MEETING DATE:
Tuesday, June 11, 2019

FROM : RUHS-PUBLIC HEALTH:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM – PUBLIC HEALTH/ COMMUNITY ACTION PARTNERSHIP: Set for Public Hearing for Approval of the 2020-2021 Community Action Plan, All Districts. [$0] (Clerk to Advertise - Set for Hearing June 25, 2019)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Introduce and set for public hearing on June 25, 2019 for approval of the 2020-2021 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. Adopts the Plan after it closes.

ACTION:Policy, Clerk to Advertise, Set for Hearing

Kim Saruwatari, Director of Public Health   5/30/2019

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and is set for public hearing on Tuesday, June 25, 2019 at 9:30 a.m. or as soon as possible thereafter.

Ayes:	Jeffries, Spiegel, Washington, Perez and Hewitt
Nays:	None
Absent:	None
Date:	June 11, 2019
xc:	RUHS-Public Health, CAP, COB

Kecia Harper
Clerk of the Board,
By:
Deputy

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 0	$ 0	$ 0	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0

SOURCE OF FUNDS: N/A	Budget Adjustment: N/A
	For Fiscal Year: 2020/2021

C.E.O. RECOMMENDATION: Approve

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

The Community Action Plan incorporates statistical and demographic data (secondary, quantitative data) obtained from verifiable, reliable sources. Focus groups were also held in the various supervisorial districts of the County, and served to gather direct input (primary, qualitative data) from the community on challenges faced, as well as on programs and services that would be of the greatest benefit to them. In addition, a thorough community needs assessment survey (primary data, both quantitative and qualitative), in both English and Spanish, was distributed countywide to Riverside County residents. The survey was given in both hard copy form and online via Survey Monkey. Several staff members were involved in conducting the survey and presenting the needs assessment at numerous locations throughout Riverside County. This was done in conjunction with a variety of workshops, services and events, including, but not limited to: food distribution at food pantries, Women, Infant and Child (WIC) Wellness Fairs, local community health fairs, at community centers, family resource centers and senior centers, presentations to Head Start parents, at Volunteer Income Tax Assistance (VITA) sites to customers receiving free tax preparation services, at apartment complexes in conjunction with presenting the weatherization program, to utility assistance customers at the front desk and in energy clinics, at mobile home parks, etc. The total number of surveys collected was 1,907.

The Community Action Commission unanimously adopted and approved the 2020-2021 Community Action Plan on May 23, 2019.

Impact on Residents and Businesses

The 2020-2021 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.

SUPPLEMENTAL:
Additional Fiscal Information

No County General Funds would be required.

ATTACHMENTS:

- 2020-2021 Community Action Partnership of Riverside County Community Action Plan.
- 2020-2021 Community Action Partnership of Riverside County Community Action Plan Appendices

Brianna Lentajo   6/3/2019

2020-2021 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Purpose

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

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) Information Memorandum (IM) #138 dated January 26, 2015, CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive Community Needs Assessment. The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

State Assurances

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

Federal Assurances and Certification

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

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

2020/2021 Community Action Plan Checklist

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

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

2020/2021 Program Year Community Action Plan
Cover Page and Certification

Submission Date: [   ]

Agency Contact Person Regarding the Community Action Plan:

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

Certification of Community Action Plan and Assurances

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

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

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

Certification of ROMA Trainer
(if applicable)

The undersigned hereby certifies that this organization's Community Action plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).

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

CSD Use Only:

Date CAP Received:	Date Accepted:	Accepted By:

Vision and Mission Statement

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

1. Vision Statement
Provide your agency's Vision Statement below

Ending poverty in Riverside County

2. Mission Statement
Provide your agency's Mission Statement below:

Community Action Partnership with the community facilitates opportunities towards self-sufficiency through education, wealth building, energy assistance and advocacy.

Tripartite Board of Directors
(Organizational Standards 5.1, 5.2, CSBG Act Section676(b) (10))

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

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

1. Describe your agency's procedures for establishing adequate board representation under which a low-income individuals(s), community organization, religious organizations, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on the board (or other mechanism) of the agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board. (Organizational Standards 5.2, CSBG Act Section 676(b) (10))

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

Vacant seats for low-income individuals are publicized and applications are accepted and reviewed by the Commission Membership Committee. The Commission has an election policy, which was last revised 10/27/17. Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be elected, they can submit a petition to the Membership Committee of the Commission. The Membership Committee reviews the petition to determine if it has merit and then forwards it to the full Commission, with recommendations, as an Agenda Action Item at the next available Commission meeting.

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

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

Documentation of Public Hearing(s)

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

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

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

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

☒ **Public Hearing**

Date: June 25, 2019

Location: County Administration Center, 4080 Lemon St., Riverside, CA 92501

☒ **Public Comment Period**

Inclusive Dates for Comment: June 11, 2019 to June 25, 2019

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

Date	Where (name of newspaper, website, or public place posted)
6/11/2019	Posted on www.capriverside.org, www.facebook.com/caprivco, www.instagram.com/caprivco, and twitter.com/caprivco
6/11/2019	Announcement/flyers posted at CAP Riverside's main office and satellite offices
6/11/2019	Posted as an Agenda Item for the Board of Supervisors Meeting on www.countyofriverside.us
6/10/2019 6/24/2019	Posted on public bulletin board at County Administration Center

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

Community Needs Assessment

Public law 105-285 requires the state to secure from each agency, as a condition to receive funding, a CAP which includes a Community Needs Assessment (CNA) for the community served. Additionally, state law

requires each CSBG agency to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

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

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

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

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 Various Projections/ Estimates click here	Community Action Partnership Community Action guide to develop a CNA click here
A Comprehensive Community Needs Assessment (CCNA) Tool Statistical Data to assist CNA development click here		

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

The CNA captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The CNA should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG Annual Report. The CNA should describe local poverty-related

needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

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

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

Date of most recent completed CNA:

May 14, 2019

Date CNA approved by Tripartite Board (most recent):
(Organizational Standard 3.5.)

May 23, 2019

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

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

1. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). These sectors should include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
(Organizational Standard 2.2)

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

2. Describe the causes and conditions that contribute to poverty affecting the community in your service area.
(Organizational Standard 3.4)

The primary contributing factors to poverty (labeled as such instead of *causes*, since there is not comprehensive evidence for, or agreement on what the various causes are) in Riverside County appear to be (in no specific order): *Employment* (availability of jobs, or wages paid in the available jobs), *lack of higher educational/vocational skill attainment*, *race* (especially in connection with Hispanic or Latino, Black/African American, and Native American individuals/families), and *the high cost of living* (demonstrated by needs identified in such areas as housing, utility bills, health care, transportation, food, etc.). From community member and key informant interviews, the policy

issues expressed as contributing factors included: *income eligibility thresholds* that are far too low, which therefore disqualify residents in need from receiving services, and *restrictive regulations and costs for developing affordable housing.* Conditions ensuing from these contributing factors are evidenced in the priority needs which have been identified, as well as in the Appendices (in the results of the focus groups, community member and key informant interviews, and in the illustrative community member stories).

3. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board.
   (Organizational Standard 1.3)

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

4. Describe how your agency collected and included current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area.
   (Organizational Standard 3.2)

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

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

Quantitative Data: This includes data from the survey, data from reports done by partner organizations and data from reliable sources, such as the US Census Bureau, US Department of Labor, etc. *Qualitative Data*: This is comprised mainly of data collected and analyzed from focus groups, interviews (customer and key informant) and personal stories.

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

Community Needs Assessment Results
(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))
Utilize the table below to list the needs identified in your Community Needs Assessment. If additional space is needed, insert a new row.

Needs Table

Needs Identified	Integral to Agency Mission (Yes/No)	Currently Addressing (Yes/No)	Agency Priority (Yes/No)
Financial Assistance	No	No	No
Lack of Affordable Dental Care	Yes	No	Yes
Lack of Adequate Employment	Yes	Yes	Yes
Utility Assistance	Yes	Yes	Yes
Lack of Affordable Health Care	Yes	No	Yes
Transportation	Yes	No	No
Food Assistance	Yes	No	Yes
Housing Assistance	Yes	No	Yes
Lack of Affordable Child Care	Yes	No	Yes

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

For needs marked "no" in "Agency Priority", please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to

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

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

Priority Ranking Table

Agency Priorities	Description of programs/services /activities	Community/Family & Individual	Indicator/Service Category (CNPI, FNPI, SRV)
1. Access to Affordable Dental Care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2020 and 2021	Family & Individual	SRV 5bb., SRV 5cc., SRV 5dd., and SRV 5ee. Actual indicators will depend on awarded subcontractor's services SRV 7c.
2. Employment Services	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); CAP Riverside will	Family & Individual	FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h., other actual indicators will depend on awarded

	provide o-j-t for 30 youth, 5 veterans, and 6 WEX and ESE participants from DPSS in-house; will involve referrals to partner organizations; from January 1st to December 31st of 2020 and 2021		subcontractor's services SRV 7c.
3. Access to Affordable Health Care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2020 and 2021	Family & Individual	SRV 5b., SRV 5e., SRV 5f. Actual indicators will depend on awarded subcontractor's services SRV 7c.
4.Access to Healthy, Affordable Food	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2020 and 2021	Family & Individual	SRV 5ii., and SRV 5jj. Actual indicators will depend on awarded subcontractor's services SRV 7c.
5.Housing Assistance	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to December 31st of 2020 and 2021	Family & Individual	SRV 4m., SRV 4SRV 4n., SRV 4o. Actual indicators will depend on awarded subcontractor's services SRV 7c.
6.Access to Quality, Affordable Child Care	TBD – will depend on programs/services awarded to subcontractor(s) (Delegate Agency); will involve referrals to partner organizations; from January 1st to	Family & Individual	SRV 2c., SRV 7e., and SRV 7f. Actual indicators will depend on awarded subcontractor's services

	December 31st of 2020 and 2021		SRV 7c.
7.Utility Assistance	CAP Riverside provides utility bill assistance; will provide assistance to approximately 14,880 households from January 1st to December 31st of 2020 and 2021	Family & Individual	SRV 4i.
8.Agency Capacity (Based on Agency Capacity Needs Assessment)	Increase the number of staff in the Community Services Division by 50%; increase the number of volunteers by 50%; increase case management across programs; from January 1st of 2020 to December 31st of 2021	Agency	SRV 7a., SRV 7c., and 2B.3a

Agency Priorities: Stack rank your agency priorities with the top priority ranking #1.
Description of programs/services/activities: Briefly describe the program, service or activity that your agency will directly provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.
Community/Family & Individual: Identify if the need is community, or family/individual level.
Indicator/Service Category (CNPI, FNPI, SRV): Indicate which indicator or service will be reported in annual report.

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

<u>Reporting Strategies Table</u>

Indicator/ Service Category (CNPI, FNPI, SRV)	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection and Reporting
FNPI 1a., FNPI 1b., FNPI 1c., and FNPI 1h.	Employer verification of hours trained/paid; Fiscal verification of hours paid from timesheets; employer verification of job offers; participant verification of income or increase in income from pay stubs	Sent to Program Managers from employers or participants; data input into, and collected from CAPTAIN case data management system; collected by Community Services Program Director and Planning Division Manager	Periodic adhoc reports run from case/data management system on outcomes achieved/hours completed; reported annually in CSBG Annual Report
SRV 2c., 4m., 4n., 4o., 5b., 5e., 5f.,	Program Progress Report (PPR) from subcontractor	Sent to Planning Division Manager; data input into, and collected from CAPTAIN case	Monthly PPRs; periodic adhoc reports run from

5bb, cc, dd, ee, ii., jj., and 7e.		data management system; collected by Community Services Program Director and Planning Division Manager	case/data management system on outputs achieved; reported annually in CSBG Annual Report
SRV 7a. and 7c., and 2B.3a	Work Plan Progress Report; case management notes in CAPTAIN case/data management system; referral logs	CISCO reporting system and CAPTAIN case/data management system; Admin. Svcs. Assistant and Community Services Assistants input data; collected by Community Services Program Director and Planning Division Manager	Monthly Work Plan Progress Reports; periodic adhoc reports run from case/data management system on outputs achieved; reported annually in CSBG Annual Report

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

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

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

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

The County of Riverside Community Action Partnership service delivery system follows three parallel avenues: 1) programs directly administered by CAP Riverside (in-house); 2) programs funded by the County of Riverside Community Action Partnership through a Request for Proposal (RFP) process (subcontracted); and 3) programs established as "demonstration" programs. Participants are encouraged to cross-enroll in programs to maximize resources for achieving self-sufficiency. In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans Education and Employment Program); Earned Income Tax Credit (EITC), Free

Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; Saving for Success (an asset-building savings match program for buying a home, continuing education or starting/expanding a business); and disaster preparedness and relief (Cool / Warm Centers, etc.).

2. Please describe the agency's service delivery system. Include a description of your client intake process or system. Also specify whether services are delivered via direct services or subcontractors, or a combination of both.

CAP Riverside has a customer intake process for all of its direct programs and services, which utilizes a common comprehensive intake form for all programs. The form captures a variety of demographic, household and income information, and is used to determine eligibility across all programs internally, and for referrals externally.

The County of Riverside Community Action Partnership also sub-contracts services to cover challenges identified by its biennial community needs assessment. Sub-contracting is conducted by the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. Evaluators on the RFP/Q review team ensure selected proposals are reflective of the County of Riverside Community Action Partnership's mission and goals. For example, the County of Riverside Community Action Partnership has recently sub-contracted to provide training wages to assist adults with developmental disabilities in obtaining and retaining community employment; to provide low-income and homeless families with free child care and child development services; and to provide supportive services related to self-sufficiency, volunteerism, employment workshops, and employment coaching for individuals in a homeless services program. Subcontractors also use the customer intake form for CSBG related services they povideSub-contracting is dependent upon available CSBG funds.

The County of Riverside Community Action Partnership also incorporates community referrals to outside programs and services as a part of its service delivery strategies.

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

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

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

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

An analysis of the community needs assessment identifies what needs to be facilitated via the agency's service delivery strategies. Anything outside the internal scope of services is flagged as a gap in service for which a community referral must be made. All staff are trained to make referrals to help meet customers' needs. Customers are also directed to 2-1-1 Riverside County Community Connect resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance the County of Riverside Community Action Partnership program benefits. The County of Riverside Community Action Partnership call center and clerical staff maintain a directory of frequently requested programs and services, which is shared with program staff.

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

The County of Riverside Community Action Partnership establishes beneficial partnerships with public, private, community and faith-based service providers to fill identified gaps in its services. CAP Riverside makes referrals to those partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that meet a community need. For example, the County of Riverside Community Action Partnership holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-income residents receive information on energy conservation, energy assistance programs, community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. The County of Riverside Community Action Partnership provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.

Participants in both short-term and long-term CAP Riverside programs, such as Saving for Success, Veterans Education and Employment Program and Pre-Apprenticeship, receive one-on-one case management with the respective Program Manager. Case management is often used as

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

Each CSBG program administered by the County of Riverside Community Action Partnership leverages CSBG funds with public and/or private and in-kind support. CSBG funds are also sub-granted to community and faith-based organizations that may use funding to leverage with other funding streams. Grantmaking and fund development is centralized in the County of Riverside Community Action Partnership's Planning Division. This division generates grant applications for various projects, and tracks funding and resource development efforts.

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

CAP Riverside has MOUs (Memorandums of Understanding), MOPs (Memorandums of Participation) and Professional Services Agreements with a host of other County Departments, organizations, businesses, faith-based organizations and nonprofit organizations. These have been established and executed for all of its programs and services. Funded agreements include, but are not limited to: On-the-job training programs (youth and veteran), a case/data management system, and Delegate Agency contracts (subcontracts for services). Non-funded agreements include, but are not limited to: mentor agencies in the Riverside County Mentor Collaborative, tax sites for the VITA Program, cool and warm center sites, etc.

> 3. Describe how your agency utilizes information gathered from key sectors of the community:
>   a. Community-Based
>   b. Faith-Based
>   c. Private sector (local utility companies, charitable organizations, local food banks)
>   d. Public Sector (social services departments, state agencies
>   e. Educational Institutions (local school districts, colleges)
>   Describe how your agency will coordinate and partner with other organizations in your service area.(Organizational Standard 2.2, CSBG Act Section 676(b)(3)(C), (9))

The County of Riverside Community Action Partnership coordinates with over 400 community partners to leverage funds, staff, and other resources to assist low-income residents. This diverse network of partners includes multi-level referrals between public and private sector social service

providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, after school programs, healthy living and nutrition programs, disaster preparedness services, job placement and training programs, veterans services, Head Start, child care centers and providers, services for the disabled, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc.

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

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

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

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

N/A

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

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

In addition to identifying new sources of revenue, the County of Riverside Community Action Partnership will work closely with its Commission and governing body, the Riverside County Board of Supervisors, to minimize the impact of funding reductions. All stakeholders will be involved in the decision-making process when and if major budget adjustments or reductions are required. The County of Riverside Community Action Partnership will continue to seek funding at the local, state and federal levels, and public and private sectors, to support on-going and new initiatives that present high-impact, self-sustaining strategies to end poverty. The County of Riverside Community Action Partnership is a public community action agency and therefore is often ineligible for many private sector funding opportunities. The County of Riverside Community Action Partnership will continue to partner with its non-profit arm, CAP

Stars, a Foundation for Economic Stablity, to research and secure funding for which it might otherwise be ineligible. Other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of customers served.

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

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

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

8. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs.
(CSBG Act Section 676(b)(1)(B))

The County of Riverside Community Action Partnership provides assorted in-house services, engages partnerships, and participates in community collaboratives/coalitions to address youth-related issues which include:

- Dispute Resolution Center (DRC): school peer mediation training and community education workshops;

- Project L.E.A.D (Linking Education, Advocacy, and Development): Volunteers are trained to provide mentoring and tutoring to students in middle school after school programs;

- Pre-Apprenticeship Program: places high school juniors and seniors with private small businesses that provide workplace mentoring and on-the-job training;

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

- Community referrals for all other services not provided directly by the County of Riverside Community Action Partnership.

9. Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102].   (CSBG Act Section 676(b)(5))

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

- 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 Education and Employment 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

- <u>Health, Nutrition, and Food Security</u>: 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)

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

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

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

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

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

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

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

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.
(CSBG Act Section 676(b)(4))

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

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

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

The County of Riverside Community Action Partnership ensures that emergency energy services are delivered countywide by partnering with over 100 community and faith-based partners to provide utility bill payment assistance and weatherization application opportunities and referrals for eligible low-income residents. Opportunities include energy clinics held at the facilities of partners

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

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D))

The County of Riverside Community Action Partnership uses funds to support innovative community and neighborhood-based initiatives in accordance to Public Law 105-285, and in synch with its mission. Partnerships among supporters and providers of services to low-income people are achieved; low income people also achieve their potential by strengthening family and other support systems. CAP Riverside helps develop parents in teaching their children financial literacy, capability and responsibility, through its Asset-Building programs and Youth programs, developing financial skills and goal-setting. CAP Riverside refers customers to other community fathership programs. The County of Riverside Community Action Partnership sub-grants CSBG funds to community programs that address the top challenges of poverty identified by the community needs assessment. The agency looks for innovation, collaboration, and partnership when evaluating these proposals; the County of Riverside Community Action Partnership looks for new solutions to old problems.

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

1. Describe your agency's specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program, including your process for maintaining high standards of program and fiscal performance.

Program monitoring is conducted by the County of Riverside Community Action Partnership Executive Management staff and Planning Division, and may include any or all of the following activities:

1. Review of monthly program and financial reports. This includes, but is not limited to: review of progress on outcomes in relation to projections, program performance versus level of expenditures, evaluation of program expenditure reports, compliance with CSBG contract terms and conditions, support documentation, etc.
2. Bi-weekly one-on-one Community Services Division Manager meetings with Program Managers
3. Bi-weekly Community Services team meetings to address opportunities, challenges, etc.
4. Annual performance evaluations
5. Workshop and training evaluations
6. Customer Satisfaction Surveys

> 2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency and type (i.e., onsite, desk review, or both)

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

- Program Progress Reports (PPRs)
    - monthly – all delegate agencies submit PPRs with Reimbursement Requests and financial reports to the Planning Division
    - PPRs include: Narrative, Statistical and Customer Intake Forms (where applicable)
    - Planning Division reviews PPRs, Reimbursement Requests and financial reports
- Desk-audits
    - regularly – for quality control checks, compliance and comparison of financial reports with Fiscal division expenditure reports
    - submittals of Reimbursement Requests, PPRs and Customer Intake Forms reviewed for timeliness and progress toward outcomes
    - status of insurances, licenses, and registration on SAM.gov checked
    - conducted by Planning division
    - performed before site visits are conducted

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

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

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

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

Data Analysis and Evaluation
(Organizational Standards 4.3, 4.4)
(CSBG Act Section 676(b)(12))

1. Describe your methods for evaluating the effectiveness of programs and services, including the frequency of evaluations.
(Organizational Standard 4.3)

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

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

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

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

2. Describe how your agency ensures that updates on the progress of strategies included in your CAP are communicated to your board annually.
(Organizational Standard 4.4)

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

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

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

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

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

Appendix A
Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

CATEGORY ONE: CONSUMER INPUT AND INVOLVEMENT

Standard 1.1 The organization/department demonstrates low-income individuals' participation in its activities.

Standard 1.2 The organization/department analyzes information collected directly from low-income individuals as part of the community assessment.

Standard 1.3 The organization/department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

CATEGORY TWO: COMMUNITY ENGAGEMENT

Standard 2.1 The organization/department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.

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

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

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

CATEGORY THREE: COMMUNITY ASSESSMENT

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

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

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

Standard 3.3: The organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.

Standard 3.4: The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

Standard 3.5: The governing board or tripartite board/advisory body formally accepts the completed community assessment.

VISION AND DIRECTION
CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP

Standard 4.2: The organization's/department's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.

Standard 4.3: The organization's/department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle. In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

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

CATEGORY FIVE: BOARD GOVERNANCE

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

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

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

Appendix B

State Assurances

California Government Code 12747 (a): Community action plans shall provide for the contingency of reduced federal funding.

California Government Code § 12760: CSBG agencies funded under this article shall coordinate their plans and activities with other agencies funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) that serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

California Government Code §12768: Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries.

Appendix C

Federal Assurances and Certification

CSBG Services

676(b)(1)(A) *The State will assure "that funds made available through grant or allotment will be used –*

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

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

(ii) *secure and retain meaningful employment;*

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

(iv) *make better use of available income;*

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

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

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

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

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

Needs of Youth

676(b)(1)(B) *The State will assure "that funds made available through grant or allotment will be used-*

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

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

(ii) after-school child care programs;

Coordination of Other Programs

676(b)(1)(C) *The State will assure "that funds made available through grant or allotment will be used to make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including State welfare reform efforts*

Eligible Entity Service Delivery System

676(b)(3)(A) *a description of the service delivery system, for services provided or coordinated with funds made available through grands made under section 675C9(a), targeted to low-income individuals and families in communities within the State*

Eligible Entity Linkages – Approach to Filling Service Gaps

676(b)(3)(B*) a description of "how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow up consultations."*

Coordination of Eligible Entity Allocation 90 Percent Funds with Public/Private Resources

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

Eligible Entity Innovative Community and Neighborhood Initiatives, Including Fatherhood/Parental Responsibility

676(b)(3)(D) *a description of "how the local entity will use the funds [made available under 675C(a)] to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging parenting."*

Eligible Entity Emergency Food and Nutrition Services

676(b)(4) *"An assurance that eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals."*

State and Eligible Entity Coordination/linkages and Workforce Innovation and Opportunity Act Employment and Training Activities

676(b)(5) *"An assurance that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in*

communities with entities providing activities through statewide and local workforce development systems under such Act."

State Coordination/Linkages and Low-income Home Energy Assistance

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

Coordination with Faith-based Organizations, Charitable Groups, Community Organizations

676(b)(9) *"An assurance that the State and eligible entities in the State will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations."*

Eligible Entity Tripartite Board Representation

676(b)(10) *"An assurance that "the State will require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation."*

Eligible Entity Community Action Plans and Community Needs Assessments

676(b)(11) *"An assurance that the State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community services block grant made under this subtitle for a program, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs."*

State and Eligible Entity Performance Measurement: ROMA or Alternate system

676(b)(12) *"An assurance that the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and [describe] outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization."*

Appendices

Appendix A :

Survey Tool and Distribution Log

Appendix B:

CAP Needs Assessment Survey 2019 Descriptive Results

Appendix C:

Focus Group Answers

Appendix D:

Interview Answers

Appendix E:

Key Informant Responses:

Appendix F:

Stories from Community Members

Appendix G:

County Profile

Appendix H:

2-1-1 Community Connect Report (2017)

Appendix A
COMMUNITY MEMBER NEEDS SURVEY

This survey is anonymous and not connected to any personal information.
Please answer to the best of your ability.

GENERAL INFORMATION

1. What city do you live in? _____

2. How many people live in your household? _____

3. What is your age? _____

4. How many people living in your household are each of the following ages?

	How Many Are:
Under 5	
5-17	
18-24	
25-54	
55-64	
65-75	
75+	

5. Are You Female or Male?
☐ Female
☐ Male
☐ Other

6. What language do you speak at home?
☐ English
☐ Spanish
☐ Other: _____

7. What is your race/ethnicity? Check all that apply.

☐ Hispanic, Latino, or Spanish origin
☐ Black/African American
☐ Asian
☐ Native Hawaiian
☐ White
☐ American Indian or Alaskan Native
☐ Pacific Islander
☐ Other: _____

TRANSPORTATION

8. What is your PRIMARY mode of transportation? Check one:
☐ Car/Motorcycle
☐ Bus/Metrolink
☐ Ride with others
☐ Bicycle/skateboard/scooter
☐ Taxi/Uber/Lyft
☐ Walking

9. In the past 12 months, has anyone in your household experienced any of the following problems with transportation? Check all that apply.

☐ Cannot afford gas   ☐ Cannot afford car repairs
☐ No access to a car   ☐ No car insurance
☐ No driver's license or license suspended   ☐ Bus/Metrolink too far away
☐ Bus/Metrolink too expensive   ☐ Bus/Metrolink schedule is inconvenient

NEEDS

10. If you had an unexpected $400 expense this month, would you have enough income or savings to cover that?
☐ Yes   ☐ No

11. If you were not able to pay the $400 out of income or savings, what would you do? Choose one:
☐ I would ask my family or a friend
☐ I would use a credit card
☐ I would get a payday loan
☐ I would have to spend less on rent/mortgage
☐ I would have to spend less on utilities
☐ I would have to spend less on food
☐ I would pick up extra work

12. What are the top three things you've had trouble with this year? Please number your 1st, 2nd, and 3rd top needs. Consider this list as possible examples.

Adult education/GED programs
Animal Care
Child care
Dental care
Documentation Status
Domestic violence assistance
Employment   1. _____
English (ESL) Classes
Financial assistance
Food assistance
Health care
Housing Assistance   2. _____
Job training
Legal assistance
Mental health services
Parenting classes
Safety/crime prevention   3. _____
Senior citizen services
Substance abuse assistance
Transportation
Veterans services
Utility assistance
Youth programs/tutoring

13. Did you get any help or service on those 3 needs?
☐ No
☐ Yes, a Community Action Partnership (CAP) program.
☐ Yes, I received support from a program not run by CAP.

EMPLOYMENT & INCOME

14. Do you work for pay?
☐ Yes   ☐ No

15. About how much money will you earn from jobs/work this year? _____

(If you don't work, skip to number 22)

16. If you do work, do you have more than one job?
☐ Only one
☐ Two
☐ Three
☐ 4+

17. Do you work full-time? (40 hours/week)
☐ Yes   ☐ No

18. Do you work seasonal or temporary jobs?
☐ Yes   ☐ No

19. Were you working last week?
☐ Yes   ☐ No

20. What type of job do you have?
☐ Transportation or Material Moving
☐ Cleaning & Maintenance
☐ Food & Serving
☐ Personal Care & Service
☐ Farming, Fishing, or Forestry
☐ Warehouses & Distribution Centers
☐ Other:_____

21. Does your job provide health insurance?
☐ Yes   ☐ No

22. Do you receive any of these:
☐ Medi-Cal/Medicaid (Healthcare for low-income individuals.)
☐ Medicare (Medicare is health insurance for people 65 years and older and people under 65 with disabilities.)

23. Do any of these things prevent you from working? Check all that apply.
☐ Caring for Family   ☐ Criminal History
☐ Lack of Necessary Education/Skills   ☐ Do Not Speak English
☐ Health Problems   ☐ Retired
☐ Student   ☐ Transportation problems
☐ Drug/alcohol problems

24. Many families receive help from various sources. How much, if anything, did your family receive from the following last month?

Child Support: $_____
CalFresh (Food Stamps): $_____
Disability: $_____
Temporary Assistance to Needy Families (CalWorks): $_____
Social Security: $_____
Retirement/Pensions: $_____
Unemployment Insurance: $_____
Women Infant and Children (WIC): $_____
Worker's Compensation: $_____
Section 8 Housing Subsidy: $_____
Low Income Housing Energy Assistance Program: $_____
Anything Else: $_____

25. Do you know of any services that you qualify for but have decided *not* to use?
☐ Yes   ☐ No

26. If you qualify for a service but don't use it, why?
☐ I don't need them
☐ Other people need them more
☐ I'm embarrassed to use them
☐ I don't know how to get them
☐ Applying is too complicated
☐ It is too much work to get them.

27. In the past 12 months, have any of these things happened to you?

☐ Borrowed money to pay bills   ☐ Fell behind on rent or mortgage payments
☐ Pawned or sold valuables to pay bills   ☐ Had property (car, furniture) repossessed
☐ Pressured by a bill collector   ☐ Used a check-cashing service
☐ Used a payday loan service   ☐ Had utilities shut off

28. Remember that your answers are completely confidential. Thinking of everyone in your household, what will be your household's total income this year?

$_____

HOUSING & ENERGY

29. What is your housing status?

☐ I own my place   ☐ I rent my place
☐ I live in military housing   ☐ I live with friends/family
☐ I live in senior housing   ☐ I am staying in shelter
☐ I have no place to stay

30. Which of the following best describes your home?

- ☐ Apartment
- ☐ Multi-family home
- ☐ Single room occupancy
- ☐ Boarding house
- ☐ Shelter

- ☐ Single-family home
- ☐ Trailer/mobile home
- ☐ Transitional group housing
- ☐ Hotel/motel
- ☐ I have no place to stay

31. Do any of these apply to the condition of your home? Check all that apply:

- ☐ A leaky roof or ceiling
- ☐ A toilet, hot-water heater, or other plumbing that does not work right
- ☐ Rats, mice, roaches, or other pests
- ☐ Broken windows
- ☐ Heating or cooling system that does not work properly
- ☐ Exposed wires or other electrical problems
- ☐ A stove or refrigerator that does not work properly
- ☐ Unreliable garbage pickup

32. Have you ever been homeless for a week or longer— that is, you slept in a place where people weren't meant to sleep, or slept in a homeless shelter, or didn't have a regular residence in which to sleep?
☐ Yes   ☐ No

33. Do you feel worried about having stable housing in the near future? (For example, because of affordability, eviction, or health problems.)
☐ Yes   ☐ No

34. Have you experienced any of the following problems related to housing in the past 12 months? Check all that apply:

- ☐ I was evicted
- ☐ I cannot find affordable housing
- ☐ I was homeless
- ☐ My house was foreclosed
- ☐ I live in a condemned house
- ☐ I was threatened with eviction
- ☐ My physical disability makes it hard to find housing

35. If you rent, have you had trouble getting your landlord to make needed repairs?
☐ Yes   ☐ No

36. When moving out of a rented apartment or house, have you ever felt that your security deposit was unfairly withheld?
☐ Yes   ☐ No

37. What is your rent/mortgage payment each month? _____

38. What do you pay for utilities (water, electricity, gas) each month? _____

39. Do you feel safe in your neighborhood?
☐ Yes   ☐ No

40. In the last 6 months, do you know of any violent event that happened in your neighborhood, such as a mugging, fight, or sexual assault?
☐ Yes   ☐ No

FOOD & NUTRITION
The following two questions (40 & 41) include statements that people have made about their food situation. For these statements, please tell me whether the statement was often true, sometimes true, or never true for you in the last 12 months.

41. "The food that we bought just didn't last, and we didn't have money to get more." Was that often, sometimes, or never true for your household in the last 12 months?
☐Often True
☐Sometimes True
☐Never True

42. "We couldn't afford to eat balanced meals." Was that often, sometimes, or never true for your household in the last 12 months?
☐Often True
☐Sometimes True
☐Never True

43. In the last 12 months, did you or other adults in your household ever cut the size of your meals or skip meals because there wasn't enough money for food?
☐Yes, almost every month.
☐Yes, Some months but not every month.
☐Yes, Only 1 or 2 months.
☐No

44. In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?
☐Yes   ☐No

45. In the last 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?
☐Yes   ☐No

46. In the past 12 months, have you used any of the following food resources? Check all that apply:

☐ Food pantry   ☐ School breakfast/lunch program

☐ WIC   ☐ Meals on Wheels

☐ Summer meals for kids   ☐ Senior center meal programs

☐ Cal fresh (food stamps)   ☐ None of the above

HEALTH & SAFETY

47. How many people in your household have health insurance (including Medical/Medicaid and Medicare)?

18 or over _____   Under 18 _____

48. In the past 12 months, have you or anyone in your household been unable to get any of these needed services? Check all that apply.

☐ Medical care

☐ Dental care

☐ Vision care

☐ Mental health care

☐ Prescription drugs

49. Have any of these things prevented you from getting healthcare? Check all that apply:

☐ It costs too much

☐ Cannot afford prescriptions

☐ Have no insurance

☐ Nervous/afraid to go

☐ Did not know where to go

☐ Religious reasons

☐ Could not get child care during the appointment

☐ Have no way to get to or from the appointment

☐ The medical office was not open when I could get there

☐ It takes too many days to get an appointment

☐ The doctor does not accept new patients

☐ The doctor does not accept Medicaid

☐ Other: _____

If you do not have at least one child under the age of 18 living in your household, please skip to the "Individual Information" section below.

CHILDREN & YOUTH

50. What do you currently use to meet your child care needs? Check all that apply:

☐ After school program
☐ Day care center
☐ Parent, family friends, or neighbors
☐ Registered child care provider

☐ Children are old enough to be left on their own
☐ Head Start/Early Head Start
☐ Children are in school
☐ Informal babysitter

51. How do you pay for your child care?

☐ I pay for it myself
☐ I use a Free Program
☐ I get a discount (such as the Early Care and Education (ECE) program)
☐ Not Applicable

52. Do any of these things prevent you from getting enough child care?

☐ I cannot afford it
☐ Infant care was not available
☐ I do not trust day care centers
☐ Days/times needed were not available
☐ The day care center had no available slots
☐ The quality of the day care center was not good
☐ Other: _____

INDIVIDUAL INFORMATION

Remember your responses are not connected to any personal information. This information will only be used to help provide services to the residents of Riverside County.

