUARY 25, 2015
PLEASE CONTACT: RICHARD LEMIRE (951) 955-4900

**COMMUNITY ASSESSMENT SURVEY MEETINGS TO BE 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 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 will be collecting surveys and gathering feedback at community focus group meetings. The five community focus meetings will be held between March 3 and 30, 2015, 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. (See Appendix C).

DATE/TIME	LOCATION
Tuesday, March 3, 2015 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)
Tuesday, March 10, 2015 6:00 p.m. – 7:30 p.m. 4th Supervisorial District	Rummond's Senior & Community Center 89-229 Church Street Thermal, CA 9274 760-399-1408 (for directions only)
Tuesday, March 17, 2015 6:00 p.m. – 7:30 p.m. 5th Supervisorial District	Southwest Veterans Business Resource Center 227 North D Street, Building A, Suite C Perris, CA 92570 951-722-4941 (for directions only)
Tuesday, March 24, 2015 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)
Tuesday, March 30, 2015 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)
Tuesday, April 07, 2015 2:00 p.m. – 3:30 p.m. 1st Supervisorial District	Mead Valley Community Center 21091 Rider St. Perris, CA 92570 951-210-1580 (for directions only)

FEDERAL ASSURANCES

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Provide a detailed narrative describing the activities your agency will conduct that will enable low-income families and individuals to achieve the programmatic purposes listed below. **(Federal Assurances can be found on Public Law pages 2736-2739)**

1. Programmatic Purposes

(A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

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

CAP Riverside, a public community action agency, provides a suite of in-house and subcontracted services to meet the needs of low-income residents in its service territory. Such services include, but are not limited to:

- The Riverside County Individual Development Account (RivCo.IDA) Program: financial capability education and matched savings incentive for homeownership, higher education, or small business ownership or expansion;
- The Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans; and,
- Community referrals for all other services, such as for homeless services, not provided directly by CAP Riverside.

(ii) secure and retain meaningful employment;

- The Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans; and,
- Establishing relationships within the business community and local Chambers of Commerce to facilitate an increase in available job opportunities.
- Community referrals for all other services not provided directly by CAP Riverside.

(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;

- The Riverside County Individual Development Account (RivCo.IDA) Program: financial capability education and matched savings incentive for homeownership, higher education, or small business ownership or expansion;
- Project L.E.A.D (Linking Education, Advocacy, and Development): Train volunteers to provide mentoring and tutoring to students in middle school after school programs;
- Pre-Apprenticeship Program: places high school juniors and seniors with private small businesses that provide workplace mentoring and on-the-job training; and,
- Explore partnerships with local colleges and universities to facilitate accredited educational course opportunities and tuition discounts.
- Community referrals for all other services not provided directly by CAP Riverside.

(iv) make better use of available income;

- The Riverside County Individual Development Account (RivCo.IDA) Program: financial capability education and matched savings incentive for homeownership, higher education, or small business ownership or expansion;
- The Veterans Employment Training (V.E.T.) Program: on-the-job training and placement program for U.S. Veterans;
- Giving presentations/information and encouraging the development/adoption of resolutions for the benefit of low-income people at local government meetings across the County; and,
- Community referrals for all other services not provided directly by CAP Riverside.

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

- The Riverside County Individual Account (RivCo.IDA) Program: financial capability education and 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): Veteran housing project and minor mobile home exterior repair.

(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 2-1-1 Riverside County Services Information hotline on behalf of needy low-income residents.

(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;

(l) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

CAP Riverside engages in various partnerships, empowerment strategies, and collaborative efforts to engage low-income people in grassroots leadership efforts and community affairs. Low-income people are encouraged to join community boards, partner with law enforcement, and express their opinions before elected officials. Other inclusive activities include:

- Consumer Education Workshops: energy conservation/financial education to help customers learn how to reduce utility costs and budget to prevent financial crises;
- 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;
- HEAL Zone (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones; and
- 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.

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

- 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;

2. Youth

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

(i) programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and

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

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

(ii) after-school childcare programs

- 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; and,
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections.

3. Coordination

(C)To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts)

CAP Riverside engages in various partnerships and community collaboratives/coalitions to facilitate a network of social services for low-income populations. If CAP Riverside does not provide a direct service, they make referrals to community partners equipped to handle the needs of the poor. CAP Riverside will also collaborate with other County of Riverside departments to provide and increase wraparound services across the County social services spectrum.

4. Emergency Food and Nutrition

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

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. The Executive Director of CAP Riverside is on the Department of Public Social Services' Emergency Food and Shelter Board. CAP Riverside has partnered with Community Connect to develop and continually update supervisorial district-based food resource directories to communities and graduates of healthy living programs, home-bound seniors, the disabled, veterans, and families with very young children. CAP Riverside staff continue to serve on countywide nutrition and food support coalitions and collaboratives. CAP Riverside partners with the State of California Community Services Department (CSD) when disasters strike locally such as severe rains, flooding, and wild fires. Food vouchers, rental assistance, blankets, and sleeping bags, along with disaster kits are provided to victims of disasters.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities under the Workforce Investment Act of 1998.

CAP Riverside serves as the lead agency and/or is a member of networks, collaboratives and boards that provide services to the poor in Riverside County. This facilitates the agency's efforts to leverage, coordinate, centralize, and share resources and funds to move people out of poverty. These linkages cover all service constructs such as:

- 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); Veterans Employment Training (V.E.T.) Program (on-the-job training program); Pre-Apprenticeship Program (youth on-the-job mentoring program)
- 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 California Nutrition Action Plan Coalition, and the Eastside Riverside HEALZone leadership team (Healthy Eating and Active Living)
- Disaster Preparedness and Relief: member Riverside County Emergency Services

Collaborative; lead agency for countywide Cool and Warm Centers; founder and lead agency for the Energy Task Force; member of State Energy Council Advisory Committee

- Establish neighborhood leaders to assist in disseminating information to residents.
- Secure key contacts with leaders of various organizations in cities throughout Riverside County.
- Create a database, by cities, of community leaders as emergency contacts and local stakeholders.

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. This ensures that there is not duplicity of services within the county when applying for grants.

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 to 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 needs assessment.

6. Low-Income Home Energy Assistance

Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in the 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 equitable 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 are heard relevant to energy-related policies and services. Energy Task Force members include representatives from elected officials, Riverside County Office of Emergency Services, Department of Public Health, first responders, and other energy-related entities.

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", CAP Riverside's mobile unit, 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 fires, storms, and severe rains strike.

7. Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships

Describe how your agency 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. Establishment of Procedures for Adequate Board Representation

Describe your agency's procedures for establishing adequate board representation under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism).

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

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. Participation in ROMA, or Alternative System for Measuring Performance

Does your agency participate in ROMA? Yes No

Describe how your agency addresses ROMA or another performance measure system 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. The method is used in developing the agency's strategic plan, Community Action Plan, all program development, and all program evaluation processes. 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 Planning Manager on staff who has almost completed the process of becoming a nationally certified ROMA trainer; the agency also has a retired Planning Manager available as a consultant who is a certified ROMA trainer. All managers have received/will receive 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. In addition, to ensure achievement of results, CAP Riverside will continually streamline all systems and processes and develop improved plans (staff and management) for all program areas.

10. Cost and Accounting Standards

Describe how your agency will ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds.

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

11. Service Delivery System

Provide a description of your agency’s service delivery system, for services provided or coordinated with CSBG funds 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 (RFP) process (subcontracted); and 3) programs established as “demonstration” programs. Participants are encouraged to cross-enroll in programs to maximize resources for achieving self-sufficiency.

In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans 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); disaster preparedness and relief (Cool / Warm Centers, etc.); capacity building training and technical assistance for organizations (CAP Academy); and food advocacy.

CAP Riverside sub-contracts services to cover challenges identified by its biennial community needs assessment. Sub-contracting is conducted by the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. 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; 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.

12. Linkages

Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

An analysis of the community needs 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 2-1-1 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 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 that meet a community need. For example, CAP Riverside holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-income residents receive information on energy conservation, energy assistance programs, community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. 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 in both short-term and long-term CAP Riverside programs, such as RivCo.IDA, Veterans Employment Training Program, and Pre-Apprenticeship, receive one-on-one case management with the respective Program Manager. Case management is often used as a means of assessing the customer's needs and how they are best addressed. This assessment may include referrals to outside sources. Follow-up case management evaluates the customer's use of resources, including referrals, and is documented in case notes and maintained in the customer's file. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. The use of the resource is tracked by the Program Manager to determine its effectiveness and consideration of additional referrals.