53. What is the highest level of education you have completed?

☐ Less than a high school degree
☐ High school diploma/HSE/GED
☐ Trade/Vocational school
☐ Some college
☐ Bachelor's degree
☐ Graduate degree or professional degree

54. Are you a U.S. Citizen?

☐ Yes   ☐ No   ☐ Decline to State

55. Do you have a current Green Card, Visa, or Protected Status?
☐ Yes ☐ No ☐ Decline to State

56. Do You Live with a Spouse or Partner?
☐ Yes, Unmarried
☐ Yes, Married
☐ No, Divorced
☐ No, Separated
☐ No, Widowed
☐ No, Never Married

57. At any time this year, did anyone in the household have a disability that limited the work they could do?

How many age 18 or over _____

How many under age 18 _____

CUSTOMER SATISFICATION

58. Have you received services from Community Action Partnership (CAP) or its programs in the past 12 months?
☐ Yes ☐ No ☐ Do not know

59. Please list any Community Action Partnership programs you have used in the past 12 months:

_____

_____

60. Sometimes people don't use services that they could benefit from. Why do you think that is?
☐ They do not use them because they feel too ashamed to use them
☐ They do not use these programs because of their documentation status
☐ They do not know about CAP programs
☐ They cannot access CAP programs
☐ They are not eligible for CAP programs
☐ Most people who need the programs use them

61. If you have received services from Community Action Partnership, how satisfied were you with the actual services provided to you?

☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Not satisfied

62. How satisfied were you with the staff and how you were treated?

☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Not satisfied

63. If you were unsatisfied with any of the services that you received, please tell us why:

☐ I had to wait too long to receive the service.
☐ I did not have transportation to access services.
☐ I was embarrassed to use the service.
☐ I was not considered eligible for the service I needed
☐ I had trouble collecting the right paperwork that CAP wanted.

☐ Other: _____

County of Riverside
Community Action
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Riverside University
HEALTH SYSTEM

Appendix A - Survey Distribution Log			
Event	**Date**	**Organization**	**Area**
2019 Mentoring Awareness Community Fair	1/19/2019	CAP Riverside	Jurupa Valley
IHSS Public Authority Orientation	1/11/2019	DPSS	CAP TLC
VITA Training	1/11/2019	CAP Riverside	CAP TLC
1st Time Homebuyer Workshop (hard copy surveys)	1/11/2019	Fair Housing Council	CAP TLC
Riverside City Rape Crisis (Partner)	1/15/2019	Riverside City Rape Crisis	Riverside
Reach Out -- Promotores	1/15/2019	Reach Out	Jurupa Valley
VITA Training	1/17/2019	CAP Riverside	CAP TLC
VITA Training	1/18/2019	CAP Riverside	Indio
ESHZ Collaborative Meeting	1/17/2019	Eastside HEAL Zone	Riverside
NAP SACC Newsletter	2/4/2019	DOPH Nutrition and Health Promotion	Various
REAL Meeting	1/23/2019	Residents of Eastside Active in Leadership	Riverside
VITA Kick-off	1/25/2019	CAP Riverside	Riverside
IHSS Public Authority Orientation	1/24/2019	DPSS	CAP TLC
VITA Sites	Ongoing	CAP Riverside	Various
Coordinators to distribute to various centers	2/4/2019	Consortium for Early Learning Services	Various
IEHP classes (Zumba, Yoga and Line Dancing)	2/13/2019	IEHP Community Resource Center	Riverside
CVS customers	2/4/2019	CVS Pharmacy	Riverside
Job Readiness Class	2/7/2019	DPSS GAIN Office	Indio
Email Distribution List	2/6/2019	Riverside County Health Coalition	Various
Press Release: DOPH Public Information Specialists	2/18/2019	InlandEmpire.US, The Desert Independent; Facebook post (video)	Various
Job Fair	2/21/2019	DPSS GAIN Office	Indio
Galilee Center Food Distribution	2/21/2019	Galilee Center	Mecca
Open House	2/21/2019	Salvation Army	Perris
DPSS/ESE Presentation	2/26/2019	DPSS Moreno Valley	Moreno Valley
Head Start email distribution	2/14/2019	Riverside County Office of Education	Various
Overflow homeless distributions	1/25/2019	Overflow (UCR student club)	Various
Eastside Neighborhood Meeting	3/7/2019	City of Riverside, Ward 2 Councilman Melendrez	Riverside
Salvation Army Food Distribution	3/5/2019	Salvation Army	Indio
Salvation Army Food Distribution	2/19/2019	Salvation Army	Indio
Catholic Charities -- survey drop-off	2/19/2019	Catholic Charities, Cathedral City	Cathedral City
LULAC Health Fair	3/2/2019	League of United Latin American Citizens	Riverside
FSS (DPSS) Quarterly Training	2/28/2019	DPSS	Riverside
Email Distribution Lists	3/6/2019	Sent flyers and cover sheets through BOS Staff	Various
Newsletter/email distribution/AJCC Site Managers	3/11/2019	Work Force Dev./America's Job Center of California newsletter, sites and customers	Various
Drop off of surveys at a senior center in Moreno Valley	3/8/2019	Kay Ceniceros Senior Center	Moreno Valley
Drop off of surveys at the Murrieta Senior Center	3/11/2019	City of Murrieta	Murrieta
Drop off of surveys at the City of Menifee	3/11/2019	Community Services Leader, City of Menifee	Menifee
Sent flyers/cover sheets via email for social media	3/11/2019	Community Development Officer, Wells Fargo	Various
CARE Collaborative Meeting surveys of clients and associates	2/15/2019	CARE Collaborative	Blythe
HOPE Collaborative Meeting surveys of clients and associates	2/15/2019	HOPE Collaborative	Blythe
Hard copy and survey monkey surveys	2/15/2019	Escuela de la Raza Unida	Blythe
Link to Survey Monkey sent to the Board/surveys given to parents	Ongoing	Concilio Child Development Centers	Riverside
VITA Sites	Ongoing	CAP Riverside	Various
Desert Hot Springs partners/customers	Ongoing	CAP Riverside Satellite Office	DHS
Hemet partners/customers	Ongoing	CAP Riverside Satellite Office	Hemet
Sent flyers/cover sheets to Commissioners to distribute	2/14/2019	Community Action Commission	Various
Sent survey flyers and cover sheets	2/12/2019	DOPH -- Nutrition & Health Promotion Branch	Various
Promoted survey and sent out via email	2/12/2019	Temecula-Murrieta Interagency Council	Various
Sent survey flyers and cover sheets	2/12/2019	Community Health Systems, Inc.	Various
Utility Assistance customers/applicants	Ongoing	CAP Riverside, Main Office and satellite offices	Various
Sent survey flyers and cover sheets	1/24/2019	State of CA Dept. of Rehabilitation	Various
Sent pdf surveys, survey flyers and cover sheets	3/7/2019	Coachella Valley Housing Coalition	Various
Sent survey flyers and cover sheets	3/7/2019	Cal Baptist University (CBU)	Various
Food Distribution surveys	3/22/2019	Ottawa SDA Spanish Church	Riverside
Recruitment for 2020 Census positions	3/22/2019	Hemet AJCC (America's Job Center of California)	Hemet + various
Food distribution, meals, shelter, homeless to work program	3/6/2019	Salvation Army of Moreno Valley	Moreno Valley

County of Riverside
community
Action
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Riverside
University
HEALTH SYSTEM
Public Health

UNIVERSITY OF CALIFORNIA
UC**RIVERSIDE**

School of Public Policy

CAP Needs Assessment Survey 2019

Descriptive Results

Prepared by

Kathryn O'Neill and Suleyma Vergara

Demographic Results

The survey had 1,616 English responses and 291 Spanish responses. After cleaning the data of respondents whose cities of residence were not in Riverside County and who answered less than 40% of the questions, we were left with 1,453 English responses and 245 Spanish responses for a total of 1,698 responses. When examining results, note that respondents were not required to answer every question. Percentages that are presented reflect the percentage of responses received for that question, not percentage of all respondents, unless otherwise indicated.

City of residence

Cities with more than 10 respondents are listed in the graph below. The large majority of responses were from the city of Riverside. There were less than 10 responses from each of the following: Eastvale, Winchester, Wildomar, Mira Loma, Rancho Mirage, Nuevo, North Shore, Thousand Palms, Norco, Cherry Valley, Canyon Lake, Cabazon, Ripley, Homeland, Highgrove, Bermuda Dunes, Aguanga, Woodcrest, Valle Vista, Rubidoux, March ARB, Calimesa, Anza.

Frequency of Respondents by City

City	Frequency
Riverside	560
Moreno Valley	172
Hemet	165
Perris	162
Desert Hot Springs	64
San Jacinto	50
Cathedral City	49
Temecula	44
Blythe	37
Beaumont	35
Menifee	34
Jurupa Valley	34
Indio	34
Murrieta	26
Coachella	26
Mecca	25
Palm Springs	23
Palm Desert	18
Banning	18
Thermal	17
Lake Elsinore	15
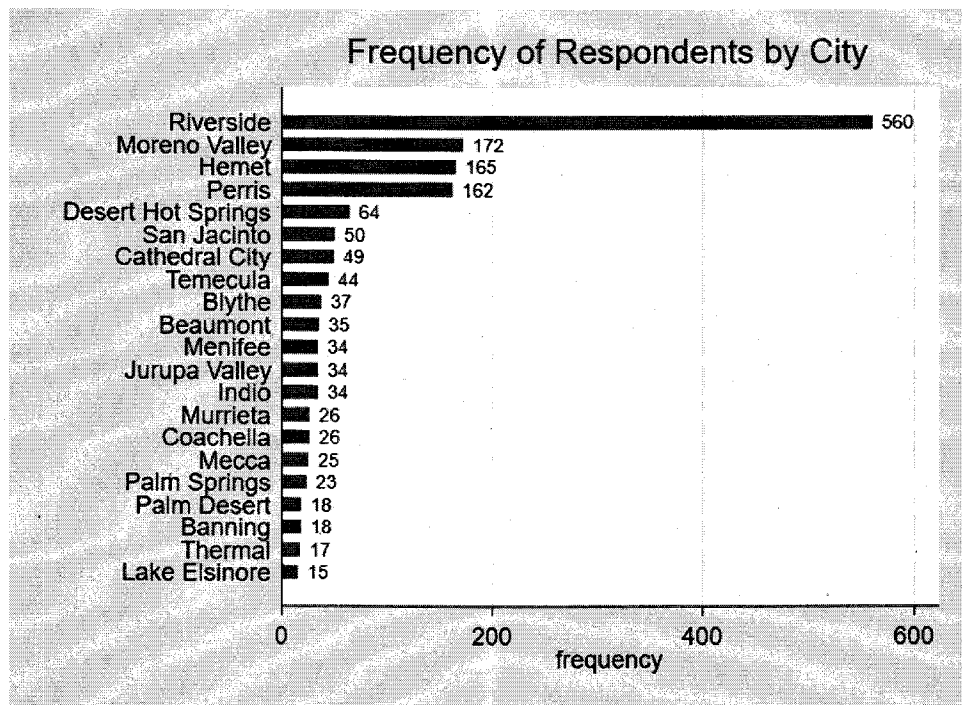
Demographics

	ALL RESPONDENTS (N = 1698)
SEX, % FEMALE	76%
AVERAGE AGE	46
RACE AND ETHNICITY, %	
Hispanic	51%
White	25%
Black	16%
Asian	3%
Other	5%
ENGLISH SPOKEN AT HOME, %YES	81%
SPANISH SPOKEN AT HOME, %YES	33%
Note – 16% of respondents indicated that they speak both English & Spanish at home.	
EDUCATION LEVEL, %	
Less than High School	14%
High School	26%
Some College	30%
Trade/Vocational School	8%
Bachelor's Degree	12%
Graduate Degree	10%
US CITIZEN, % YES	87%
AVERAGE HOUSEHOLD SIZE	3.2

Top Needs of Riverside County Low-income Residents

Respondents to this survey were asked to rank their top three needs over the last year. I present their responses in two ways. I first describe what was most commonly listed as the #1 top need, and then I combine all of the top needs regardless of rank, and show the overall distribution.

The bar chart below represents the most common needs listed as the respondent's #1 top need (all needs that were reported more than 10 times are listed in the chart). Dental Care, Employment, and Financial Assistance are the clear leaders. One reason for the need for Dental Care is likely the fact that Medicare does not cover dental care in Riverside county. The employment and financial assistance needs may go hand in hand. Both groups may have a lack of financial resources compared to need, and some express that through identifying a need for more or better employment. Later on in this survey, we will discuss the obstacles that respondents report facing when trying to find work.

Frequencies of #1 Top Need

Need	Frequency
Dental Care	167
Employment	165
Financial Assistance	163
Utilities Assistance	129
Child Care	118
Health Care	111
Housing Assistance	110
Food Assistance	98
Transportation	90
Adult Education/GED programs	34
Job Training	28
Animal Care	27
English (ESL) Classes	25
Legal Assistance	19
Senior Citizen Services	13
Youth Programs/Tutoring	11

The following chart describes all responses about top needs, regardless of whether they were ranked 1, 2, or 3. Needs with a frequency greater than 30 are displayed. The pattern of most common needs here is different than what was listed as the primary top need. Utilities Assistance has reached the top – this provides significant support for value of CAP's Utility Assistance program. Utilities assistance is only two responses ahead of the second most common need, though, and in fact the top 6 needs are clustered fairly close together.

Financial Assistance is the next most common need, followed by Transportation, above the most common #1 need of Dental Care. Transportation jumped quite far up in this version of the Top Needs' frequencies. (Note: respondents who wrote about gas prices and car repair issues as their top needs were put into the category of Transportation.) Transportation needs may be especially salient because this region is very spread out, with limited public transportation. Transportation also may be a part of other needs, such as challenges finding employment in range of their available transportation, or challenges paying for car repair and maintenance.

It is unsurprising that Health Care is among the top needs reported in this survey, as this ties in with national trends regarding significant challenges to healthcare access in this county.

Frequencies of All Top Needs

Need	Frequency
Utilities Assistance	377
Financial Assistance	375
Transportation	355
Dental Care	353
Employment	347
Health Care	345
Food Assistance	315
Housing Assistance	280
Child Care	184
Job Training	98
Legal Assistance	86
Youth Programs/Tutoring	80
Animal Care	80
Senior Citizen Services	77
Adult Education/GED programs	57
Safety/Crime Prevention	51
English (ESL) Classes	42
Parenting Classes	36
Veterans Services	31

In both of these charts, there is no one clear leading top need. The top 3 needs in the first chart and top 6 needs in the second chart are all very close together. This makes sense, as several of these needs are clearly related and may reflect a reality that these are all variants on Financial Assistance as a top need. Utility Assistance is simply Financial Assistance applied to a specific set of bills; Transportation needs often reflect an inability to pay for a car repair, or to afford a car at all; Dental care reflects a lack of a job that provides Dental insurance and an inability to pay independently for dental care. The need for employment can be interpreted as a desire to work to earn this needed income.

We also asked the respondents whether they received help with the top three needs that they listed. The majority of them had not.

Did you get any help or service on those 3 needs?
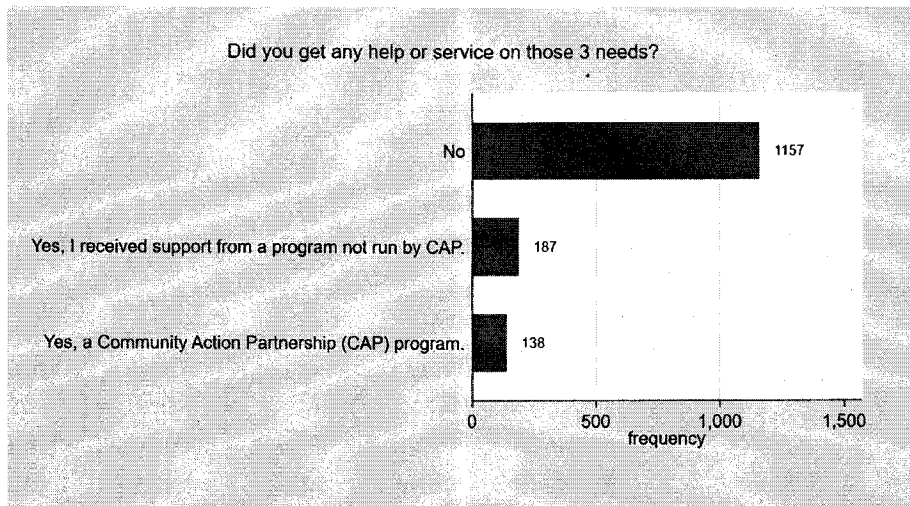
For another perspective on the financial need of our respondents, we asked the following question:

"If you had an unexpected $400 expense this month, would you have enough income or savings to cover that?"

The results of that question are below. For context, the same question was asked in a national survey across the U.S., and nationally about 40% of respondents answered 'No'. The high rate of 70% negative responses in our results indicates that this survey may have successfully reached low income portions of the population in Riverside County. The inability to pay an unexpected expense like this (without going into debt, etc) also has significant potential impacts on the ability to pay for things like car repairs or health expenses.

If you had an unexpected $400 expense this month would you be able to pay it out of income or savings?

No — 72.38

Yes — 27.62

percent

N = 1,622
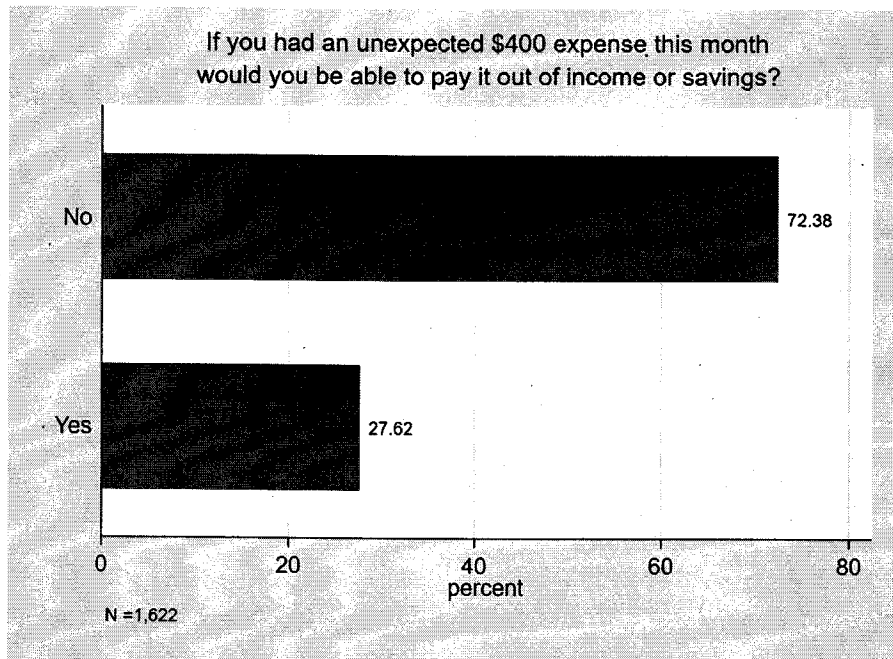
We also asked respondents what they would do in such a situation – whether they would borrow money or spend less elsewhere, for example. Their responses are below. The most common response is that they would borrow money from family or a friend, followed by credit card debt.

If you were not able to pay the $400 out of income or savings, what would you do?

N = 1548

I would ask my family or a friend — 41.34

I would use a credit card — 19.77

I would have to spend less on food — 11.56

I would pick up extra work — 11.24

I would get a payday loan — 6.331

I would have to spend less on utilities — 6.137

I would have to spend less on rent/mortgage — 3.618

percent
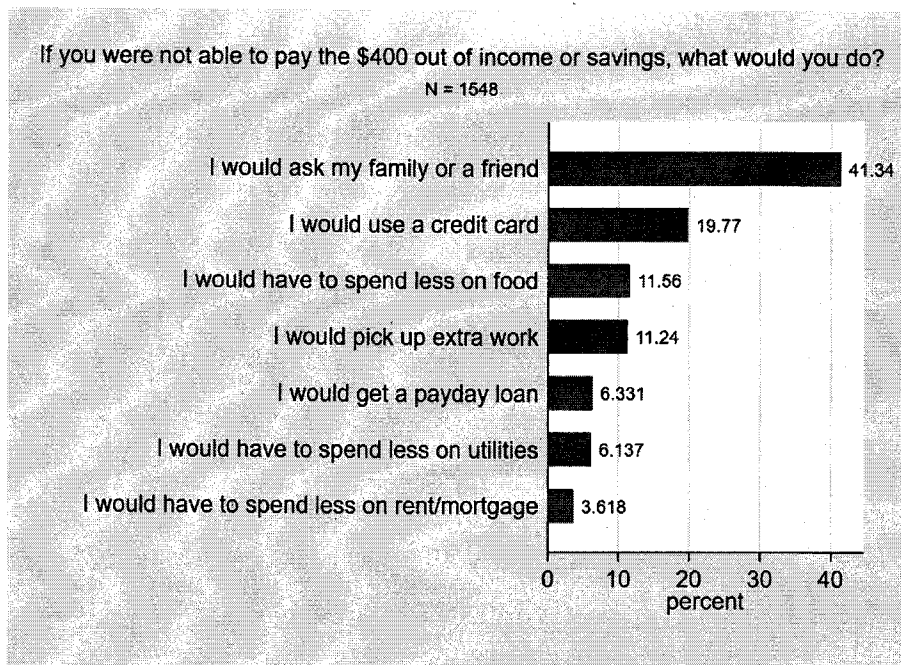
Respondents were asked about their primary mode of transportation. The majority, 85%, chose "Car/Motorcycle". The next most common response was Bus/Metrolink, at 7%.

Respondents were also asked about problems that they have faced with transportation within the last 12 months. Ability to afford gas and car repairs are the most significant, with 509 and 501 respondents indicating those, respectively. Note that for this question, respondents were able to choose more than one option – that is way the total number in the chart below is larger than the number of respondents. All of the transportation barriers relating to cars are more commonly noted than the problems relating to buses and the Metrolink. This reflects the fact that this region is very car-dependent, with limited public transit options. Access to transportation is crucial, and can make the difference between keeping and losing a job, for example. This need may merit more exploration. (For example, the ability to afford car repairs is likely tied to the ability to pay an unexpected $400 expense.)

Transportation Problems
N = 1793

Category	Value
Cannot afford gas	509
Cannot afford car repairs	501
No access to a car	242
No car insurance	173
No driver's license	153
Bus/Metrolink schedule is inconvenient	90
Bus/Metrolink too expensive	66
Bus/Metrolink too far away	59
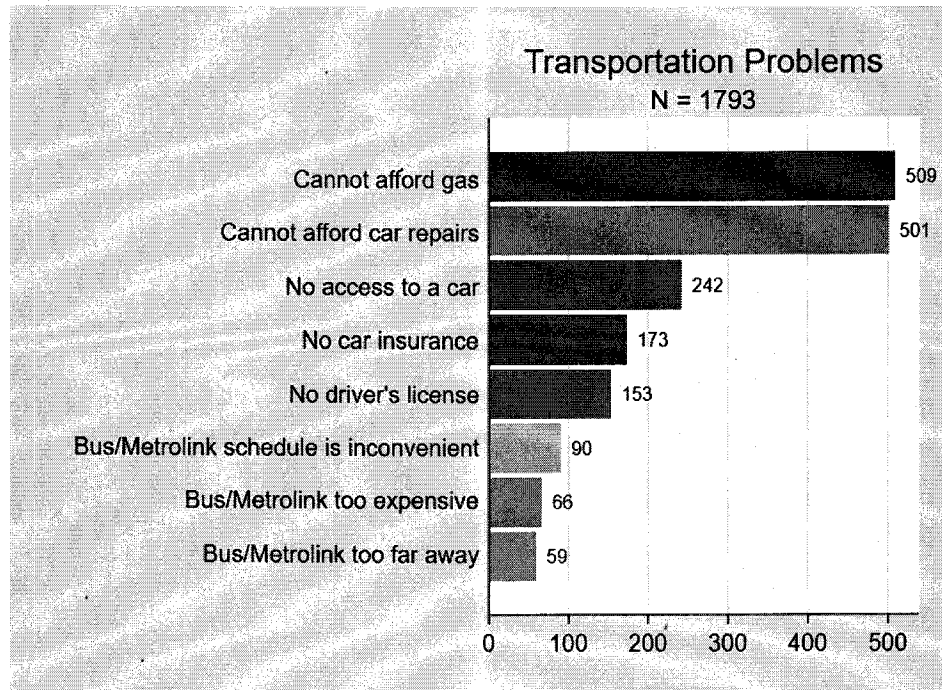
Housing Problems

Housing is an extremely salient topic in California today, and the Inland Empire is no exception. While housing across California is more expensive than elsewhere in the U.S., the Inland Empire has been identified as a region with more affordable housing than nearby coastal regions. As a result, many people in the IE live here and commute to jobs in other counties. In this survey, we asked a series of questions about the nature and quality of our respondents' housing.

First, we see in the table below that the majority of the respondents rent, mostly in single family homes or apartments. A substantial 32% of respondents own their home.

Concerningly, 17% of respondents indicated that they have been homeless for a week or longer at some point in their life. 35% responded 'Yes' that they feel worried about having stable housing in the near future.

HOUSING	
HOUSING TYPE	
Single-family home	51%
Apartment	27%
Multi-family home	9%
Trailer/mobile home	8%
Other	5%
HOUSING STATUS	
Rent	48%
Own	32%
Live with friends/family	16%
Other	4%
EVER HOMELESS, %YES	17%
HOUSING WORRY, %YES	35%
AVERAGE RENT/MORTGAGE COST*	$1,060
AVERAGE UTILITIES COST*	$260

see qualifications below – these numbers may be biased.

Respondents were also asked for how much they spend on rent/mortgage and utilities each month. The averages are reported in the table, though it is important to recognize the limitations of the accuracy of these numbers. Respondent error in input can bias the averages; excluding one 0 or adding an extra 0 makes a big difference (for example, $20 in utilities versus $200, or $20,000 rent versus $2,000 rent). We were as conservative as possible in excluding outliers, and allowed rent to range from $100 to $9,500. This excluded 27 cases from rent. We allowed utilities to range from $20 to $1600, excluding only 1 outlier.

We also asked respondents about the condition of their home. 668 people responded, with a variety of problems in their home. The top two responses are nearly tied – heating or cooling systems that do not work properly, or stoves or refrigerators that do not work correctly. CAP's utilities assistance and weatherization programs may want to look into the possibility of expanding to meet these needs.

HOUSING CONDITIONS

Heating or cooling system that does not work properly	22.6%
A stove or refrigerator that does not work properly	22.0%
Rats, mice, roaches, or other pests	13.6%
A toilet, hot-water heater, or other plumbing that does not work right	11.5%
A leaky roof or ceiling	8.9%
Broken widows	8.4%
Exposed wires or other electrical problems	8.2%
Unreliable garbage pickup	4.6%

With housing conditions in mind, we asked respondents who rent whether they have had trouble getting the landlord to make needed repairs. 225 people (18% of responses to that question) indicated that this has been an issue.

We also asked whether respondents have ever felt that their security deposit was unfairly withheld when moving out of a rented apartment or house. 23% of respondents indicated that have had this concern.

Next, we asked about housing shocks that respondents may have faced in the last year. *Only 321 people responded to this question (only 19% of all respondents),* but they were able to choose more than one problem, so the frequencies in the graph below add up to 430. Unsurprisingly, the ability to find affordable housing is the most common challenge. The next two most common housing problems are alarming – being threatened with eviction and homelessness – but it is important to remember that these are very small numbers, less than 1% of all respondents to this survey.

HOUSING PROBLEM	FREQUENCY
I cannot find affordable housing	171
I was threatened with eviction	81
I was homeless	78
I was evicted	37
My physical disability makes it hard to find housing	36
My house was foreclosed	21
I live in a condemned house	6
Total	*430*

Lastly, we also asked about neighborhood safety. 22% of respondents indicated that they knew of a violent event that happened in their neighborhood, such as a mugging, fight, or sexual assault. Only 15% of respondents, though, indicated that they do not feel safe in their neighborhood.

Work & Income

Work and income are important subjects often debated when discussing poverty and movement out of poverty. There are some that believe if you work you cannot or should not face poverty; however, growing research shows those in poverty are often employed and still face difficulties making ends meet. Similarly, our results show that a majority of survey respondents are employed.

Respondents were asked whether or not they were employed and a majority, 57.62% reported being employed. 79% reported having only one job and only 42% reported being employed full-time.

The results of these employment questions are illustrated in the table below.

EMPLOYMENT		N= 1,602
WORK FOR PAY		
	Yes	57.62%
	No	42.38%
NUMBER OF JOBS		
	One	79.25%
	Two	13.31%
	Three	1.59%
	Four +	0.60%
WORK FULL-TIME, %YES		42.40%
SEASONAL OR TEMPORARY JOBS, %YES		18.33%
WORK LAST WEEK, % YES		61.35%

N refers to the number of responses. There were 1,602 responses to this question.

This means the average survey respondent is employed, holding only one job and working less than 40 hours a week. This may be related to the fact that most survey respondents were women. Women often bear greater household responsibilities, which could create obstacles that may not allow for full-time employment or multiple jobs.

On a related note, we asked respondents about whether they faced obstacles that prevented them from working. Unsurprisingly, the most popular obstacle selected by respondents was caring for family. Next most common was health problems. The high number of individuals who reported caring for family as a work obstacle may be influenced by the fact that a majority of our respondents were female. Multiple studies have shown females often take on a majority of family responsibly such as caring for children and/or any sick or elderly family members. Transportation problems is the third most popular option. This seems like a common recurring problem for low-income individuals in Riverside County. As previously stated, transportation problems include inability to afford car repairs, limited public transportation, etc.

It is also notable here that 'Lack of necessary education/skills' ranks so low in barriers to work. Job training and education programs are often promoted as programs to get people into work, but these results suggest that such programs do not actually address the main obstacles to work faced by the population of our respondents in Riverside county, at least. In contrast, access to health insurance, child care, and public transportation would be more likely to help people access gainful employment.

Work obstacles
N = 1262

Obstacle	Value
Caring for Family	301
Health Problems	287
Transportation problems	161
Retired	147
Student	132
Lack of Necessary Education/Skills	107
Do Not Speak English	67
Criminal History	49
Drug/alcohol problems	11
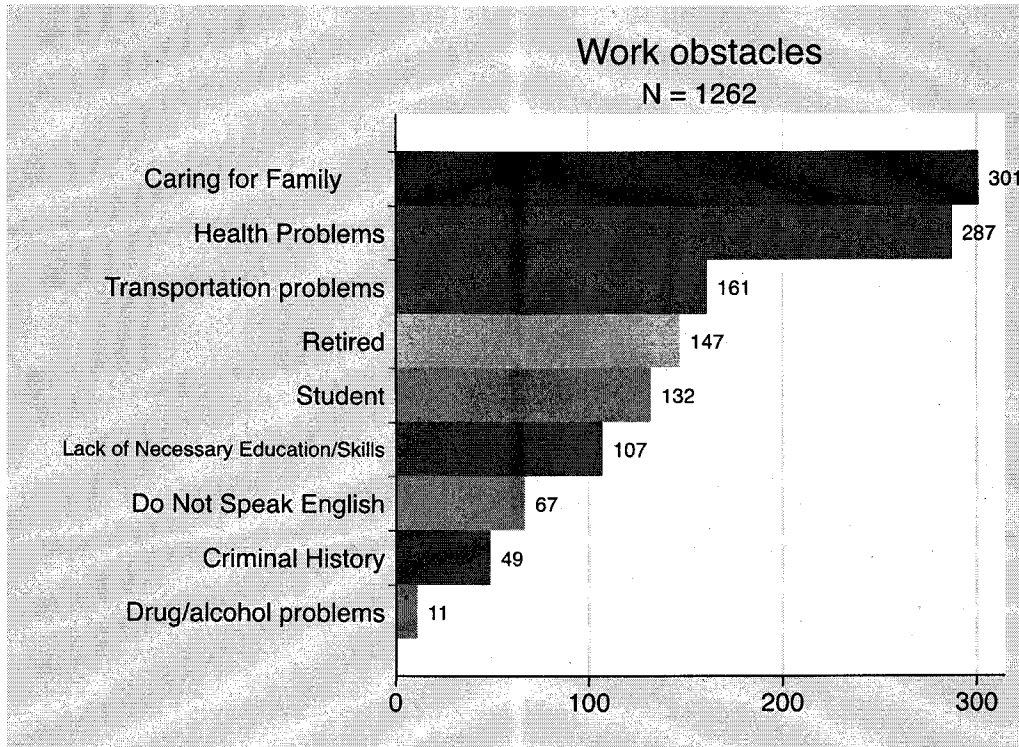
Respondents were also asked about any financial shocks they may have faced over the last 12 months. Financial shocks in this case refers to economic obstacles such as pressure from bill collectors, having to borrow money to pay bills, using check-cashing services, etc.

The most common shock reported was having borrowed money to pay bills, followed by falling behind on rent or mortgage payments and being pressured by bill collectors. These responses reflect the issues faced by the poor in Riverside County and they can serve as obstacles that can keep the poor in poverty. For instance, falling behind on rent or mortgage payments may lead to eviction and other problems with housing security. Many of the respondents selected financial assistance as their top need. We believe this question can give us insights into what financial need looks like and the financial shocks often faced by the poor in the county.

Financial Shocks
N =1782

Category	Value
Borrowed money to pay bills	605
Fell behind on rent or mortgage payments	311
Pressured by a bill collector	294
Pawned or sold valuables to pay bills	215
Used a payday loan service	176
Had utilities shut off	125
Used a check-cashing service	56
Had property (car, furniture) repossessed	46
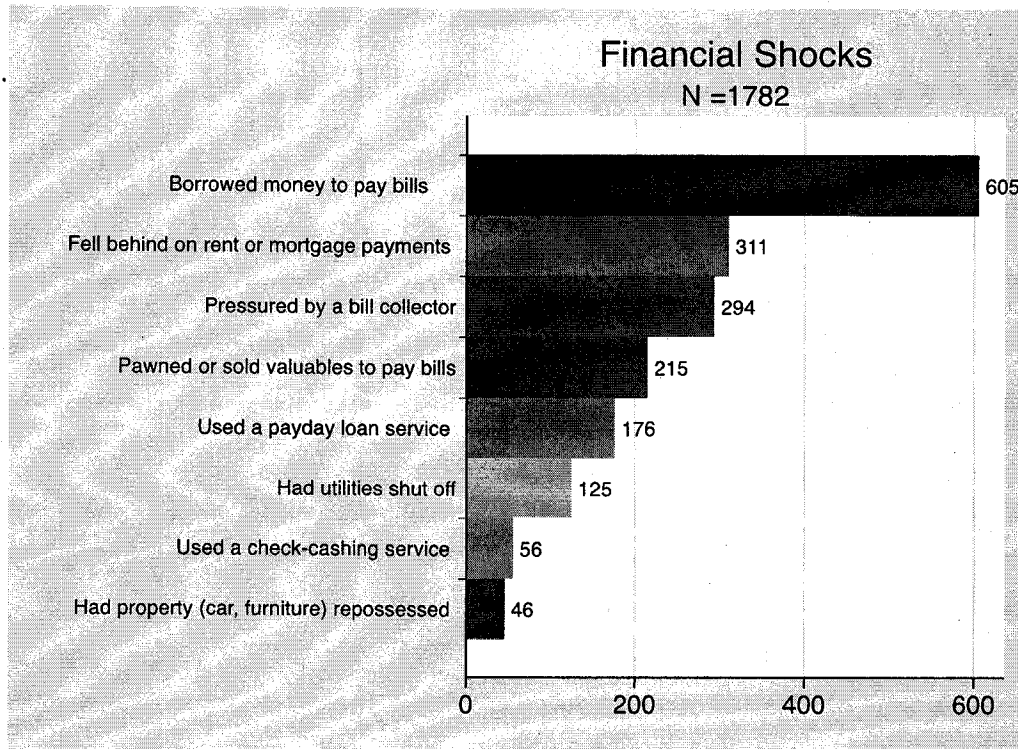
Respondents were also asked about the benefits that they receive, such as TANF, Cal Fresh, or Unemployment Insurance. Unfortunately, this data was really messy, and we currently do not have aggregate data for this. They were next asked about lack of take-up of benefits that they may be eligible for. Research has suggested that large fractions of people that are eligible for public benefits do not apply for and receive them. Respondents were asked directly, "Do you know of any services that you qualify for but have decided *not* to use?" Just 10% of respondents to that question (166 people) said "Yes".