13. Funds Coordination

Describe how CSBG funds 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 the years 2013 and 2014, an

average of approximately \$6.40 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. Grantmaking and fund development is centralized in CAP Riverside's Planning Division. This division maintains a status log of grant applications for various projects that tracks funding and resource development efforts.

14. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)

Describe how your agency will use funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle which may include fatherhood and other initiatives with the goal of strengthening families and encouraging parental responsibility.

CAP Riverside uses funds to support innovative community and neighborhood-based initiatives in accordance to Public Law 105-285 and CAP ROMA Goals 4 and 6: Partnerships among supporters and providers of services to low-income people are achieved; Low income people achieve their potential by strengthening family and other support systems. One program administered by CAP Riverside that helps develop strong fathers is the RivCo.IDA which teaches financial skills and goal-setting. CAP Riverside refers to other community fathership programs. CAP Riverside sub-grants CSBG funds to community programs that address the top three (3) challenges of poverty identified by the community needs assessment. The agency looks for innovation, collaboration, and partnership when evaluating these proposals; CAP Riverside looks for new solutions to old problems.

STATE ASSURANCES

California State Law establishes assurances for the State and eligible entities. Provide narrative descriptions of how your agency is meeting each assurance.

California Government Code 12747 (a): Community action plans shall provide for the contingency of reduced federal 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 and governing body, the Riverside County Board of Supervisors, 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). Priorities will be reviewed 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 (RivCo.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 arm, the Foundation for Economic Stability (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.

California 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 and Region IX Community Action Association) 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 identifying emerging trends and collectively strategizing for beneficial solutions.

California Government Code §12768: Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other eligible entities funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If you are not an MSFW, write "not applicable".

Not Applicable

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- Pay Stubs
- Social Security Award Letters
- Bank Statements
- Tax Statements
- Zero-income Statements
- Unemployment Insurance Letters
- Qualification for other need-based program, describe

Benefit statements from subsidized programs such as welfare, etc. IDA program participants qualify at 200% of the federal poverty income level, while LiHEAP program participants qualify

at 150% of the federal poverty level.

Other, describe:

N/A

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

CAP Riverside requires the same income verification documents for all programs, including emergency services. CAP Riverside does not distribute emergency food on a non-disaster basis; customers are referred to food banks.

Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

CAP Riverside uses census data and G.I.S. mapping to identify poverty pockets in its services territory. Partnerships and community projects are then developed to target and engage these high-needs communities. Additional distressed communities are brought to light through the countywide community needs assessments or demand for services. CAP Riverside utilizes its CAP Mobile to provide services and information to remote, rural communities. Addressing these needs are incorporated in the strategic plan.

MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

Data is collected to measure and evaluate the progress of programs as it relates to the agencies goals.

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

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.;

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

2. Describe the frequency of evaluations conducted.

All programs (external and internal) start the program year with evaluation tools that identify a baseline (beginning point) and benchmarks for each program or service. Participants are evaluated periodically throughout the contract term, though no less than quarterly, to assess the impact of the program. These scheduled evaluations create benchmarks that show progress toward reaching the program outcome (end results). Some evaluation tools are administered at the end of specific events and activities, such as training and workshops.

3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

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

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

DATA COLLECTION

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the State and Federal Accountability Measures, provide a narrative description on your agency's data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the system(s) your agency has in place to ensure accuracy, and review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

CAP Riverside uses various methods of evaluations and assessments that collect program and financial data from our customers and our staff.

Customers:

Data collection methods are always administered by the program staff under the direction and supervision of the program manager. Various methods include, but are not limited to:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.; it is generally 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;
- Case Management notes: narrative documenting customers' progress in program;
- One-to-one feedback and written testimonial from customers;
- Public Testimonies about services - - documented by transcript; and
- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges.

Staff

Program managers, including subcontractors, are required to prepare and submit monthly Program Progress Reports (PPRs) to CAP Riverside's Executive Director and 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 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.

Data are aggregated by the Planning staff using various spreadsheets and databases. They are reconciled with the program manager to ensure accuracy.

Describe the data reporting process.

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 month that show all reports, organized by program, and their due dates. Hardcopies of the reports are distributed to the Executive Director and program managers. Notices of due dates are generated, based on the reporting system, and emailed to Program Managers and sub-contractors three (3) weeks 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. The Executive Director, along with the Planning staff reviews the reports and discusses successes and challenges with program managers and sub-contractors.

Progress reports are included in the Executive Director's report to the Commission. An annual report is prepared by the Planning Manager and posted on the CAP Riverside website.

Describe how the data is used, analyzed and acted on to improve agency programs and services.

Data collected from monthly PPRs are used to generate CSBG programmatic reports to the State of California Department of Community Services and Development (CSD). CSD programmatic reports are generated by the CAP Riverside Planning Division and financial reports are generated by the CAP Riverside Fiscal Division; both reports are reviewed and approved by the Executive Director. Approved CSD programmatic reports are submitted to the Commission prior to submitting them 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.

Data analysis is reviewed to determine program effectiveness and goal achievement. Program modifications and corrective measures are implemented as deemed appropriate.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS (CSD 801)

The National Performance Indicators (NPI) were created collaboratively within the CSBG Network to enable the more than 1,000 Community Action Agencies in 52 States and territories to present a more uniform and coherent national picture of the work and accomplishments. This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to strengthen the entire CSBG Network.

The NPIs 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. The indicators are crucial 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 Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

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

1. 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 tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

Helpful resources to complete the CSBG NPI CAP Projections (CSD 801) are the [CSBG Information System \(IS\) Instruction Manual for National Performance Indicators \(NPI\)](#) and the [NASCS Targeting Field Manual](#).

APPENDICES (OPTIONAL)

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.

APPENDIX 1

NATIONAL PERFORMANCE INDICATORS

2016-2017 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
 Contact Person and Title: Brenda Freeman, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: bfreeman@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 are unemployed and underemployed, as well as lack job placement and training opportunities to increase their experience and income. Why: Business downsizing and closures, along with public funding cuts, have resulted in a lack of employment and job placement/training opportunities. Who: Low-income high school students, emancipated foster youth, and adults (especially veterans). Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside supports and promotes employment and job placement/training programs for low-income residents such as the Pre-Apprenticeship Program, Veterans Employment Training Program (VET), potential future Delegate Agencies, Riverside County Temporary Assignment Program (TAP), Project L.E.A.D. (Linking Education, Advocacy, and Development), Volunteer Income Tax Assistance (VITA) preparers, and local, public and private energy services programs. Support includes, but is not limited to: networking opportunities; leveraging partnerships; technical assistance; temporary employee management; CSBG sub-contracting; 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. 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: 1.1.A. – provide job placement, on-the-job training, job classroom/on-line training, workplace mentoring, case management, and coaching opportunities for high school students, emancipated foster youth, and adults (especially veterans); and provide referrals to other community resources. 1.1.B. - provide one-to-one mentoring and coaching via program staff, employers, and partners to facilitate job retention.

National Performance Indicator 1.1	CAP 2 YEAR PROJECTIONS	
Employment	Number of Participants Expected to Achieve Outcome (#)	
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:	2016	2017
A. Unemployed and obtained a job	110	110
B. Employed and maintained a job for a least 90 days	93	93
C. Employed and obtained an increase in employment income and/or benefits		
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.

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2016-2017 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.)

What: 1) Low-income residents lack resources to address financial emergencies (e.g., evictions/ homelessness, utility shutoffs, medical emergencies, loss of childcare, lack of food, vehicle repairs, etc.) that threaten employment acquisition and/or retention. 2) Working low-income residents often lack marketable jobs skills. Why: 1) People in crisis find it difficult to focus on work and can have high absenteeism. 2) There is a lack of job skills development programs countywide. Who: Low-income residents. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside supports and promotes employment and job placement/training programs for low-income residents such as the Pre-Apprenticeship Program, Veterans Employment Training Program (VET), potential future Delegate Agencies, Riverside County Temporary Assignment Program (TAP), Project L.E.A.D. (Linking Education, Advocacy, and Development), Volunteer Income Tax Assistance (VITA) preparers, and local, public and private energy services programs. Support includes, but is not limited to: job skills development programs/referrals; community resources referrals, networking opportunities; leveraging partnerships; technical assistance; CSBG sub-contracting; program monitoring, utility bill payment assistance and weatherization. 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. 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 to provide education and job skills training. Delivery Strategies: 1.2.A. – provide job skills training and workplace mentoring opportunities for low-income residents.

National Performance Indicator 1.2	CAP 2 YEAR PROJECTIONS	
Employment Supports	Number of Participants Expected to Achieve Outcome (#)	
The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by <u>one or more</u> of the following:	2016	2017
A. Obtained skills/competencies required for employment	279	279
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		
H. Obtained safe and affordable housing		
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)		

2016-2017 CSBG/NPI CAP Projections

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

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2016-2017 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.)

What: Low-income people lack asset/wealth-building skills and opportunities to acquire assets. Why: 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. Who: Low-income residents. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside supports and promotes asset/wealth-building and financial literacy programs such as Individual Development Accounts (IDA), Earned Income Tax Credit (EITC), Volunteer Income Tax Assistance (VITA), Pre-Apprenticeship, Veterans Employment Training Program (VET), Telephone Lifeline, and Southern California Edison CARE Program, etc. Support includes, but is not limited to: networking opportunities, leveraging partnerships, 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. CAP Riverside is a member of the statewide and regional Earned Income Tax Credit (EITC) networks. The agency also collaborates with public and private sector social services organizations, homeownership programs and the financial, business, and post-secondary education communities. Delivery Strategies: 1.3.A. – provide free tax preparation and promotion of tax credits through VITA Sites and the EITC program; 1.3.B.1 – 1.3.B.3 - provide matched savings incentive programs and financial literacy training through Individual Development Accounts (IDA), Pre-Apprenticeship Program, and Volunteer Income Tax Assistance (VITA); 1.3.B.4.a – 1.3.B.4.c - provide matched savings incentive programs through IDA.

National Performance Indicator 1.3 Economic Asset Enhancement and Utilization The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following:	CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome (#)	
	2016	2017
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.	3,366	3,366
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.		
UTILIZATION		
D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	106	106
E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account	99	99
F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	123	123
G. Number and percent of participants capitalizing a small business due to accumulated savings	8	8
H. Number and percent of participants pursuing post-secondary education with accumulated savings	15	15
I. Number and percent of participants purchasing a home with accumulated savings	9	9
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.

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2016-2017 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
 Contact Person and Title: Brenda Freeman, Executive Director
 Phone Number: 951-955-4900 Ext. Number: _____
 E-mail Address: bfreeman@capriverside.org Fax Number: _____

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.)

What: Riverside County lacks opportunities and resources that enable low-income residents to increase their self-sufficiency. Why: There has been a decrease in safe affordable housing. After school programs have been reduced due to budget cuts. There are limited resources to cover home repair costs or post-secondary educational/training programs. Information sharing has been inadequate. Who: Communities and low-income residents. Where: Riverside County When: Year-round.

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

Program Activities: CAP Riverside promotes, supports and develops community resources through its internal and contracted programs. 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. CAP Riverside collaborates with private sector social services organizations, school districts, and post-secondary education institutions. Delivery Strategies: 2.1.A. CAP Riverside continues to create job opportunities through its V.E.T. Program, its Pre-Apprenticeship Program, and through the Riverside County Temporary Assignment Program. 2.1.G – create, monitor and sustain after school programs at local middle schools through Project L.E.A.D. (Linking Education, Advocacy and Development); and 2.1.I – provide access and/or referrals to educational and training programs; coordinate, conduct and sustain an agency capacity building curriculum via the Community Action Academy.

National Performance Indicator 2.1	CAP 2 YEAR PROJECTIONS			
	Number of Projects or Initiatives Expected to Achieve (#)		Number of Opportunities or Community Resources Preserved or Increased Expected to Achieve (#)	
	2016	2017	2016	2017
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:				
A. Jobs created, or saved, from reduction or elimination in the community.	5	5	110	110
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				
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy				
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination				
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or				
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination	3	3		
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	28	28	891	891

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

2016-2017 CSBG/NPI CAP Projections

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2016-2017 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.)

What: Communities lack resources to increase the quality of life for its low-income residents. Why: Lack of funding and continued fiscal support for community services and programs. Who: Communities and low-income residents. Where: Riverside County. When: Year-round.

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 through its internal and contracted programs. Support includes, but is not limited to: networking opportunities, leveraging partnerships, 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. 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.E. – provide increased resources through collaboratives, networks, partnerships, asset/wealth-building programs; family self-sufficiency programs; mediation services; disaster preparedness/relief programs; food security and healthy living programs; training and technical assistance; and referrals to other community resources.

National Performance <u>Indicator 2.2</u> Community Quality of Life and Assets	CAP 2 YEAR PROJECTIONS			
The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by <u>one or more</u> of the following:	Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#)	Number of Community Assets, Services or Facilities Preserved or Increased Expected to Achieve (#)		
	2016	2017	2016	2017
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				
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				
D. Increase in the availability or preservation of commercial services within low-income neighborhoods				
E. Increase or preservation of neighborhood quality-of-life resources	19	19	251	251

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

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2016-2017 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.)

What: Community members do not participate in revitalization and anti-poverty initiatives. Why: Residents lack information and awareness about engagement and volunteer opportunities; outreach is limited. Who: Communities, volunteers, and low-income residents. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside promotes and supports community volunteerism and provides opportunities for community engagement through each of its programs. Multi-lingual outreach, especially to rural, isolated, remote, and underserved communities, 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 create opportunities to engage community members in anti-poverty initiatives. Delivery Strategies: 2.3.A. – facilitate local meetings and events for residents to participate in anti-poverty initiatives; and provide training and technical assistance on recruiting, training, managing and recognizing volunteers through the Community Action Academy; 2.3.B. - provide outreach regarding community volunteerism opportunities; and provide volunteer recognition through the national President's Volunteer Service Award (PSVA) for number of volunteer hours served.

National Performance <u>Indicator 2.3</u>	CAP 2 YEAR PROJECTIONS Number of Total Contribution by Community Expected to Achieve (#)	
Community Engagement	2016	2017
The number of community members working with Community Action to improve conditions in the community.		
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	1,992	1,992
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	49,159	49,159
<i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i>		

2016-2017 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
 Contact Person and Title: Brenda Freeman, Executive Director
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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.)

What: Many low-income people are not active community stakeholders and lack information and awareness of community engagement/volunteer opportunities. **Why:** Many low-income people are apathetic and disinterested; lack information; have language and cultural barriers; have limited education and transportation. **Who:** Communities and low-income residents. **Where:** Riverside County. **When:** Year-round.

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

Program 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; flyers; brochures; and mailings. Delivery Strategies: 3.1. - coordinate and promote community volunteer opportunities for low-income residents; document hours; promote recognition through PVSA.

National Performance <u>Indicator 3.1</u>	CAP 2 YEAR PROJECTIONS	
Community Enhancement Through Maximum Feasible Participation	Total Number of Volunteer Hours Expected to Achieve (#)	
The number of volunteer hours donated to Community Action.	2016	2017
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.)	330	330
<i>In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.</i>		

2016-2017 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.)

What: Many low-income people are not active community stakeholders and lack information and awareness of community engagement/volunteer opportunities. Why: Many low-income people are apathetic and disinterested; lack information; have language and cultural barriers; have limited education, transportation and resources to participate. Who: Communities and low-income residents. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside promotes and supports advocacy, self-empowerment, and community capacity building. Support includes, but is not limited to: outreach and recruitment of low-income volunteers; elections of low-income representatives to the community action commission and various boards; volunteer recognition; volunteer programs management training and technical assistance; and networking opportunities. 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. – provide opportunities or referrals/recommendations to serve on various policy-making boards and committees through the Community Action Commission, and the Energy Task Force; 3.2.B. - provide small business development or capitalization mentoring, training, technical assistance, matched savings opportunities, and acquisition through IDA; 3.2.C. – provide home ownership mentoring, training, technical assistance, matched savings opportunities, and acquisition development or referrals through Individual Development Accounts (IDA); 3.2.D. - provide volunteer and advocacy opportunities through various internal programs and community partnerships.

National Performance Indicator 3.2 Community Empowerment Through Maximum Feasible Participation	CAP 2 YEAR PROJECTIONS Number of Low- Income People Expected to Achieve (#)	
The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:	2016	2017
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	11	11
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance	10	10
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance	9	9
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action	54	54
<i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i>		

2016-2017 CSBG/NPI CAP Projections

Contractor Name: Community Action Partnership of Riverside County
 Contact Person and Title: Brenda Freeman, Executive Director
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Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.