A much larger number of people responded to the following question, "If you qualify for a service but don't use it, why?" This question may have been easier to understand, and people may not be sure about what they do and do not qualify for. The most common response is that people do not know how to access the services that they may be eligible for. A similar pattern of response is found later in the survey, where respondents indicate that they think most people don't know about CAP's programs. Lack of knowledge of services may be an important theme among Riverside county's low income residents.

Choose Not To Use Services
N = 1,142

Reason	Value
I don't know how to get them	465
Other people need them more	215
I don't need them	214
Applying is too complicated	114
It is too much work to get them	72
I'm embarrassed to use them	62
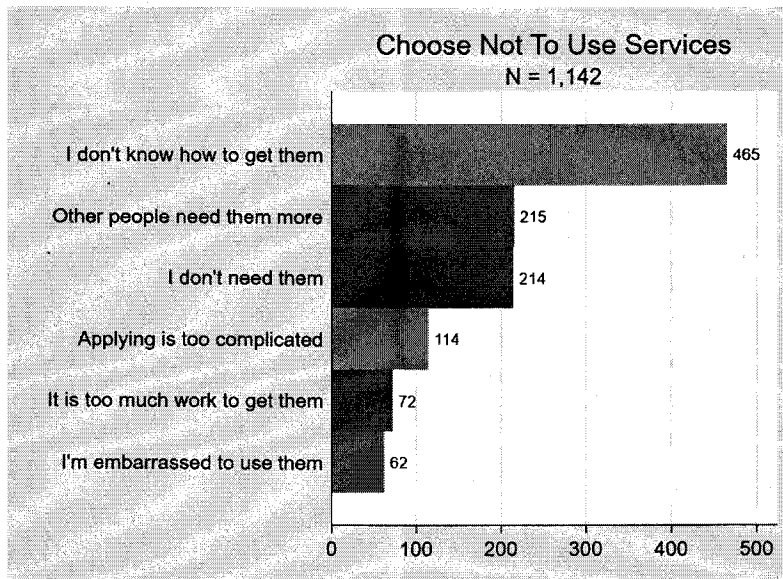
Health

A majority of Americans receive their healthcare benefits from their employers. However, this is often not the case for hourly or minimum wage employees. For this reason, we wanted to see the percentage of low-income respondents with job provided health insurance.

Of our respondents only 41.42% reported having employer provided health insurance while the majority, 58.58% reported not having access to employer provided healthcare. This likely ties to the top needs listed at the beginning of this report, as Dental Care and Health care were both common top needs.

Does your job provide health insurance?
N = 1159

	percent
No	58.58
Yes	41.42
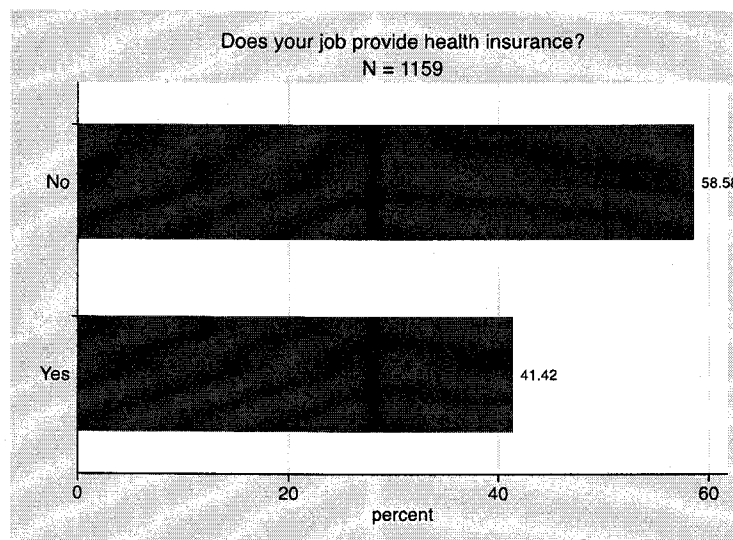
Many low-income individuals that do not have access to employer provided health insurance can qualify to receive public healthcare benefits like Medicaid/ Medi-Cal or MediCare for low-income elderly individuals. Medicare is a public health insurance for individuals 65 or older or people disabilities, while Medicaid/ Medi-Cal is a public insurance for low-income individuals. We wanted to see how the poor meet their healthcare needs and asked respondents if they received either Medicaid/Medi-Cal or Medicare to see the distribution of respondents using these services among our sample.

We asked respondents whether they received Medicaid/Medi-Cal or Medicaid and found some surprising results. Of our respondents about half (49%) reported receiving Medicaid/ Medi-Cal benefits and only 235 people (14% of all respondents) reported receiving Medicare benefits. This combined with the fact that a majority of respondents report not having employer-provided healthcare may be a reason why dental care was the most selected top need this year among our respondents. Dental care is often a very expensive health cost and Medicaid/Medi-Cal recipients only receive dental services up to the age of 21.
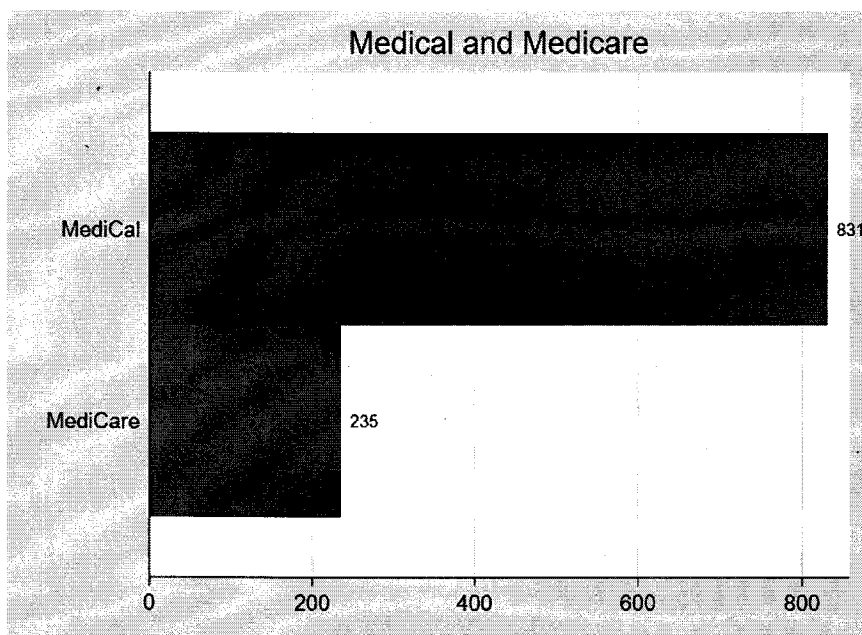
Dental care shows up often as a top need for respondents. In addition to being the number one top need overall, Dental Care is also the most reported needed health service. This is followed by medical care and vison care. This shows a continued need for access to healthcare for the poor.

Needed Health Services
N =1297

Service	Value
Dental care	414
Medical care	312
Vision care	288
Prescription drugs	176
Mental health care	107
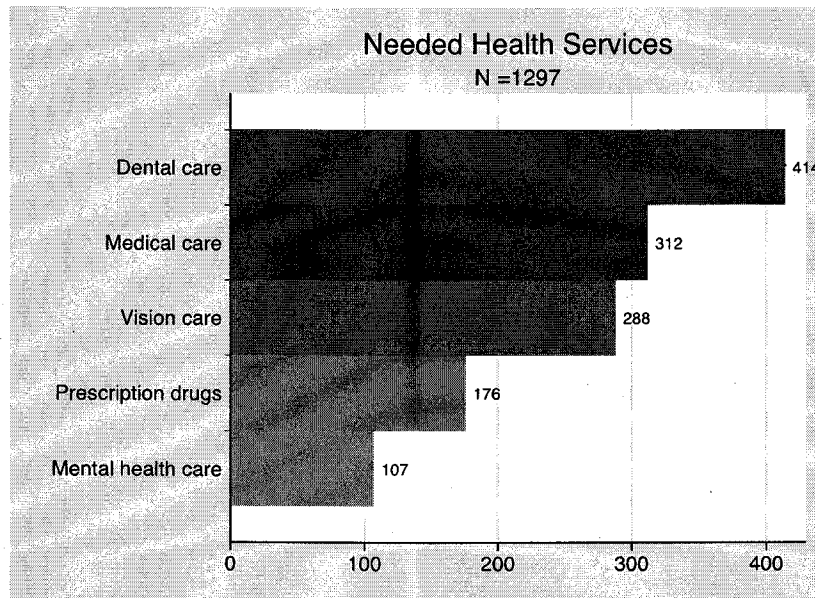
Although many changes have been made to the healthcare system allowing for more coverage after the Affordable Care Act, many low-income individuals still struggle to find affordable access to healthcare.

Respondents were asked what obstacles to healthcare they have faced that have prevented them from getting healthcare and the majority selected high costs as a reason why. This was followed by a lack of insurance and inability to afford prescription drugs. Costs is a high barrier for low-income individuals and these results suggests many of the survey respondents are not having their healthcare needs meet.

Healthcare is an important need and low-income individuals are still facing barrios to healthcare. Although this is a problem that cannot be "fixed" by CAP, knowing the needs of the community can be beneficial in forming partnership with other nonprofits and/ or providing resources and information about available resources such as low-income clinics to CAP users.

Obstacles to Healthcare
N =1,018

Obstacle	Count
It costs too much	322
Have no insurance	161
Cannot afford prescriptions	106
It takes too many days to get an appointment	97
Nervous/afraid to go	67
Did not know where to go	61
Have no way to get to or from the appointment	59
The doctor does not accept Medicaid	41
The medical office was not open when I could get there	38
Could not get child care during the appointment	31
The doctor does not accept new patients	29
Religious reasons	6

Food & Nutrition

Food and nutrition play an important role in the overall wellbeing of individuals and we wanted to understand food security of the poor in Riverside county. Food security is a measure of the availability of food and individuals' accessibility to it, where accessibility includes affordability. To measure food security, we used questions from the United States Department of Agriculture (USDA). The table below illustrates the questions and the percent of respondents who answered "yes". All questions included a 12-month timeframe. For example, the first question was:

"The food that we bought just didn't last, and we didn't have money to get more." Was that often, sometimes, or never true for your household in the last 12 months?

A response of "never true" was coded as a "no" response and often true and "sometimes true" and "often true" were coded as a "yes" response, according to the USDA guidelines for analyzing the results of these questions. Overall, a little less than half of respondents reported having a shortage of food and no money to buy more (47.41%) and being unable to eat balanced meals (46.53%).

Although CAP does not provide any sort of food assistance, it may be beneficial to some CAP users be provided with information about any food pantries, community gardens in the area, or other types of resources that can benefit those facing this type of food insecurity. Food insecurity can be

detrimental to the health of low-income individuals and especially children. Access to health and nutritious food results in better quality of life as well as decreased healthcare costs in the future.

FOOD SECURITY		
Food that we bought just didn't last, and we didn't have money to get more.		
	%Yes	47.41%
We couldn't afford to eat balanced meals.		
	%Yes	46.53 %
Did you or other adults in your household ever cut the size of your meals or skip meals because there wasn't enough money for food?		
	%Yes	22.03 %
	Yes, but not every month	12.01 %
Did you ever eat less than you felt you should because there wasn't enough money for food?		
	%Yes	35.97%
Were you ever hungry but didn't eat because there wasn't enough money for food?		
	%YES	26.87%

We also asked about the food resources individuals had used in the past 12 months, such as Cal Fresh (food stamps), food pantries, WIC, School lunch programs, etc. (the chart below provides all possible responses). Since many low-income individuals qualify for a variety of these resources, respondents were able to select more than one option for this question (note the high number of responses).

Food Resources Used
N =2082

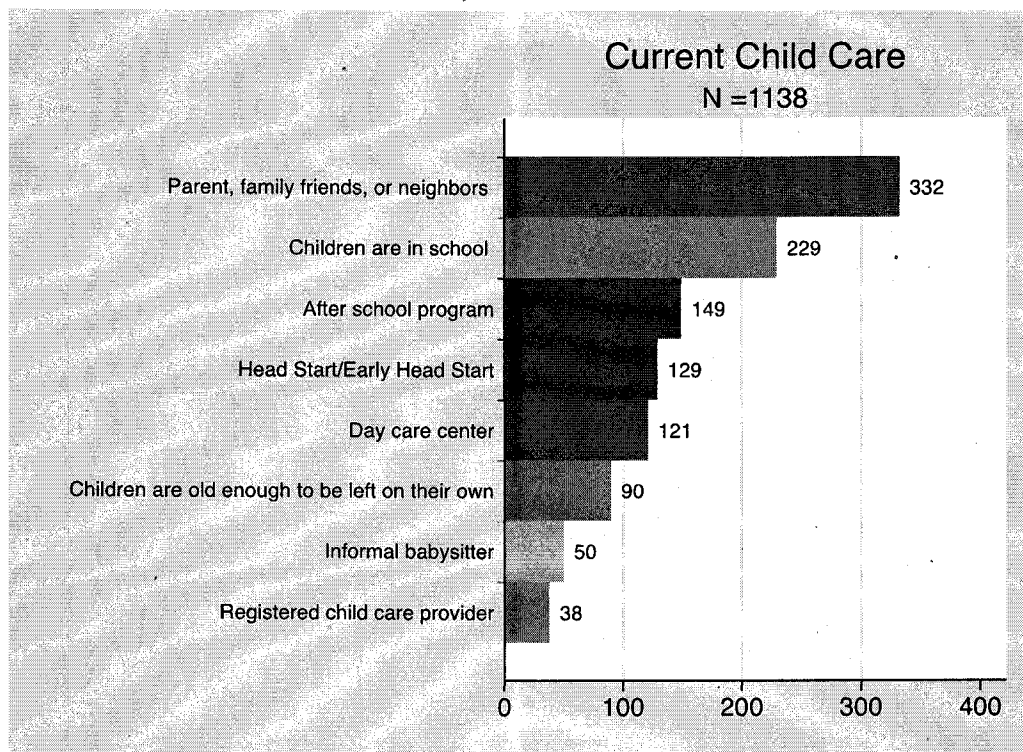| Resource	Value
None of the above	574
Cal fresh (food stamps)	449
Food pantry	346
WIC	295
School breakfast/lunch program	262
Summer meals for kids	91
Senior center meal programs	48
Meals on Wheels	17
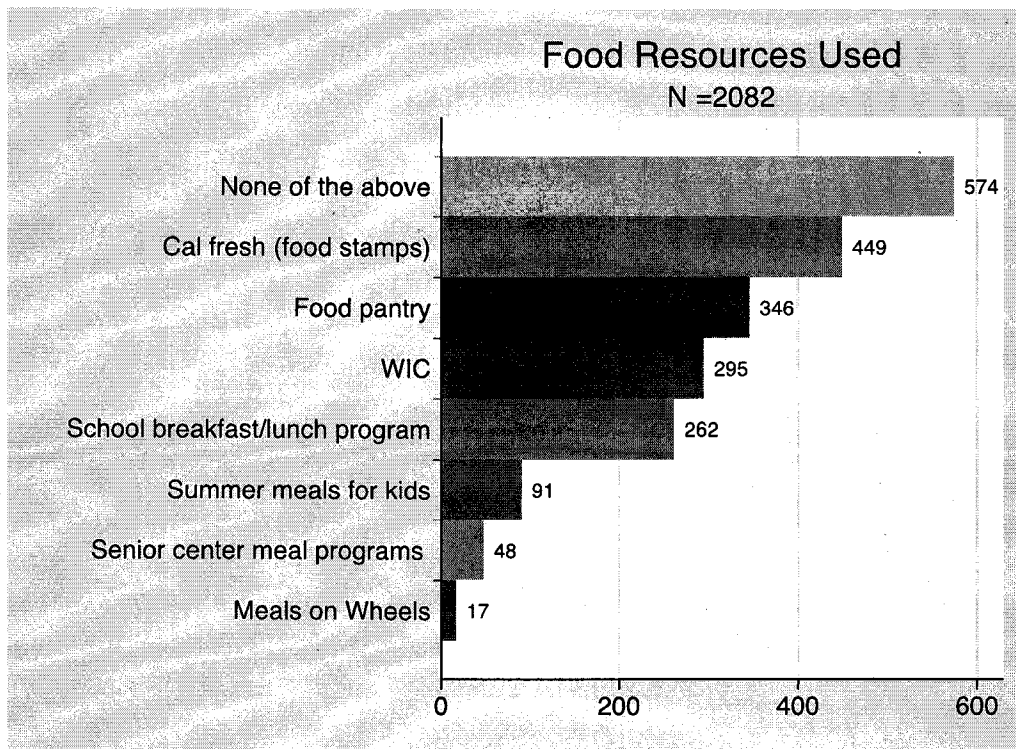
The distribution of respondents showed about 574 reported not using any of the mentioned services. Cal fresh (food stamps) was the second most selected option, with 449 people, or 26% of all respondents. This resource provides low-income individuals with money to spend on groceries and food. It is a valuable benefit that often allows for families to be able to purchase higher quality foods and vegetables allowing for more balanced meals. Food pantries, the second most commonly used resource with 20% of respondents indicating they have used them, are also valuable resources often provided by nonprofits and other charities that work to provide extra food to individuals. WIC was the third most used resource. This program provides supplemental nutrition for nursing, pregnant or post-partum women, infants, and children up to age five who are found to be at nutritional risk. These programs can help those facing food insecurity and an inability to afford balanced meals with options and assistance. CAP can serve as a knowledge resource for its users and help combat food insecurity by providing information about the availability of these resources or information of how to and where to apply.