NPI 4.1: Expanding Opportunities through Community-Wide Partnerships

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

What: Community services and outreach activities are not stream-lined and collaborative. Why: Funding cuts create competitiveness and service provider "turf" boundaries; there is limited communication amongst service providers; and a shared vision has not been implemented amongst partners. Who: Communities, partners, and residents. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside provides training, technical assistance, information sharing, networking opportunities, community organizing and advocacy to partners. Multi-lingual outreach, 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: 4.1.A. - 4.1.M. - recruit diverse partners for leveraging opportunities, referrals, and collaborative fund development; continue to provide agency capacity building through the Community Action Academy.

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 (#)	
	2016	2017	2016	2017
A. Non-Profit	157	157	157	157
B. Faith Based	77	77	77	77
C. Local Government	85	85	85	85
D. State Government	7	7	7	7
E. Federal Government	6	6	6	6
F. For-Profit Business or Corporation	33	33	33	33
G. Consortiums/Collaboration	5	5	5	5
H. Housing Consortiums/Collaboration	14	14	14	14
I. School Districts	14	14	14	14
J. Institutions of post secondary education/training	21	21	21	21
K. Financial/Banking Institutions	9	9	9	9
L. Health Service Institutions	6	6	6	6
M. State wide associations or collaborations	4	4	4	4

2016-2017 CSBG/NPI CAP Projections

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

N. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes (automatically calculates)	438	438	438	438

2016-2017 CSBG/NPI CAP Projections

Contractor Name:	<u>Community Action Partnership of Riverside County</u>		
Contact Person and Title:	<u>Brenda Freeman, Executive Director</u>		
Phone Number:	<u>951-955-4900</u>	Ext. Number:	<u> </u>
E-mail Address:	<u>bfreeman@capriverside.org</u>	Fax Number:	<u>951-955-6494</u>

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.)

What: Staff and volunteers' skills are limited. Why: Staff and partners have limited funding for and access to formal training. Who: Communities, Community Action Commissioners, and CAP Riverside staff. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside provides training, technical assistance, information sharing, networking opportunities, community organizing and advocacy to staff and community partners. External training is also sought to increase skills of staff. Delivery Strategies: 5.1.A. - 5.1.C - recruit and train staff as Certified Community Action Professionals (CCAPs), certified Results Oriented Management and Accountability (ROMA) and Family Development trainers; 5.1.E. - 5.1.H. - increase external staff development opportunities through networks, partnerships, and State and National CAP activities; expand CAP Academy curriculum to include staff development workshops; and involve CAP Staff and Commissioners to demonstrate their skills by leading workshops at CAP-related conferences; 5.1. Additional – Staff will provide specialized training and technical assistance: Planning Division Manager generates CCAP exam questions as a member of the national CCAP Exam Committee.

National Performance Indicator 5.1	CAP 2 YEAR PROJECTIONS	
Agency Development	Number of Resources in Agency Expected to Achieve (#)	
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:	2016	2017
A. Number of Certified Community Action Professionals	5	5
B. Number of ROMA Trainers	1	1
C. Number of Family Development Trainers	1	1
D. Number of Child Development Trainers		
E. Number of staff attending trainings	46	46
F. Number of board members attending trainings	28	28
G. Hours of staff in trainings	775	775
H. Hours of board members in trainings	667	667

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 6.1: Independent Living

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

What: Seniors and the disabled are at-risk of losing their independent living lifestyle. Why: Unsafe and unhealthy housing, limited access to free or affordable services, increasing utility costs and inability to pay high utility bills create barriers for seniors and the disabled to live independently. Who: Low-income and/or disabled seniors and disabled residents. Where: Riverside County. When: Year-round.

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 seniors and disabled residents. 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. CAP Riverside collaborates with public and private sector social services organizations to provide services. Delivery Strategies: 6.1.A. and B – provide referrals to community resources; provide back-up heating/cooling systems, which is often the entry point for home weatherization services; provide utility bill payment assistance and home weatherization; provide access to Cool and Warm Centers during extreme seasonal hot or cold temperatures; provide disaster relief during government declared “state of emergencies.”

National Performance Indicator 6.1	CAP 2 YEAR PROJECTIONS	
Independent Living	Number of Vulnerable Individuals Living Independently Expected to Achieve (#)	
The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:	2016	2017
A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>)	6,660	6,660
B. Individuals with Disabilities		
Ages:		
a. 0-17		
b. 18-54		
c. 55-over		
d. Age Unknown	1,953	1,953
Total Individuals with Disabilities:	1,953	1,953

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

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2016-2017 CSBG/NPI CAP Projections

2016-2017 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.)

What: Low-income residents are unable to meet basic and essential needs during a crisis. Why: 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. Who: Low-income residents and communities. Where: Riverside County. When: Year-round.

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.B. – provide and/or facilitate emergency utility bill payment assistance through various funding sources (e.g., City of Riverside SHARE program, etc.); and 6.2.J. – provide access to Cool and Warm Centers during extreme seasonal hot or cold temperatures

National Performance <u>Indicator 6.2</u>	CAP 2 YEAR PROJECTIONS	
	2016	2017
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.		
A. Emergency Food		
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	2,865	2,865
C. Emergency Rent or Mortgage Assistance		
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)		
E. Emergency Temporary Shelter		
F. Emergency Medical Care		
G. Emergency Protection from Violence		
H. Emergency Legal Assistance		
I. Emergency Transportation		
J. Emergency Disaster Relief	17,364	17,364
K. Emergency Clothing		

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

2016-2017 CSBG/NPI CAP Projections

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2016-2017 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.)

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

National Performance <u>Indicator 6.3</u>	CAP 2 YEAR PROJECTIONS	
	2016	2017
Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:	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		
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		
<i>In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.</i>		

2016-2017 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

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

What: Low-income unemployed residents are unable to meet basic and essential needs. Why: Lack of adequate financial resources; fixed incomes; language barriers; limited transportation; high energy costs; and lack of awareness of community resources create barriers to self-sufficiency. Who: Unemployed and fixed-income residents and communities. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside provides safety-net services, family supports, 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: 6.2.G. – provide and facilitate LIHEAP utility bill payment assistance; 6.2.H. - provide and facilitate weatherization services; 6.2.I. – provide and facilitate energy assistance through private and public energy programs; and provide referrals to other community resources.

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 (#)	
	2016	2017
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)		
<i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i>		

2016-2017 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.)

What: Low-income individuals and families, especially vulnerable ones, are unable to meet basic and essential needs. Why: Unexpected financial emergencies, unemployment, underemployment, language barriers, limited transportation, etc. create barriers to self-sufficiency.

Who: Low-income residents, communities, and social services providers. Where: Riverside County. When: Year-round.

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

Program Activities: CAP Riverside promotes safety-net services and provides community referrals, technical assistance, and program monitoring. Multi-lingual outreach, 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. - cross-train clerical staff to answer eligibility questions for all programs; increase level of partnership with the local 2-1-1- information hotline; increase outreach efforts to promote CAP Riverside as a referral resource; increase partnerships; and conduct a study to address needs identified via calls.

National Performance <u>Indicator 6.5</u>	CAP 2 YEAR PROJECTIONS	
	Number of Services Expected (#)	
Service Counts	2016	2017
The number of services provided to low-income individuals and/or families, as measured by one or more of the following:		
A. Food Boxes		
B. Pounds of Food		
C. Units of Clothing		
D. Rides Provided		
E. Information and Referral Calls	50,880	50,880
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>		

APPENDICES:

A	2015 Community Survey – Resident (English/Spanish)
B	2015 Community Survey – Partner
C	Public Notice: Community Focus Group Schedule
	On-line Survey Link
	March Flyer: Community Focus Group Schedule (English)
	April Flyer: Community Focus Group Schedule (English)
	March Flyer: Community Focus Group Schedule (Spanish)
	Placeholder for Public Hearing for Board of Supervisors
D	2015 Community Focus Group Meetings Transcripts
E	2015 Community Focus Group Meetings Testimony (Diagram)
F	2015 Community Needs Assessment Results

APPENDIX A



**Community Action Partnership of
Riverside County
2015 Community Survey**

Please answer questions below and return survey to CAP Riverside staff.
(Por favor conteste las preguntas y entregue la encuesta al personal de CAP Riverside)
Thank you for your help! (Gracias por su ayuda!)

City/Ciudad:		Zip Code/Codigo Apostal:	
--------------	--	-----------------------------	--

1. What do you think are the major reasons people are in poverty where you live? (¿Cuáles son las mayores razones porque personas en dónde usted vive están en pobreza?)

 2. What makes it tough for you and your family to get ahead? (¿Que se le hace difícil para que usted y su familia salgan adelante?)

 3. What services or programs do you think your community needs? (¿Qué servicios o programas necesita su comunidad?)

 4. What help have you received from Community Action? Which services? (¿Qué clase de ayuda a recibido de Community Action? ¿Qué servicios ha recibido?)

 5. What is your opinion of the help you received? (¿Cuál es su opinión de la ayuda que ha recibido?)
-

APPENDIX B



**Community Action Partnership of Riverside County
2015 PARTNER SURVEY**

City:		Zip Code:	
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1. What do you think are the major reasons people are in poverty in your service territory?
2. What makes it tough for your customers to get ahead?
3. What services or programs do you think communities need?
4. Do you refer customers to Community Action? Which services?
5. What is your opinion of the services CAP Riverside provides?

**FOR IMMEDIATE RELEASE: FEBRUARY 25, 2015
PLEASE CONTACT: RICHARD LEMIRE (951) 955-4900**

**COMMUNITY ASSESSMENT SURVEY MEETINGS TO
BE 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 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 will be collecting surveys and gathering feedback at community focus group meetings. The five community focus meetings will be held between March 3 and 30, 2015, 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.



YOU CAN HELP CAP RIVERSIDE
SURVEY RIVERSIDE COUNTY FOR OUR
NEEDS ASSESSMENT

PLEASE SHARE THIS SHORT
SURVEY MONKEY QUESTIONNAIRE
WITH YOUR LOW-INCOME CUSTOMERS

<https://www.surveymonkey.com/s/CP28DQ6>

PLEASE SHARE THIS SHORT
SURVEY MONKEY QUESTIONNAIRE
WITH YOUR PARTNER/AGENCIES

<https://www.surveymonkey.com/s/CZLRRM8>

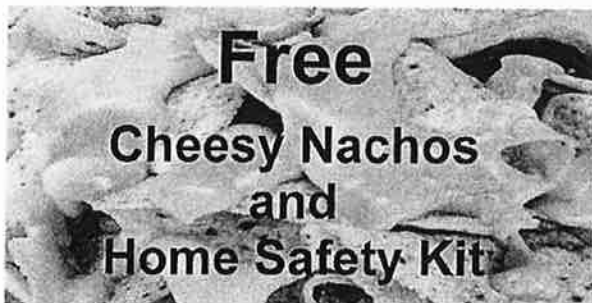
CONVERSATION AND NACHOS

Your opinion counts!

Community Action Partnership of Riverside County (CAP Riverside) invites community and partners to join us for conversation and nachos. We'll discuss current concerns of low income residents. Your comments and suggestions will be used to help set our priorities for improving the quality of life for people in Riverside County.



DATE/TIME	LOCATION
Tuesday, March 03, 2015 6:00 p.m. – 7:30 p.m. 2nd Supervisorial District	Eddie Dee Smith Senior Center 5888 Mission Boulevard Jurupa Valley, CA 92509 951-275-9975 (for directions only)
Tuesday, March 10, 2015 6:00 p.m. – 7:30 p.m. 4th Supervisorial District	Rummonds' Senior & Community Center 87-229 Church Street Thermal, CA 92274 760-399-1408 (for directions only)
Tuesday, March 17, 2015 6:00 p.m. – 7:30 p.m. 5th Supervisorial District	Southwest Veterans Business Resource Center 227 North D. Street, Building A, Suite C Perris, CA 92570 951-722-4941 (for directions only)
Tuesday, March 24, 2015 6:00 p.m. – 7:30 p.m. 3rd Supervisorial District	The Salvation Army 340 S. Palm Avenue Hemet, CA 92543 951-791-9495 (for directions only)
Monday, March 30, 2015 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)



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



Helping People - Changing Lives

CONVERSATION AND NACHOS

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Tuesday, March 24, 2015 6:00 p.m. – 7:30 p.m. 3rd Supervisorial District	The Salvation Army 340 S. Palm Avenue Hemet, CA 92543 951-791-9495 (for directions only)
Monday, March 30, 2015 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)
Tuesday, April 07, 2015 2:00 p.m. – 3:30 p.m. 1st Supervisorial District	Mead Valley Community Center 21091 Rider St. Perris, CA 92570 951-210-1580 (for directions only)



2038 Iowa Avenue Suite B-102
Riverside, CA 92507

Call for more information
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Helping People - Changing Lives

CONVERSACION Y NACHOS

Tu opinión cuenta!

Community Action Partnership of Riverside County (CAP Riverside) invita a la comunidad y socios que nos acompañen para conversación y nachos. Vamos a discutir preocupaciones corrientes sobre los residente de bajos recursos. Sus comentarios y sugerencias serán tomadas para ayudar establecer nuestras prioridades para mejorar la calidad de vida para le gente del Condado de Riverside.



DATE/TIME	LOCATION
Martes, Marzo 03, 2015 6:00 p.m. – 7:30 p.m. 2nd Supervisorial District	Eddie Dee Smith Senior Center 5888 Mission Boulevard Jurupa Valley, CA 92509 951-275-9975 (para obtener direcciones solamente)
Martes, Marzo 10, 2015 6:00 p.m. – 7:30 p.m. 4th Supervisorial District	Rummonds' Senior & Community Center 87-229 Church Street Thermal, CA 92274 760-399-1408 (para obtener direcciones solamente)
Martes, Marzo 17, 2015 6:00 p.m. – 7:30 p.m. 5th Supervisorial District	Southwest Veterans Business Resource Center 227 North D. Street, Building A, Suite C Perris, CA 92570 951-722-4941 (para obtener direcciones solamente)
Martes, Marzo 24, 2015 6:00 p.m. – 7:30 p.m. 3rd Supervisorial District	The Salvation Army 340 S. Palm Avenue Hemet, CA 92543 951-791-9495 (para obtener direcciones solamente)
Lunes, Marzo 30, 2015 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 (para obtener direcciones solamente)



2038 Iowa Avenue Suite B-102
Riverside, CA 92507

Para mas información, llame a
(800) 511-1110 • (951) 955-4900 • (951) 955-5126 TTY
www.capriverside.org



Helping People - Changing Lives

APPENDIX C

PLACEHOLDER FOR BOARD OF SUPERVISOR MEETING

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

District 1 Riverside County Focus Group Meeting 03/30/2015

1. What do you think are the major reasons people are in poverty where you live?

I know for myself, I work part-time and I would love to have a full-time position. And I apply and apply every week and still no luck. I have applied with over 15 different companies every week and I focus on certain ones in a certain area but I'm just not getting a response back. I'm willing and able but I just don't know if I'm reaching the right people. I've tried to reach out and do some networking, so maybe some networking will help. I've been to some network events with the County and UCR; I would like something permanent instead of these temporary positions that don't offer benefits, because I'm barely staying afloat. And then I have to care for my sister who has no income; it's been 2 years and she's been applying for disability and her mental illness is not getting any better. It's very frustrating (underemployment). I'm a senior with a little different issue myself, and I live in a senior complex, and what I have noticed is that a lot of seniors lack knowledge of services provided in the community. They don't have vehicles so they can't come to a meeting like this. They are elderly and some are physically challenged and they need to know or have access to services in the community. A lot of them need care-taking, a lot of them have food issues because they are on limited income, some suffer from depression and things like that because they are cooped up in a little room because they can't get out. There are a lot of issues because some of them are very limited on what they can do for themselves, but they don't know where they can go and get help and they can't get to the places and find out. They need someone to come into the building and give a presentation, and some of them speak different languages and have trouble communicating due to language barriers. Transportation is also an issue as well.

The lack of small businesses that have the resources to hire people full time. People don't have access to birth control because every time they have a kid it adds on more expenses, then they push themselves further into poverty. Then, there is the issue of homelessness in our area. Lack of information to the homeless of where they can get housing. Some do not want housing, but then that speaks into the mental health issue. People want help because they can't help themselves; they are mentally incapacitated. I walk the park all the time and talk to these people. A lot of this is our government that they do not take care of the veterans and everything. A lot of it has to do with the economy too, with the cost of living going up.