Child Care

Child care is often and expensive and necessary service for working parents. This is true for both low-income and non-low-income parents. However, low-income parents face greater challenges when it comes to being able to afford childcare and greater risk for childcare to be a barrier to employment, especially among low-income single mothers.

We asked respondents how they met their childcare needs and a majority reported having family, friends, or neighbors care for their children. The second highest response was children being in school followed by after school programs. Head start/Early, start programs closely followed after school

programs. Aside from having parents, family, or neighbors care for children that can apply for both school age and non-school aged children, results seem to be more relevant to school aged children.

Current Child Care
N =1138

Category	Value
Parent, family friends, or neighbors	332
Children are in school	229
After school program	149
Head Start/Early Head Start	129
Day care center	121
Children are old enough to be left on their own	90
Informal babysitter	50
Registered child care provider	38

Additionally, we asked about any obstacles to childcare. This could be important given that many respondents reported that caring for family is an obstacle to employment.

Child Care Obstacles
N =341

Obstacle	Percent
I cannot afford it	51.32
I do not trust day care centers	16.72
Other (please specify)	13.49
Days/times needed were not available	8.504
The day care center had no available slots	4.692
Infant care was not available	2.933
The quality of the day care center was not good	2.346

percent
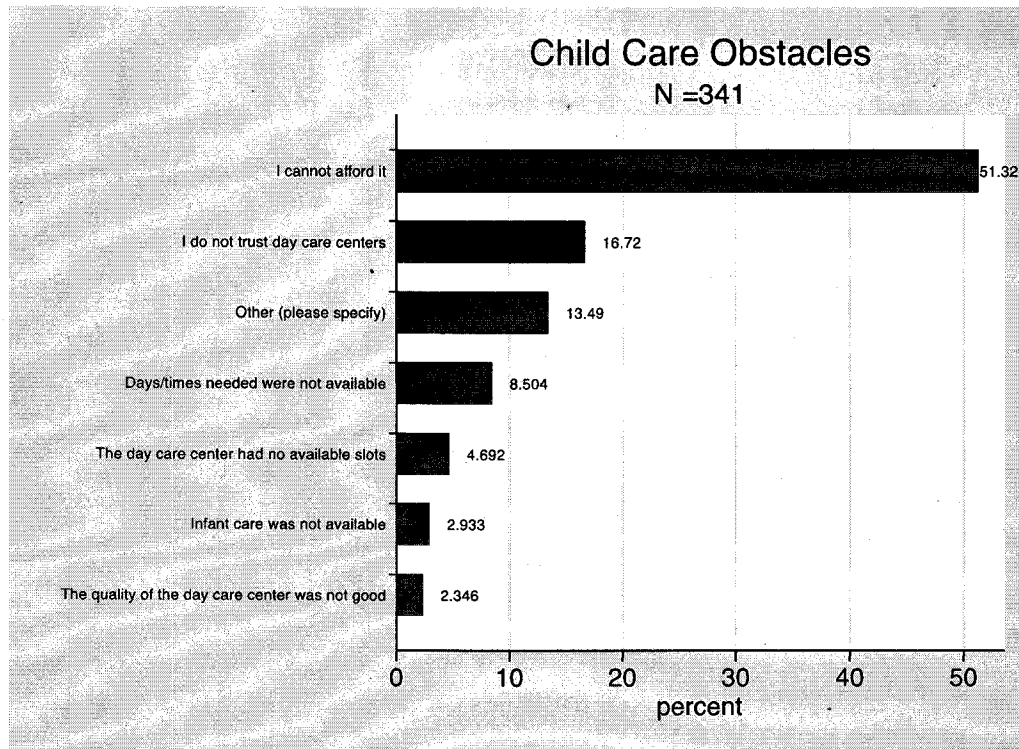
Of those who responded to this question, (note that there are only 341 responses) 51% reported they could not afford child care. This is significant because lack of access to child care can be an obstacle for employment. If access to child care prevents the ability to work this can potentially lead to greater difficulty in moving out of poverty for low-income families with children. Therefore, access to affordable child care can be benefitable to the poor, especially single mothers who may not have family support to care for children.

Satisfaction with CAP Services

Lastly, respondents were asked about their experiences with CAP's services. Only 14% of people surveyed have (knowingly) used CAP's services in the last year.

Have you received services from CAP in the last 12 months?
N = 1649

| No | Yes |
| Do not know | |
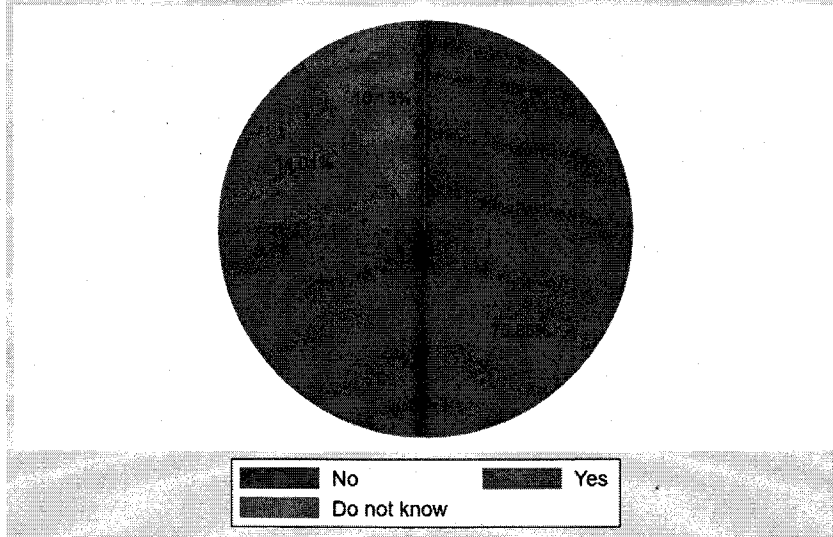
We also asked respondents which CAP programs they have used (Question 59). This was an open-ended question and we have not cleaned and quantified the answers; the raw results are available in the appendix.

To try to learn about why community members may not use CAP's services even though they could, we asked respondents "Sometimes people don't use services that they could benefit from. Why do you think that is?". The most common response was that people believe others are not aware of CAP programs. This also could reflect the fact that only 14% of respondents to the survey had used CAP programs, so the respondents themselves may not know much about what CAP has to offer. This is followed by shame and documentation status as reasons that people may avoid services like those of CAP. CAP may want to respond to this by trying to increase public awareness of their programs, trying to normalize use of these programs, and potentially reaching out to immigrant communities to help them learn what CAP programs apply to them, with relation to documentation status.

Reasons for Avoiding Services
N = 1850

Reason	Value
They do not know about CAP programs	904
They feel too ashamed to use them	381
Because of their documentation status	311
They are not eligible for CAP programs	239
They cannot access CAP programs	172
Most people who need the programs use them	157
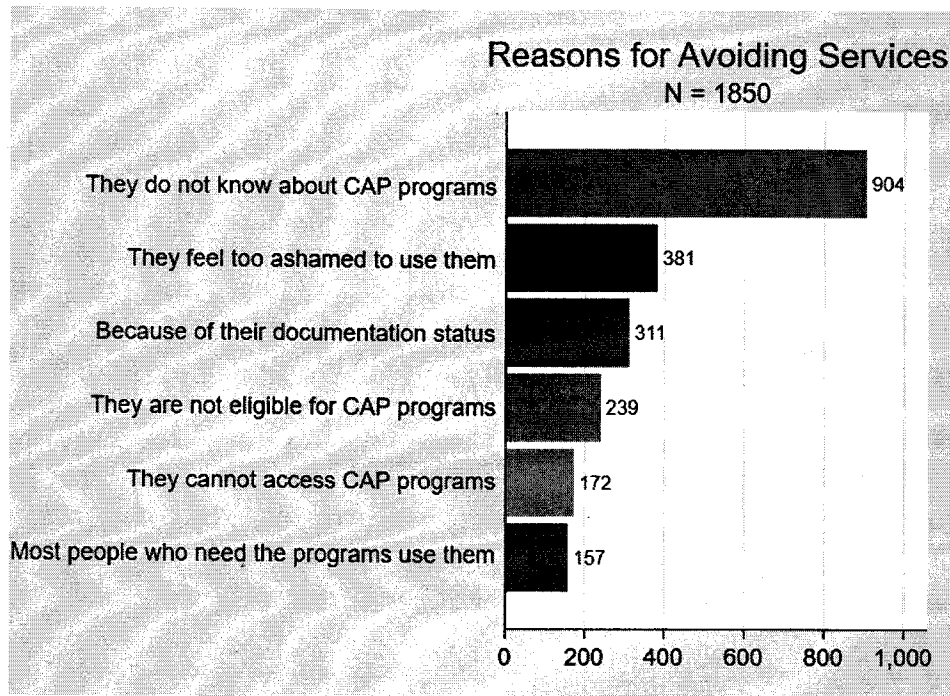
Respondents were asked to rate their satisfaction with CAP, if they had used CAP Services before. The vast majority reported being very satisfied with these services.

Satisfaction with CAP Services
N = 707

Rating	Percent
Very satisfied	69.17
Satisfied	21.64
Somewhat satisfied	5.092
Not satisfied	4.102
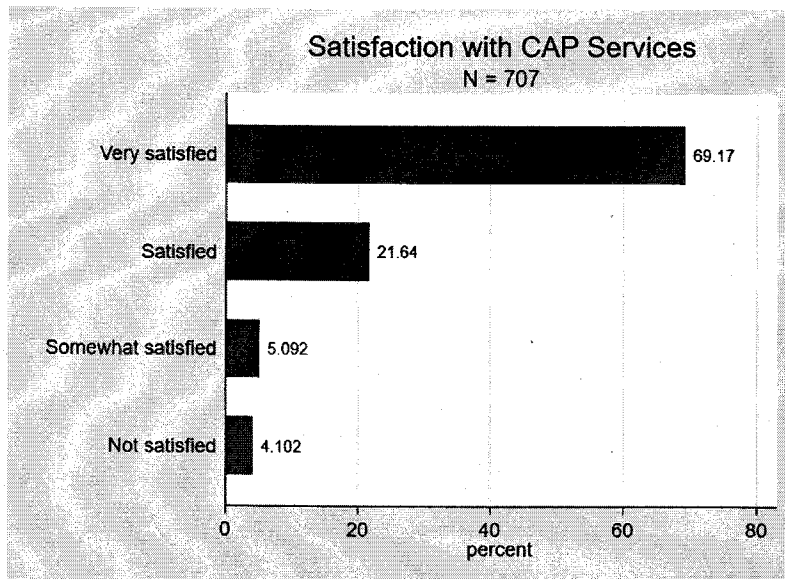
Similarly, when asked about satisfaction with CAP staff, the majority were very pleased.

Satisfaction with CAP Services
N = 736

Very satisfied — 69.43
Satisfied — 23.37
Somewhat satisfied — 4.484
Not satisfied — 2.717

percent
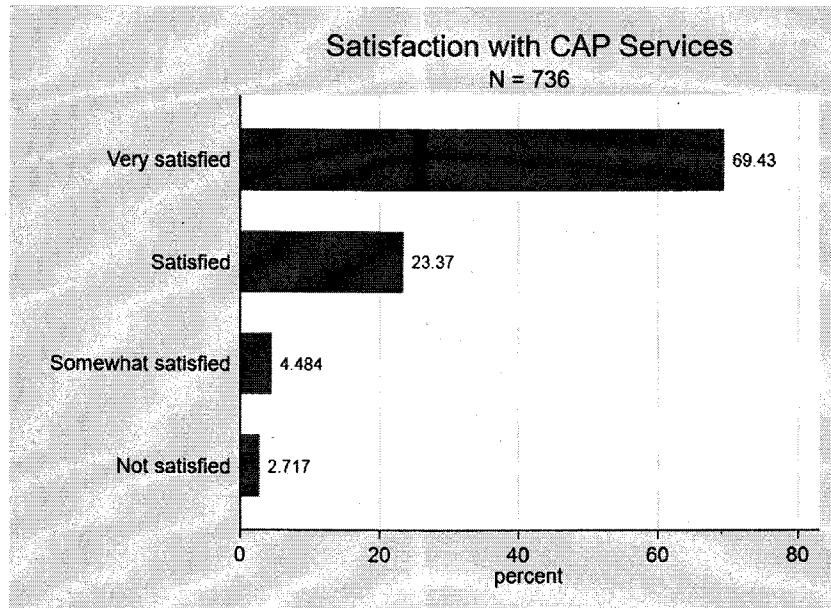
Only 139 people (8% of all respondents) responded to the given options for Question 63, "If you were unsatisfied with any of the services that you received, please tell us why." The most common complaint is that the respondent had to wait too long to receive services. An additional 92 people responded 'Other' to this question and wrote in their own response. What they wrote is available in the appendix, under Question 63, Other.

REASON FOR DISSATISFACTION	FREQUENCY	PERCENT
I had to wait too long to receive the service.	60	43%
I had trouble collecting the right paperwork that cap wanted.	28	20%
I was not considered eligible for the service I needed	21	15%
I did not have transportation to access services	20	14%
I was embarrassed to use the service.	10	7%

Appendix

"Please list any Community Action Partnership programs you have used in the past 12 months"

2:1 Match Program, Utility Assistance HEAP	SHARE
Assistance with Edison bill	SHARE
Attended Informative classes	SHARE Program
Ayudado con la preparacion de Taxes	SHARE Utility Asst
CAP	SHARE and HEAP
CAP tax	SHARE program
CAP, HEAP, Utility Assistance	SHARE, HEAP
CARE	Salvation Army
CARE	Saving for Success
Cal Fresh	Saving for Success
Calworks	Saving for Success
Catholic Charities	Saving for Success
Catholic Charity with Utility Bill	Saving for success
Classes to get assistance for a business I plan on	Saving for success
starting.	Saving for success and I applied for the IHEAP and
Cool Center	Share program waiting on response
Cooling Center at a senior center	Savings for Success housing programs.
County Of Riverside	Savings for success
Desktop Computer	Savings for success housing program.
Edison	Savings match program & utility assistance program
Edison Help	Senior Meals
Edison, electricidad	Seniors nutrition meals
Electric Bill Assistance	Servicio de preparacion de impuestos
Electricity	Share Program
Electricity Bill payed	Share prog
Food Pantry	So Cal Edison Bill Payment
Free Tax Asst	Synergy
Free Tax Prep	TAX prep, LI HEAP
Free computer	Tax Assistance
Free tax Preparation	Tax Filing
Free tax preparation	Tax Prep
Galilee Center	Tax Prep
Getting Taxes Done	Tax Prep
Getting my taxes done	Tax Prep
HEAP	Tax Prep.
HEAP	Tax Preparation
HEAP	Tax Preparation
HEAP	Tax Preparer fro the last few years
HEAP	Tax Programs
HEAP	Tax Return
HEAP	Tax Services
HEAP	Tax preparation
HEAP	Tax prepared last year

HEAP Program	Tax services
HEAP Program	Taxes
Heap	Taxes
Help with Electrcity	Taxes
Hemet Office	Taxes
I don't think I know what CAP is	Taxes
I tried but was denied help with Rent	Taxes
IDA AND LIHEAP	Utilities - Light
IDA program LIHEAP SHARE	Utilities Program
IEHAP	Utilities assistance
IEHAP if any	UtilitiescapyrRivertside
IEHP	Utility Assistance
IHEAP , Tax Prep	Utility Assistance
IHEAP and SHARE	Utility Assistance
ILHEAP and S.H.A.R.E.	Utility Assistance Program
It has helped y family have lights	Utility Asst
It helped pay for electric bill over 6 months.	Utility Asst
LEAP prog.	Utility Asst
LI HEAP	Utility Asst
LI- HEAP	Utility Asst
LIHEAP	Utility Asst
LIHEAP	Utility Asst
LIHEAP	Utility Asst
LIHEAP	Utility Asst with my bills
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Asst.
LIHEAP	Utility Bill Assistance
LIHEAP	Utility Bills
LIHEAP	Utility assistance
LIHEAP	Utility assistance, savings for success house
LIHEAP	program
LIHEAP	Utilties
LIHEAP	VITA
LIHEAP	VITA
LIHEAP Program	VITA Program
LIHEAP Program	WIC , Estampillas, Cal Works
LIHEAP, Angelica Rocha is Great	Wateralization, y elictricidad, snap y las formas de
LIHEAP, DAP	in come tax.
LIHEAP/ UTILITY ASSISTANCE/WEATHERIZATION	We have used the Tax Services
La luz	Weatherization, HEAP
Li HEAP	center to pick up food once a week
Li HEAP Edison	credit workshop
LiHEAP	heap
LiHEap	heap propane
LiHeap and Share	helped with electric bill
Light Bill	i believe i had help from weatherization once.
Light Bill Assistance	liheap
Liheap	saving for success, give away bike and tech for
Liheap	success

Liheap	share IEHAP for Utitlties
Liheap	tax Prep
Liheap	tax prep
Medical and Cal Fresh	taxes
Pago de la facture de Luz.	taxes
Para pagar servicios	taxes
Parenting Class	taxes
Pay Utilities	training for VITA
RCOE	utility Electric Assistance
Recibi una laptop cuando fui aúnas clases	utility assistance
	utility assitance

Question 63, Other

"If you were unsatisfied with any of the services that you received, please tell us why:"

Always satisfied	I was satisfied
Asked Info that really didn't apply to service needed.	It hasn't applied yet.
But otherwise Happy.	It is really hard to get through on the phone lines.
Did not use services as of yet	My cell phone will drop the call if I hold for over 15 minutes.
Didn't receive any assistance, have not applied and don't qualify	La Senorita lanca tiene una forma muy angelical para tratar a la gente.
El dia que quedaron de dar el servicion la cancelaron y ya estaba uno ahi esperando. ayuda con taxes en B.Bonds	Lead me on to believe they were sending me to school, that was a lie.
Estoy muy contenta	Linda is Amazing
Everybody was great!	Mas informacion
Everyone has been very helpful to me and my family in this hard financial state.	Me gusta que da la ayuda
Everyone here is really nice!	My paperwork was returned because of not having a gas bill. So my electric was shut off.
Everything was fine.	N / A
Everything was good	N/a
Excellent Services	N/a
Falta de informaciony personal por parte de la oficina para aplicar para el descuento de electricidad.	N/a
Fully satisfied when i used them	Never had a problem , use several services with them.
Good communication	Never had services
Gracias	Not sure if it was CAP services i received.
Great Customer Service, Angelica Rocha and her Co-workers do a great Job! They understand the need of others.	Que hubiera mas ayuda.
	Rude receptionists
Great Service helped me beyond words, was able to catch up on bills and get ahead.	Satisfied
	She was very nice and patient.
Great people- very professional	Sometimes the system makes people be dishonest in order to qualify for special programs because you make a little to much income
Great services especially for our young adults	Staff was professional courteous and understanding, very helpful
	Thank You for all the help

I Have trouble being in group intake due to fragance allergies/breathing difficulty

I am satisfied

I did call CAP once to find some assistance for my 85 year old mother. They told me she did not qualify.