Education...it's just so difficult to get into courses and the per unit cost is so expensive too. With a good education you get more of a likelihood that you will get a better job. I think education, higher education is a struggle.

With that I agree. I have 3 units from finishing my Bachelors, but the problem was my sister, who now I take care of, was so delinquent in her property taxes that all my savings I spent to bring it current so that we would have a place to live. I still owe some on the school so I can't go back and finish my degree until that is paid. The situation is, where do I get the money? I'm just stuck right now.

As far as education goes, I have a bachelor's degree and I walked away with zero debt. But I know that I'm a very rare case in that. You need to look at more than the small things, you need to look at systematic injustice. Looking at prison systems, looking at food systems, looking at things that would take more than the hour we have. We have devalued everyday jobs. In my parents' and grandparents' day a waiter job is what paid the bills; nowadays they pay \$9 an hour and there is no way that can pay your bills and keep a roof over your head. So we promised all the people: go to school, get an education, get in debt, take a free internship job for 3 years, then you wind up in a minimum wage job all screwed up and in debt. Money management will be good, but we need to place more value on the monetary work that is available. We have placed so much value on other jobs but we need people to work at McDonald's so we

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

can go to meetings right after work and have food. So there is a systematic problem we need to change on the values we put on people and on labor, as well as just making sure people don't put themselves in \$30k or \$100k of debt.

2. *What makes it tough for you and your family to get ahead?*

My challenge is finding full-time work. I do have the education but most people want experience. I have my master degree in public administration but most people want experience. I'm stuck in these low wage jobs and its not enough to pay for my student debt, for food and for housing, and its just me, myself. And it's not a livable wage.

Its kind of ironic; I have the experience, but I keep getting told if you just finish those three hours and get the degree...

I have the experience and the degree, and keep getting offered \$10 an hour.

How can we allow more people to start more businesses to be able to add to the work force?

In 2007, I left the company on disability. I had to apply at CAP for services. Even though I was a commissioner, I could still apply for services that helped me to gain a better understanding of finances. I quickly went through everything being out of work, had to use all my savings, my 401k, had to cash in my life insurance, and my home was foreclosed on. All the resources went to try to keep the bills paid and get food. As a male, it was hard to ask for help. And I didn't even apply for unemployment, though it was available to me. My pride finally gave into reality. I finally applied for food stamps and energy assistance. Thank goodness for programs we have here; they do help save lives.

3. *What services or programs do you think your community needs?*

Getting information out to the seniors and transportation for them.

I see a lack of funding for start-up companies. There are also not a lot of classes to teach technology or focus on certain areas. TA assistance.

Career-matching referrals for local people to give to employers to interview. Use CAP as a referral service for companies to find employees. A networking source for people looking for jobs similar to our VET Program.

Much of the jobs available are in Los Angeles and Orange Counties; need more jobs in Riverside County. Metro passes to that area?

Vocational and trade services, and apprenticeship programs. O-J-T.

4. *Have you ever received services from Community Action? Which services?*

What services does CAP Riverside provide?

Yes, Cool/Warm Center, service provider outreach, weatherization.

5. *What is your opinion of the services you received?*

Good.

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

District 1 Mead Valley Focus Group Meeting 04/07/2015

1. *What do you think are the major reasons people are in poverty where you live?*

Not enough jobs. No jobs here. Schools, careers, they pay the schools and study, but then do not get the job that they went to school for. Schools do not help them. They take their money and then its "bye." And then they have to work unloading trailers for nothing. We have a bad homeless issue in this area. We need services for the homeless to be able to go take showers, wash their clothes and be able to go to look for work. We were promised 3 years ago that there would be services like these here at this center. We need to teach people how to better manage and budget their money. There are a lot of people here that qualify for work but they do not get the jobs. Having to pay school taxes, but you don't have kids in school. Fixed-income. People in poverty are the first ones to lose their homes and then you get more homelessness. The people that can least help themselves are the ones that find themselves in more trouble when it comes to resources and services. Cannot get ahead. Can't get the type of job you need. They bring in all these warehouses into the area, but the companies bring in the people to work there in the warehouse and do not offer jobs to the people that live in the community. The warehouse uses agencies to hire people, you work four months and after four months you are let go. Warehouses are not hiring people directly. Why do you have to go through an agency? The job agencies are taking most of the money and the employee is making very little. People have to go to San Diego or Los Angeles just to find work.

2. *What makes it tough for you and your family to get ahead?*

Actually number 1 and 2 are basically the same. So when you answer number 1 you answer number 2 as well. All of this makes it hard for families to get ahead.

3. *What services or programs do you think your community needs?*

I can think of one: a lot of people do not know how to apply for, and act when they go out looking for a job. They need to know how to dress, and how to speak, and they need to have training to teach these people on how to look for a job. Training for seniors who still want to work and can work. My wife went through a job training class and she got all the training and the certificate, and did not get the job. She was then over-qualified.

Bishop Randy—Training on how to fill out an application, training on how to dress appropriately, training on how to answer questions. We need training classes. We need training on how to do a job. We need training programs in the area to train the people, to prep the people.

4. *Have you ever received services from Community Action? Which services?*

Tape is inaudible.

5. *What is your opinion of the services you received?*

Tape is inaudible.

District 2 Jurupa Valley Community Focus Group Meeting 03/03/2015

1. *What do you think are the major reasons people are in poverty where you live?*

Jobs, poor planning for life, education, and transportation. Their only form of income is social security or government assistance money, fixed income, especially for seniors. Plus, once a senior has retired or been laid off and realizes they cannot live on their social security, the general population does not consider

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

them hireable or part of the work force. Lack of day care, so that caregivers can seek employment, and care-giving for elders. It's not only for the seniors--I have a son at home that is a triple amputee, and when he first had his legs taken out, they said he would be able to stand for 3 hours. There is no way, and we had to fight for social security and he is living with us now and I would have it no other way, so it's hard there for everybody. Finally, we had to go to Binder and Binder to get his Social Security, then they wanted to put him in a home, and I said "no, I will take care of him." What about these people coming over here illegally and they get anything and everything, and we have to fight for, how do we go about that I don't think it's right, I went to the DMV a couple weeks ago to get my driver's license, and they are issuing it to everybody; we are the minorities here. "Restatement of question." There could be a number of reasons; perhaps the person has limited funds to prepare meals and to pay bills, so maybe lack of education or financial education, financial literacy.

2. *What makes it tough for you and your family to get ahead?*

All of the things we just mentioned: transportation, food, cost of food, cost of gas, cost of utilities--they continue to go up. A lot of the issues have to deal with the language barrier. Either way, many of the seniors have asked for help applying for jobs online on the Riverside County Gateway, but it's only in English. If anyone is not multi-lingual, if you have a Spanish speaker that cannot read or write English, that's a barrier and that can be for any population. There is a senior here that would love a job but he cannot read or write or understand English. He has a huge barrier, because he cannot even fill out an application. Language, in itself, is a barrier. Transportation is a barrier. People cannot do what they want to do in life without transportation. If you own a car you have to pay insurance, and insurance kills you. If you don't have a car, you have to get transportation and you have to wait and wait. Transportation on the bus takes you hours, and it can be an all-day situation, so you have to brainwash yourself for that day. Not knowing the opportunities that are available to you.

3. *What services or programs do you think your community needs*

Better bus service. Better discounted transportation. Seniors have a lack of dental care. Most seniors choose to have extractions and go nowhere after that. First 5 and the schools take care of the little people but there is nothing for the seniors. Quality, affordable child care services, meals on wheels for seniors, volunteers for the meals on wheels programs, a younger generation of volunteers.

4. *Have you ever received services from Community Action? Which services?*

Yes, utility assistance.

5. *What is your opinion of the services you received?*

Good.

District 3 Hemet Community Focus Group Meeting 03/24/2015

1. *What do you think are the major reasons people are in poverty where you live?*

One of the concerns I get from the community is that you have these families that are right above this poverty level, where one car breaks down, or one trip to the hospital, even with insurance, then they have the deductible, or a trip to the emergency room. In general, if something happens, then they are back in poverty. Now these families are trying not to live in the bad areas, which takes a big part of their income; they probably could live in the more poverty-stricken areas and pay less and not be so short, but if you want to get out of that area you got to pay more money. So, that takes more of a chunk of your income that you're getting or not getting. So I think a big problem is the poverty level. I even see people in the middle of the middle class who are one or two paychecks away from poverty. There are no ways,

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

sometimes, to even save. Sometimes they need to travel a little farther for better jobs. So they have to have a better car. So they have to pay more for transportation. Whatever it may be just to survive sometimes on a monthly basis is so hard. Families then start sending their children off to college, so now they have education expenses; they are starting to get out of that poverty level but there just is no help. I can tell you about so much help for people in poverty: the local food bank, food stamps, etc. But for a family in the middle class, who let's say this weekend paid to have their car fixed and can't buy groceries, they are above that poverty level so they can't go to a food bank and get help (because you have to be under a certain level of income), so where do they get food?

Being on disability, I think I've met more people in this community on disability than I've ever met before. Disability is very low also. The amount of money they get on disability is very low. Social security/disability is \$780 a month, which is still below the poverty level and, as you know, that is not a livable wage to live on. With SSI there are also limits. With disability you had to have been working for 10 years prior before you can get disability. If you didn't put in 10 years prior, then you do not get disability. So you have to work continuously for 10 years in order to get disability. If you get SSI you cannot get food stamps. The real problems are the way things are written and the details.

There is a huge lack of employment in the area too. People have to travel for a job, which in turn means better transportation, better cars, more gas money. We have transit in the area but it's not that effective. In district 3, this is where a lot of the section 8 housing is located. I think that is where a lot of the problems come from.

I wouldn't blame it all on Section 8. I've been working in the area for over 8 months now, and in talking to my coworkers that live in Hemet, I learned that Hemet started out as a retirement community. It's very quiet, very nonchalant, very main stream. At some point, the city council decided to advertise "Come to Hemet, it is a cheap place to live. We have section 8 housing!" and they were advertising it out in the poorer communities in Los Angeles. This was about 15 or 20 years ago. There were also a lot of people that were given the option of go to jail or move to Hemet. So at that point you have lower income people with mental health or gang related issues that said "let's all move to Hemet because it's a cheap place to live." So a city council member sort of opened the gate for these people. We should have had more social programs to help these people, but we didn't. So, what was once a retirement community now became a cheap place to live, with all these low income people here, but since we are not right off the interstate, transportation and factories are not here, so what once was a cheap place to live now becomes more expensive because of the travel it takes to find good paying jobs. You have to drive at least 30 minutes just to get to the highway. So that is why Murrieta and Temecula are booming because they are right off the interstate. You have the 15 and the 215, you have San Diego and you have the ports. Unlike this area, where we are just out of the way. That is my understanding of the area.

Hemet has the lowest income per capita in the third district of Riverside County.

There was a housing boom, also; the demographics have changed to where we now have more families. Hemet used to be all for retirement, now we have more families, and now we have this other influence of low income.

When I moved to Hemet in 2000, the average age of residents was 57, or something like that. Now it's down to 30 something. So, in 15 years there have been enough housing developments that more families have moved in. Mom and dad probably work in Orange County, or San Diego or someplace, or wherever. But they all hop on the freeway and go somewhere for work. So we did have a housing boom, and of course things got more expensive. Housing went up, and even low income housing went up, and everything busted around 2008. We have spent all this time trying to recover.

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

We use to have just two schools, now there are five or six. The number one employer in the valley is the Hemet Unified School District, and the only problem is that a lot of people in poverty don't have the education to be able to get jobs there, so that's kind of a loss for them.

I think poverty is also passed down. It's passed down from families. Sometimes they just don't know how to get out of it. They are used to that way, living in poverty, living on welfare, and they don't think that there is anything wrong with it. That's what the parents did, and they made it, so it's ok for me too. They don't know any better. They haven't been taught anything else to make them better. Lack of education, lack of knowing they could do better. They don't set the goals for their children. During one meeting at the Hemet Unified School District, they were talking about the problem of keeping kids in school. Parents would have to pull older kids out to watch their brothers or sisters, to take care of ill family members, or to be interpreters at doctor appointments, etc. So, the kids never went to school. Some families don't set the goals for their kids to graduate from high school, much less, to attend secondary education. It wasn't talked about over the dinner table. The expectations were never there, so the kids performed up to the parents' expectations. The flip side of that can happen, too, with the youth. There are those that work in low income jobs and feel that there is nothing wrong with that job. Still, some want their children to be and do more.

There is a culture of poverty. From the Bridges out of Poverty training I've learned that it is a day to day style of life. Your goal is to get through that day. You don't worry about your kid going to college; it's too far away. Do I have food for his mouth today? A lot of that training was to guide clients to start having more of a future orientation, so as to save money to get them out of that day to day mentality.

On any given Thursday night we have about 30 or 40 young adults here (Salvation Army) and you will have half and half -- maybe 20 of them are youth still in high school and the other 20 are young adults, and out of those there are maybe two of those young adults that have a driver's license. We ask the others, and they feel they do not need one, or think they will eventually get a job. They will just use the bus to get to where they want to go. Most of them don't have a job, some of them are going to community college, but most of them are doing nothing but staying with their parents.

One thing we do have in Hemet is a Learn-To-Read program through the literacy program. It's excellent and we have great volunteers.

Back to the question that was asked, there is a culture of poverty, there is a lack of jobs, there is a lack of social services providers out there to meet that need. There are only 2 mental health providers contracted with the county and they are all full. You have to go to Beaumont or Banning and take the bus; many of our clients don't know how to take the bus that far.

2. What makes it tough for you and your family to get ahead?

Covered in question 1.

3. What services or programs do you think your community needs

Mental health and substance abuse programs are keys to what is needed. Parents have flat out told their kids they can't take them to the park because there are a lot of homeless and drug addicts, needles and everything else. Here is a lack of homeless programs in Hemet or outreach programs for the homeless.

The city council is pretty anti-homeless, although we do have a different council now. Before, they were very anti-poverty. We have one shelter with 46 beds and it's always full. We have people coming in our door all the time (Salvation Army), sleeping on the street, families sleeping in their cars. I don't know

APPENDIX D

2015 Community Focus Group Meetings Transcripts (Actual)

how many people I've heard of sleeping in their cars. It's scary -- parents sleeping in cars with children, 4 people sleeping in the car! We want to address the issue if we can, and we can get the funding, and we have talked to the new council about it. The council was afraid if we provide homeless meals/services in the park then more homeless would come here. So they will not let us go feed the homeless in the park.

There was another thought about getting all the homeless, together, to take a bus and to somewhere else. If the Hemet Police department sees someone sleeping in their car, they will tell them to go to San Jacinto. They will help them there.

Job preparation programs that would work on job development, resumes, and clothes for job interviews.

Transportation needs to be addressed also. Salvation Army will provide gas cards, when available, for people to get to doctor appointments or job interviews, or a voucher for clothes to go to interview.

Services for emancipated youth and youth that age out of the system.

Rapid rehousing - - is there anyone doing it in Hemet?

4. *Have you ever received services from Community Action? Which services?*

Yes, LiHEAP 7 or 8 years ago.

To start out, I might be a case model. I'm a single mom with 2 children. I've been poor my whole life. I came here to Hemet by chance, and I've been through two programs. The one program was IDA; the lady, Katherine, convinced me to put it towards my education, and I did, and got my master's degree. At the time, I had purchased a mobile home, and that was a big mistake. When the economy crashed, I lost my home, became homeless, and ended up here at the service window. So, I sort of represent the people living here in Hemet. I have done Liheap at least five times or more that I can remember. I kept thinking this was my last time, but no, I keep going back. My girls are 13 and 16 and it's still hard.

I was a librarian, and had a job for 10 years. When the economy crashed, they decided to do away with school libraries. That lasted for a year or so, then I went around applying for a library page job, which is the lowest level. I couldn't even get a job at that point. I felt really depressed. My children were not able to live with me. I had to send them to my grandmother's because I was homeless. Then, that was over and now I work with Moreno Valley kids that are at risk. I did find a good place in Moreno valley and now I have this commute and a desire to move out of Hemet. Prostitutes in Hemet are a problem. I remember having to explain what a hooker is to my 6 year old, and almost being assaulted at a restaurant. Prostitution is a major problem here in Hemet.

5. *What is your opinion of the services you received?*

It was a great service, though I found getting through on the phone was a problem. When workshops are done, need to have more people out to help out.

District 4 Thermal Community Focus Group Meeting 03/10/2015

1. *What do you think are the major reasons people are in poverty where you live?*

I live in North Shore and we just got transportation. Before this transportation, we lived so far out and there are not good jobs out there. But we do have some transportation now that goes Monday through Friday, but those that work the weekends do not have transportation. It is still kind of a problem because

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a lot of people do work weekends, or a lot of college students have part-time jobs on the weekend. So, we live too far out and do not have good transportation. In the eastern Coachella Valley agriculture is what people do; having said that, many people do not have legal immigration status, so pathway programs to help people in that direction would be great. Overall, there are immigration issues. In the past, it was seasonal migrant farm workers moving back and forth, but now the area has grown and many people are permanent. There are some times throughout the year where there is no farm work, but the majority of the year there is farming. There are language barriers, especially for the adults that have migrated here, and are residents now. Their children are going to school, but the parents have this problem that does not allow them to overcome some of these barriers.

2. *What makes it tough for you and your family to get ahead?*

Transportation, having my own car and a job that pays well enough for the mileage. For someone in the community to receive healthcare services, it doesn't look appealing if he/she is not able to make money. Very few people in the area qualify for home health care services. Education for a career is not a high priority in this area. It is not appealing to people to get educated and work in this area. Students that get a basic education have to go elsewhere to continue education. Limited jobs opportunities in this area. Language barriers are a big issue, in a community of undocumented immigrants that do not speak any of the languages. A lack of services for those individuals that are not bilingual. Services are piloted in different places. Mecca has a DPSS now, so people don't have to go all the way to Indio. People do not know that it's there. They do cash aid too. It's like a one stop shop right now. Oasis schools give distribution every two weeks, every other Friday, and it's now open to the public. You can call to find food banks and get a list of distribution sites; there are 112 distribution sites in the valley.

3. *What services or programs do you think your community needs?*

Parks, libraries, somewhere for my kids to run and not break no one's window. These kids need somewhere for them to go so they don't get in trouble. The baseball field is not going to fill them up. They need something afterschool until 10 PM, and on Saturdays and Sundays. Kids can't play on ball fields while the leagues are playing. Schools are fenced in now, so kids have nowhere to go play. If baseball teams are using the field, then the soccer teams have nowhere to go. The community center is on one of the five phases with the school district to be torn down. Services for the seniors will be ending in June 2015, when RAP will be cutting funding. The School District is taking over the complex to build a new facility with a school kitchen. Schools have no obligation to the community for public access to the building. Money for community items keeps getting allocated for something else. DACE was supposed to build 3 ball fields and a track. It never happened. We went to ask them about it, and they said the money was allocated to something else. Many people in the community are Hispanic but they do not show up to meetings to raise a voice for themselves about what is going on in their community. The community has to come in and support each other in order to get stuff done. The school has a school use agreement. You only can use it during the summer between 12-5 when it's the hottest part of the day. Joint use with the schools does not work. The community needs to come together and voice their concerns at the board of supervisors meetings, where opinions are valued and always heard. Sewer and water infrastructure is needed for the eastern Coachella Valley. Water quality, air quality, and sewer water services, as well as permission to use the parks are much needed for the area. Funding is needed for the area to help bring parks up to date and to standards. There is not enough housing in the area. And the area needs more medical services and utility assistance for people during the summer. Need infrastructure for safe and affordable, sanitary housing. There is nothing in North Shore, no parks, no schools, nothing for the kids to do. They have nowhere to go. North Shore does not have its own ID. It shares Mecca's zip code.

4. *Have you ever received services from Community Action? Which services?* "What services does CAP Riverside provide?"

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Transcripts (Actual)**

Yes, Cool/Warm Center, service provider outreach, weatherization.

5. *What is your opinion of the services you received?*

Good.

District 5 Perris Focus Group Meeting 03/17/2015

Note: Meeting was not recorded. The three people who attended the meeting completed surveys.

APPENDIX E

**2015 Community Focus Group Meetings
Testimony Diagram**

Comment/Concern	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
Unemployment or lack of employment opportunities	Yes	18, 28	
Temporary jobs, seasonal employment or lack of stable employment	Yes	18, 28	
Employment services, on the job training and job readiness	Yes	18, 28	
Cost of living, that includes: high food cost, high cost of utilities, cost of transportation and cost of health care	Yes	18, 29	
Lack of disposable income, due to fixed income, or low wages	Yes	18, 24	
Educational needs, affordable continuation of education, and inability to further education	Yes	18, 24	
English as second language classes	Yes	18, 24	
Social Service assistance programs for utilities, middle income families, rental assistance and for services for individuals 55 and over	Yes	19, 31	
Transportation, better bus services, more bus routes, transportation assistance for low income and discounted transportation for seniors	Yes	19	
Youth Programs, free afterschool youth programs and activities	Yes	20, 26	
Substance and drug abuse programs needs	Yes	20	
Mental health and medical services needs	Yes	20	
Financial planning and skills needs, that includes financial literacy classes, budgeting and money management classes	Yes	20	
Homeless programs needs that include awareness, shelters, food programs	Yes	28	

APPENDIX F

2015 Community Needs Assessment Results

The consent analysis of the **612** surveys and **six (6)** focus group meeting show that the low-income residents of Riverside County consider the following to be the top ten (10) reasons why people are in poverty and the challenges to escaping poverty.

1. Employment	721	2. Cost of Living	398	3. Income	346
Unemployment/employment	277	Cost of living	204	Low Wages/Low income/fixed Income	172
Seasonal Jobs	73	Cost of transportation/Gas /insurance/etc.	10	Income-(lack of, living check to check)/low wages	118
Temporary Jobs	14	Cost of Food	24	1 income for family	23
Lack of Jobs	213	Childcare	51	Single parents	13
Employment services/training/ education/OJT	65	Cost of health Care	13	Better paying jobs	10
Lack of hours	4	Cost of Utilities	24	Single parent	10
Stable employment	11	Affordable housing	30		
Inability to work	4	Unexpected expenses/saving for unexpected	13		
Slow work	2	Debt	9		
Job skills	17	Economy	5		
Job fairs/health care fairs	3	Student Loans	5		
Job readiness	15	Medical Bills	4		
Jobs moving out of state	2	Dependent Care	2		
Not enough hours at work	11	Extended family care	2		
Lack of re-entry programs	2	taxes	2		
Career Counseling/career advancement issues /no career	8				

4. Education	244	5. Assistance Programs	203	6. Transportation	175
Education	170	Rental assistance	24	Transportation	95
Educational opportunities to earn degrees/adult ed	17	Social service outreach programs	18	Transportation assistance	32
Better Education system	3	Services for middle income families/people in need	16	Discounted transportation	24
Education opportunities in community	6	Knowing where to look for the resources	34	More bus routes	16
Inability to further Education	5	Utility assistance	57	Better Bus Services	8
English classes	31	55 and over Services	25		

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2015 Community Needs Assessment Results

4. Education	244	5. Assistance Programs	203	6. Transportation	175
GED classes	2	CAP Riverside Programs/workshops	12		
		lack of services for middle income	8		
		Free Health services	6		
		Cal Fresh for SSI/Food stamps for working people	3		
		Family services/from 5PM - 10 PM	2		
		financial support for single parents	2		
		1st time home buyer education	1		
		Home ownership programs	1		

7. Youth Programs	104	8. Substance Abuse/Alcohol/Mental Health Programs	85	9. Financial Planning	65
Programs/youth	10	Drugs/substance abuse/alcohol abuse	33	Saving for retirement	1
Youth programs/from 5PM to 10PM	51	Drug addiction	16	Budgeting/money management	9
Free youth programs/activities	19	Mental illness	5	Financial issues	6
Sports/Exercise	1	depression	1	Poor budgeting skills	3
teen prevention/intervention	6	substance abuse	1	Financial literacy classes	37
rec centers for youth	9	Drug/Alcohol classes	8	Investment classes	2
Parks	2	abuse programs	5	Financial Classes marketing H.S/college/working class	6
Libraries	4	mental health services/medical services	13	business seminars	1
youth programs for disabled	2	Self-help/motivational classes/counseling	2		
		Life skills class	1		

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2015 Community Needs Assessment Results

10. Homeless Programs	65
Food Banks/Services	22
homeless programs	17
Shelters/food for homeless	10
Shelter	9
Community trainings/orientations/homeless	6
free lunch	1