I do not know about the services offered by Community Action Partnership. Programs I've applied to in the past I am not eligible for.

I do not think I have received services .

I don't know about all the services

I have been very satisfied with the service provided and plan to apply again when time presents itself.

I have never used CAP services.

I have not used the services I am retired.

I love CAP. But recently i called and left messages to a specific employee and was never called back.

I love how Linda is patient with everyone

I need help in bills and transportation

I refer people and CAP does not get back to them. And if they do, there are no funds or the program is not accepting applicants or the access to services is too long of a distance. In my personal experience I have attempted to contact staff by phone and email requesting information on how to obtain services and have tried to inquire about programs CAP offers and no one returns my calls or emails.

I used the IDA program years ago and originally wanted a house. I think the program was OK but would be so much better if I had the benefit of having a personal counselor 1:1. Public info sessions were OK but did not address my specific situation and concerns and left a big knowledge gap that cost me in the end. I ended up buying a newer mobile home on my own and eventually foreclosed in 2012 after loosing my job. The mobile home was a bad deal but my college education eventually saved me. I was able to get employment in 2014 because of my level of education- a Masters - that the IDA program had helped me with. I had changed my IDA goal from a home to education after the advice of the director. I wish that the program would have assisted me with home ownership first time buyer programs- down payment assistance etc. and give me specific info and contacts to apply to so that we would have had a stable living situation. I could have avoided a lot of problems like the problems associated from moving and two hernia surgeries that affect my health to this day. My history is: 1999, homeless/couch surfing, 2001-2006 rent 2

Thank you for all the help

The guy that helped med did a great job. his name was Daniel. He is a great gu, very good with people.

The people I have been exposed to have been polite and helpful.

The people who installed my water heater were inexperienced. They flooded all my plumbing with rust-I still don't have a functioning kitchen sink.

The service was excellent.

The workers are so rude and make you feel like we are bad people. I believe I went in 2017 for help to pay my light bill and the workers at the HEAP were rude. I want to explain exactly who.

They are very patient and helpful.

This is my first time using the program, so far I'm happy and staff has been very helpful

This is the first time these services have been offered or information was provided.

To better communicate programs

Todo Bien

Todo a lo contraio, todo estaba bien

Todo estaba bien

Very Good Programs

Very Helpful

Very Respectful

Very Satisfied

Very satisfied with tax service and 1st time home buyer service as well.

Was not eligible for Food Stamps

Weatherization service was not completed and the inspector assigned (Sally) was rude end unprofessional

Windowreplacrment

ahorita que me estan ayudando estoy muy contenta

haven't tried yet, but plan on using their services soon

n/a

n/a

na

need help to get housing

never used services

no

no mostro cortesia y amabilidad

outstanding, very helpful

que no calificaba por no tener papeles

different locations, 2006-2012 mobile home park own/rent, 2012 homeless/couch surfing, 2013-2016 own very old mobile home in MHP, 2016-present - own older stick home. I feel that if I had the opportunity to have a real home when I was in the IDA program that it would have changed our lives. I do appreciate the funding that IDA gave me for education yet I feel I could have received loans in lieu of that money. Not ideal, but I feel it would have been better to have a stable home situation instead of moving every so many years and problems. In order to get a home at that time (around 2005 or so) I would needed a lot more guidance and consultation from CAP staff that was not made available. The program series of workshops was broad and not specific and we had to do our own research in finding lenders or assistance programs. This was too confusing, stressful and unrealistic for me, a single mom with two young children. That was one other reason a changed the monetary goal from home ownership to education. If CAP partnered with programs like Habitat or area cities 1st time buyer programs I feel that would benefit recipients. Partnership, knowledge and individual case advice I think is what is needed.

Appendix C- Focus Group Responses

	Question 1 — Major challenges you face trying to get ahead		Question 2 — Major challenges people in your community face		Question 3 — Programs and services that have helped you/your family		Question 4 — What has helped/would most benefit your community
	High Bills	2	Paying rent	2	Using childcare	1	Missions that help with food
	Limited Income	3	Paying bills		parents watching kids until service is able		GAIN
	Cost of Living	3	Finances		WEX	2	Transportation has helped
	Language Barriers		Affordable childcare	2	Cal Works	2	Welfare has helped
	Transportation	2	Transportation		WIC		Money
	Child Care	2	History / background		LiHEAP	2	Having a job-1
	Food	2	Education	2	Cal fresh		Medical Coverage
	Health Care		Opportunities		Housing Authority		More Medical Coverage to available
	Dental Care		Unemployment		Food Banks		
	Vision Care		Eviction		Low cost clothing stores		
	Fare for transportation for Seniors		Affordable Housing		bus passes		
	Auto repairs		Limited Income		The Salvation Army		
	Rent		High utility Bills		Catholic Charities		
	Health Care		Cost of living		Family/ Friend Support		
	Health issues		Trying to find a better job with a better salary		Community pantry, salvation army etc.		
			Keeping up with food banks		Cal Fresh, cash relief, permanent disability,		
			Health Insurance		Medi cal		
			Affordable Housing	2	Assistance of any kind		
			Racism, transportation		Housing -- section 8, Medi cal, EBT		
					Education, Housing, Job services		
			Low-paying wages, high taxes		Cal work, GAIN, etc.		
			Understanding of Programs		Food Stamps	3	
		2	Homelessness	2	Substance abuse / Mental Health		
			Legal Status		Senior Citizen Programs		
			Substance abuse		Veterans Programs		
			Senior Citizen Services Needed		IEHP		
					Medi-cal		
					CAP		

Appendix D - Interview Responses

Question 1 — Major challenges you face trying to get ahead		Question 2 — What Services have helped you and or your family?		Question 3 — Top Needs: Dental care, Housing and Food and Heath care. Do you agree?	
Lack of hours at work	5	Housing Assistance	36	I agree	65
Finding a job	25	WIC	5	ALL NEEDS are important	
A divorce/Separated		Cal Fresh	4	Veterans Programs	2
Being a senior citizen with little assistance		Cal Works	5	Substance Abuse	
Childcare	6	Utility Assistance		Water Assistance Programs	
Paying Bills/ Utility	12	Child Health Care		Health Management	3
Being a senior citizen with little assistance	1	CAP		Food Stamps	
Low income	8	LiHEAP		Medi-Cal	
Education	3	SHARE		Healthier Food Banks	
Housing Situation For low income	12	Medical IEHP		More Centers in cities	2
Affordable Health Insurance	7	County or Riverside	2	Transportation	
Parenting	4	SNAP	2	Vision	2
Being Accepted	2	IHSS	7	Utility Assistance	
Saving Money	2	IEHP- Resource Center- Exercise Classes	2	Dental Care	2
Documentation Status		Mental/ Health Classes	3	Food Pantries	
Being able to save	4	Medi-cal	10		
make changes to move forward		Medi-caid	2		
Learning to be resourceful		Dental Care			
Being patient and waiting on call backs	1	Food Stamps			
Dental Care		Do Not know how to apply	1		
After school programs		Medi-care	2		
meeting every day needs	2	SCAN	2		
Background	2	Am not in major needs of services			
being laid off		Non-profit organizations			
Transportation For Disabled	2	In-home Services			
Transportation for Seniors	2	Social Security			
Transportation	8	Family Therapy			
Disabled		Veterans Program	2		
paying Rent	4	Lunch Programs at school			
Cost of Living Increase		Childcare	2		
Recovering from an illness or injury	4	Transportation	3		
Getting Old in Age		Food Pantries	12		
No Energy- No strength		More low income programs			
Health Management	3	Senior Care			
Cost Of Prescription		Electricity			
Speed Bumps / Road Issues	2	Help with Education	2		
Language		Wellness Centers			
Getting Retirement Funds		Retired			
Food Assistance		in home			
Family / Marital Issues		unemployment			
Disabled Veteran		Workers Comp			
Drug Management		Food Stamps	2		
Children with Disabilities	2				
Homeless					
Health Management					
Turning In all Documentation for Assistance					

Appendix E - Key Informant Responses

Question 1: Which of the following service do you provide in Riverside County	Question 2: Which of the following needs have you identified in the community	Question 3: What trends have you noticed in the customers you serve	Question 4: Have you recognized any Gaps	Question 5: What laws and regulations need to change	Question 6: What needs does your agency have to serve the community that relate to their needs	
Child care/ early Learning	5 Animal Care	6 Lack of Affordable Housing	13 Mental Health	4 Use land to build affordable housing	12 Housing Assistance	5
Children and Youth	10 Child care/ early Learning	17 Lack of Knowledge	5 Substance Abuse	2 Ability to use funding for proper programs	5 Utility Assistance	
Employment / Income	5 Children and Youth	4 Rent is too high	5 Affordable Housing	18 Low-income homes that are affordable	Residents Safety	5
Food/ Nutrition	15 Employment / Income	38 Criminal Background	2 Transportation	4 Rent Control	3 More Staff	8
Health/ Dental Care	5 Food/ Nutrition	20 Substance Abuse	Lack of Funds	Prison release homes	2 More Funding	14
Housing	24 Health/ Dental Care	17 Mental Health Issues	6 Same day housing for homeless	Fulltime students should still receive food stamps	Connecting with resources	
Income Management	3 Housing	45 Lack of Income	3 More income for afford housing	Assisting the undocumented	Maintain Supplies	
Legal Services	3 Income Management	19 Senior Housing	2 Gap between low and middle income families	2 Landlords setting units aside for low income	Closing all Gaps between needs	
Mental Health Services	12 Legal Services	15 Credit Management	Seniors becoming homeless	2 Less regulations on housing or shelters	Case Management	3
Post Secondary Education/ Vocational	4 Mental Health Services	31 Connecting resources	Lack of Knowledge of Programs	5 not use technology on the homeless	More programs for people with criminal background	
	5 Post Secondary Education/ Vocational				We need more than churches to distribute food	
safety	safety	10 Multi Disabilities	More services for the homeless	Increase housing Funds		
Technology	9 Technology	8 Youth Programs	Limited Resources	Lower Tuition costs	Transportation Vouchers	2
Transportation	10 Transportation	8 Low-income communities	Counseling	Affordable child care	Foster/ youth	
Utility Assistance	1 Utility Assistance	21 Assisting Hispanic Families	Dental Services	No discrimination to those who need sec 8	Legal Services	
Parenting Education	1 Elderly Disabled	16 Homelessness	7 More Affordable childcare to keep jobs		Landlord accepting housing	
Hot Lunches	Substance Abuse	1 Job Loss	Not enough Volunteers		No property or land	
Landlord Disputes	1 Affordable Housing	1 Increase in unemployment	Lack of LGBT resources		Not enough access to providers	
Community Advocacy	Lack of Funding	Loss of Hope	High % of undocumented people needing help	2	we need more fairs for the community	
Life Skills	1	Difficulty in finding homes	Rent Control		Mental health	
HIV Testing		Homeless with limited resources	Not enough Community Outreach		More crosswalks	
Taxes	2	There are more younger families	No crosswalks		Volunteers	
Free Clinics		youth becoming homeless	Community Outreach		Training	
		More food available	Transportation	3		
		No transportation	2 no down payment assistance			
		Housing for women	Rent Control			
		Lack of skills for a job	Lack of income			
		Child care	Child care costs			
		Disputes with landlords	Bad Credit			
		Community outreach	Criminal Background			
		Communication	Pushback from community			
		No improvement				
		Transportation				
		Lack of Education				
		Health care costs				

Stories From Community Members

1. "I was working it the fields here in the City of Mecca. And while I was walking home I was chased down and attacked by 2 big dogs. They took me down and bit my arm and shoulder really bad. I only had emergency insurance so that helped a little but I couldn't really afford the medication that came with it. I had to stop working for a while and so I am thankful for these food pantries that have continued to provide for my family while I can't. "

2. "I was once a good hard working man, coming home one day got jumped by a few guys. They mistook for me someone else. I guess that happens when you are Hispanic. Was in the hospital recovering for weeks. When my life seemed like it was getting better, I got in a horrible accident, and what should have killed me. My head had received major damage. And they said I could never walk or talk again but here I am starting over at a WEX program proving everyone wrong and doing with a smile."

3. "I do not have Legal Documents to be here but have always tried to live an honest life, doing everything to provide for my family here. However not having papers has made a lot of that hard or impossible. When I wish to enroll in programs I choose not to in fear that it might affect my family. So I just use the free programs such as the food pantries and free health clinics. I wish it could be easier and didn't have to live in fear so much. "

4 "I wish that finding affordable child care was easier. Sometimes people think that it's our fault to have kids and we need to figure things out. But they don't take the time to wonder that maybe our personal lives have been affected in such a way that maybe it's not our fault either to be in the situation that we are in. When your husbands leaves you for someone else, does not want to pay child support or help in anyway. We single parents have to start searching for jobs. So having programs like WIC and Cal Fresh and Medical helps a lot. And programs that help get jobs, and where we can come and work on a resumes allows us to move forward. It should never be a burden to provide for your family."

5. "At one time I recently lost my job for a month, and had been trying to desperately to find another job. My bills started to catch up to me and all the resources that the county has offered has helped a lot.

6. "I was unable to go to work on time every day, due to the fact that my mother was diagnosed with dementia and I had to care for her full time since my father passed away May 30th 2019. I tried to find home care for her but due to the cost of the care I could not afford it. So I had made arrangements with two of my mom's sisters for her to spend the day with them, but I wasn't able to drop her off until 8:00 am therefor causing me to get to work late.

Population Profile

Riverside County is recognized as one of the fastest growing "big" counties in California. It ranks 4th in the state of all counties in population growth since 2010 (with a 10.05% increase). Riverside County is the fourth most populous county in the state with an increase of 1.54% from 2016 to 2017 (with a 2017 population estimate of 2,423,266) and the eleventh most populous county in the nation. [1]

According to the US Census Bureau 2013-2017 American Community Survey 5-year population estimates, the population of Riverside County may be broken down by age and gender as follows: [2]

| Riverside County Age and Gender Demographics							
0-4 Male	0-4 Female	5-19 Male	5-19 Female	20-64 Male	20-64 Female	Over 64 Male	Over 64 Female
82,754	79,684	271,924	259,910	571,252	556,557	136,646	193,914

Riverside County Age and Gender Demographics
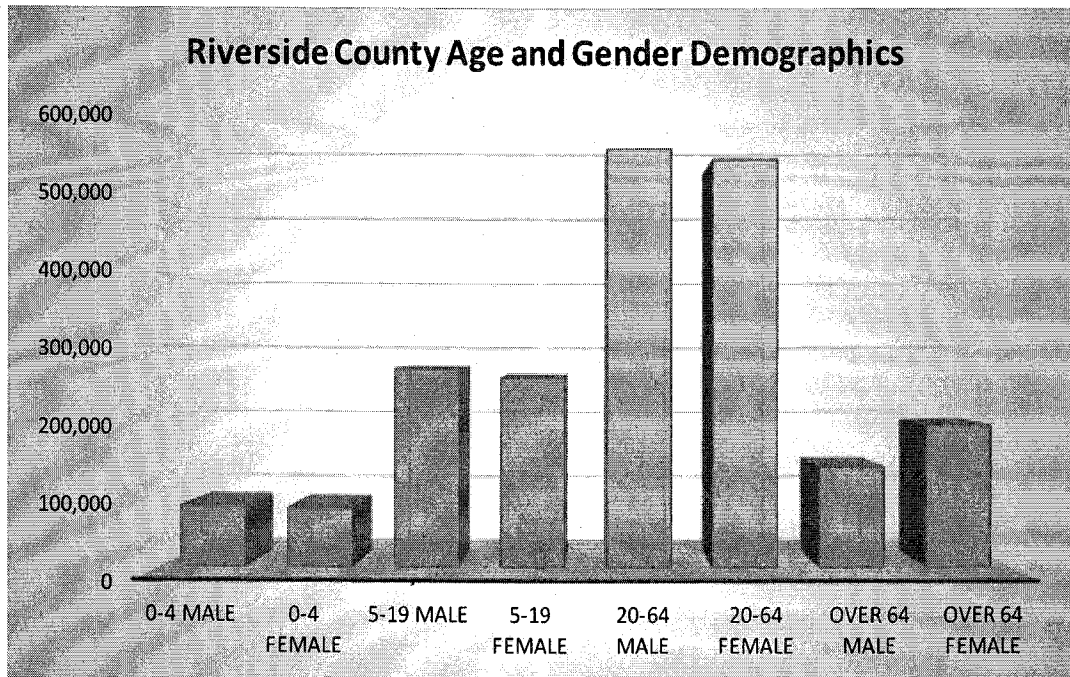
The population of Riverside County is also racially and ethnically diverse. When considering race alone:

61 % are White

6.4% are Black or African American

1.1% are American Indian and Alaska Native

6.0% are Asian

0.3 % are Native Hawaiian and Other Pacific Islander

20.5 % are some other race

4.8% are two or more races

However, when looking at the population in terms of Hispanic or Latino and race, it is quite a different picture. Those who claim to be Hispanic or Latino of any race comprise 45.5% of the County's population, 39.5% of which are Mexican. [3]

Riverside County Population by Race and Ethnicity							
Native Hawaiian	American Indian/ Alaska Native	Two or more races	Asian	Black/ African American	Some other race	Hispanic or Latino	White
0.30%	1.10%	4.80%	6.00%	6.40%	20.50%	45.50%	61.00%

Riverside County Population by Race and Ethinicty
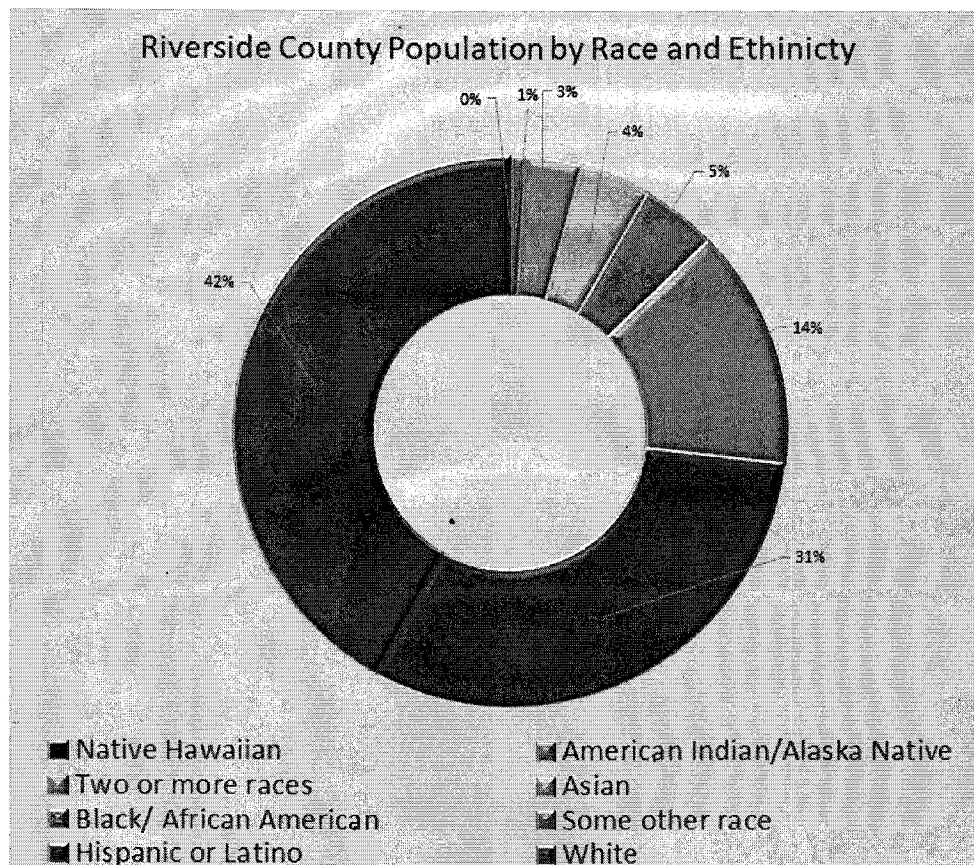
Child Care

Child care in California, in general, is expensive and one of the biggest expenses families face. For a two parent, two child family in Riverside County, it costs $6,640 per month ($79,675 per year) to secure a modest yet adequate standard of living. Of this total necessary income, the cost for child care is $1,079 per month/ $12,952 per year. Monthly cost range from $704 for a single child family to $1,195 for a family with four kids. [4]

At the local level, the need for affordable childcare for low-income families far outweighs the availability of subsidized childcare in Riverside County. As of May 10, 2017, the Riverside County Office of Education reports that there is a waiting list of 6,206 children who are eligible for low-cost childcare, but do not have places available for them.

In Riverside County there are many more children who are eligible for subsidized childcare than there are spaces for them. Of the children ages 0 –12 the number of children income -eligible for state title 5 early childhood programs (under 70% State median income) is 233,024. However, the number of children currently in all licensed child care is only 26,063. [5]

Educational Attainment

When comparing poverty rates in Riverside County with the various levels of educational attainment for this sector of the population, it becomes clear that the lack of obtaining higher education is a big factor contributing to poverty. The following shows that 81% of those age 25 or older below poverty level do not have any kind of college degree.

Educational Attainment for 25 Yrs. Old and Over in Riverside County below Poverty Level			
Bachelor's	Some College	High School Grad	Less than High School
5.90%	10.10%	14.20%	23.40%

Educational Attainment for 25 Yrs. Old and Over in Riverside County below poverty level
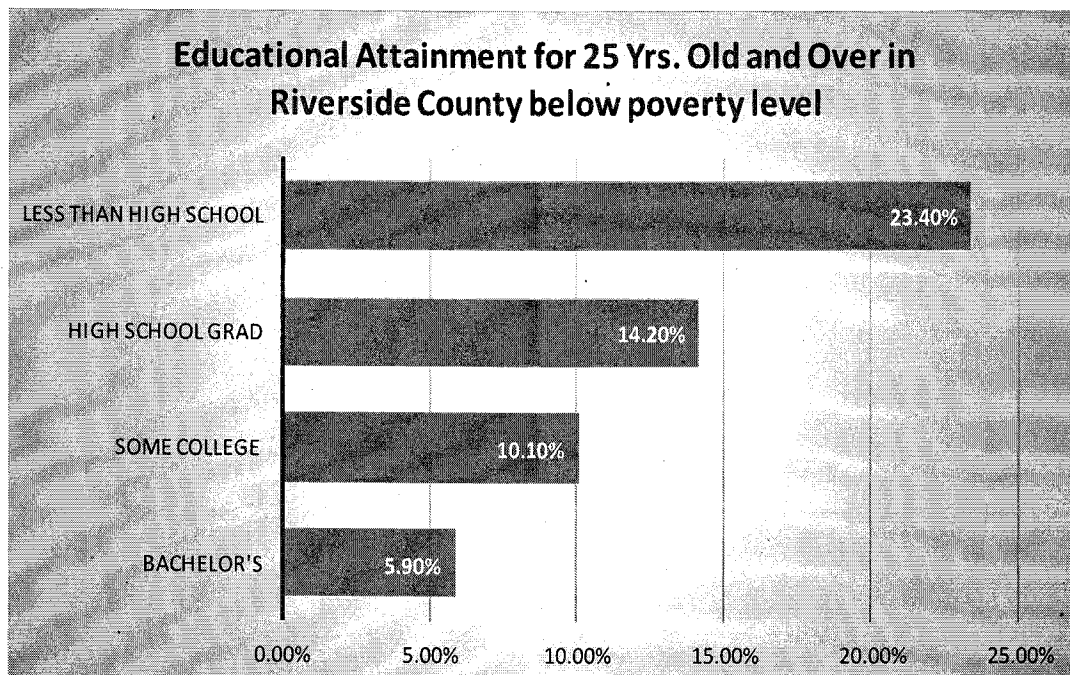
To further illustrate the impact that the level of educational attainment has in Riverside County on this portion of its population, a comparison can be made of median earnings corresponding to each level of educational attainment.[6]

Educational Attainment -- 25 yrs. old and over	Median Earnings (in 2017 Inflation-Adjusted Dollars)
Less than High School Diploma	$22,129
High School Graduate	$30,529
Some College or Associate's Degree	$36,620
Bachelor's Degree	$52,482
Graduate/Professional Degree	$74,840

Housing

The ability, or lack thereof, of Riverside County residents to buy homes remains a major challenge. The median home price has risen in Riverside County to $412,000 as of March 2019, up from $398,000 in March 2018. [7]Of the total number of households in the County, 59.69% are cost burdened, meaning that the cost of monthly housing expenses for these households, both owners and renters, exceeds 30% of the household income. This represents a 3.27% increase from the previous year.

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Income

Per capita income is the mean money income received in the past 12 months, computed for every man, woman, and child in a geographic area. It is derived by dividing the total income of all people 15 years old and over by the total population in that area. The average per capita income for Riverside County is $29,035, compared to a California state average of $35,046 and a national average of $31,786. [8]

The median household income for Riverside County is $60,807. However, to put this into perspective, 44.6% of the total number of households, and 65.3% of the nonfamily households (consisting of people who live alone or who share their residence with unrelated individuals) in the County make less than this median annual household income. [9] In addition, according to the Living Wage Calculation for Riverside County, this median household income would not be enough to support a household with 1 adult and 2 or more children, or 2 adults with I or more children (as annual income before taxes). [10]

Income and Asset Management

Asset poverty expands the concept of poverty to include how much of a financial cushion a household has, or rather doesn't have, to weather a financial crisis such as a job loss, medical emergency or the need to fix a car. The Asset Poverty Rate is the percentage of households without sufficient net worth (total assets minus total liabilities) to subsist at the poverty level for three months in the absence of income. The latest the Asset Poverty Rate for Riverside County is 23.0%. The Liquid Asset Poverty Rate is the percentage of households without sufficient liquid assets (i.e. bank accounts /other interest earning assets, stocks, mutual funds and retirement accounts) to subsist at the federal poverty level for three months in the absence of income. The Liquid Asset Poverty Rate for Riverside County is 40.7% [11] Also, 19.8% of Riverside County households are underbanked, [12] which means that this percentage of households have a checking and/or savings account, but have had to use at least one of the following alternative financial services from non-bank providers in the last 12 months: money orders, check cashing, remittances, payday loans, refund anticipation loans, rent to own services, pawn shop loans, and auto title loans.

Nutrition

In Riverside County, of the total students enrolled in public schools, according to the most recent data available, 64.1% were eligible for free or reduced price lunch. [13] This indicator, while connected to income for eligibility, also assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. In addition, of the total households in the County, 10.7%, or approximately I in 10 receive CalFresh benefits, which is California's version of the Supplemental Nutrition Assistance Program (SNAP). This amounts to 132,297 people for FY 2016-2017. [14]

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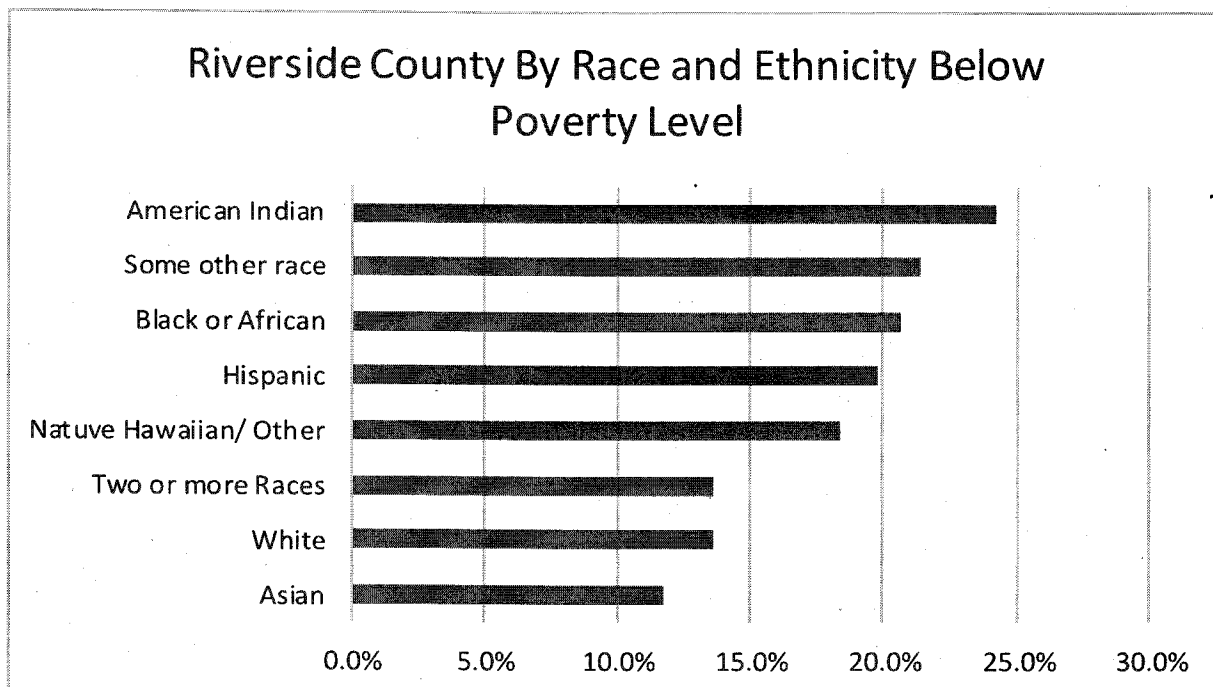**Public Health**

Poverty Rates[15]

A large percentage of Riverside County residents live in poverty, which is at or below 100% of the federal poverty guide-lines. Of the County's total population, 15.6% are experiencing poverty. Of the children in the County, ages 0-17, 12.0% live in poverty In relation to households in poverty, this translates to 171,515 households, or 14.8% of the total house-holds in the County. In addition, of the total senior population (age 65 and over), 28,265 or 9.7% live in a state of pov-erty. To sum up all of this data for Riverside County:

- Almost 1 out of every 6-7 people lives in poverty

- About 1 out of every 8 children lives in poverty

- 1 out of 7 households is affected by poverty

- Approximately 1 out of every 10 to 11 seniors lives in poverty

Poverty rates are disproportional, however, among the different races or ethnicities. There is a disparity between the concen-trations of poverty within each race or ethnicity, as well between the percentages of each race or ethnicity of the total popula-tion which is experiencing poverty in the County.

The following provides a breakdown of the total population living below the poverty level in Riverside County by race and ethnicity below poverty level.

Riverside County By Race and Ethnicity Below Poverty Level							
Asian	White	Two or more Races	Native Hawai-ian/ Other	Hispanic	Black or Afri-can	Some other race	American Indian
11.80%	13.60%	13.60%	18.40%	19.80%	20.70%	21.40%	24.20%

Riverside County By Race and Ethnicity Below Poverty Level

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Although the poverty rate for Riverside County is 15.6%, there are eight incorporated cities, and twenty-five CDPs (Census Designated Places) in Riverside County that have a much higher poverty rate. Some of these have a poverty rate of even 15% or greater. A census designated place (CDP) is a concentration of population identified by the United States Census Bureau as a statistical counterpart of an incorporated area, such as a city, town, and village. They are populated areas that lack a separate municipal government, but which otherwise physically resemble incorporated places. The CDPs listed in this CNA were recognized unincorporated communities at the time of the 2013-2017 5-Year American Community Survey.

Riverside County Cities with poverty rates greater than 15%					
Jurupa Valley	Lake Elsinore	Indio	Hemet	Coachella	Desert Hot Springs
16%	17%	18.00%	23.20%	28.00%	36.80%

Riverside County Cities with poverty rates greater than 15%

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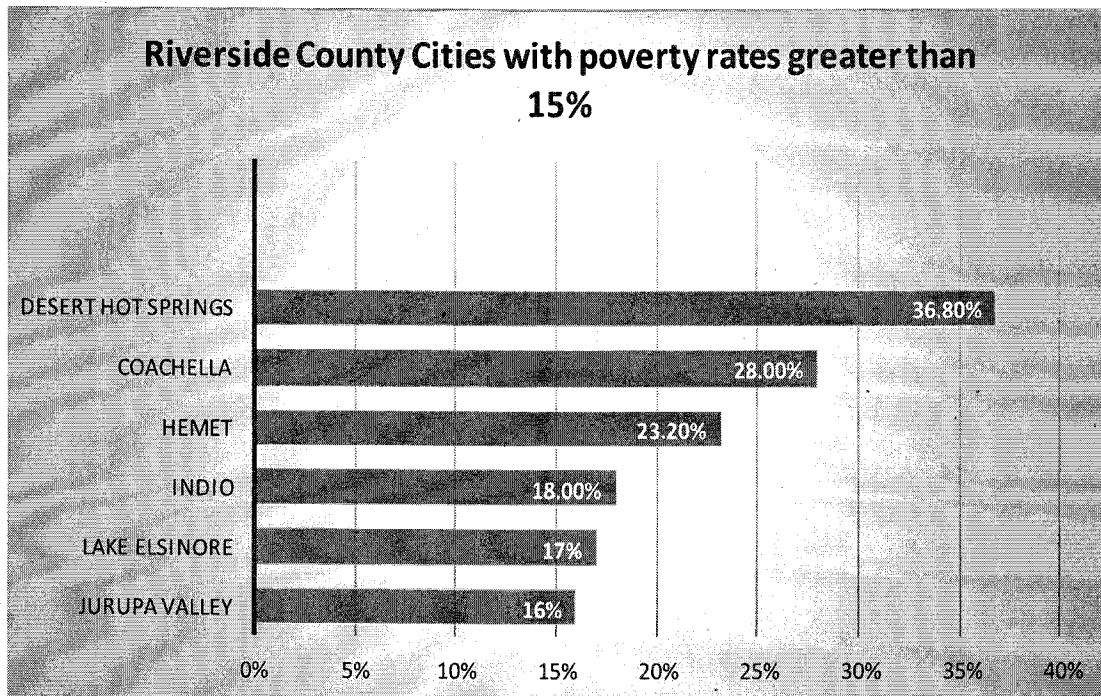
Following are two tables showing poverty rates [16] in Riverside County. The first is a table of cities by poverty rate, in alphabetical order. The second is a table showing the cities and unincorporated communities (CDPs) in Riverside County with a percentage of the population with a poverty rate of 15% or greater, listed in from the highest to the lowest. This table also includes the percent of families below the poverty level in general, and then the percent of these families which are single female householder and married-couple families, since these comprise the largest number of families below the poverty level.

Riverside County Cities by Percent of Population Below Poverty Level (in alphabetical order)						
City	Total Population	% of population below poverty level	Total Families	% of families below poverty level	% of married couples below poverty level	% of single parents below poverty level
Banning	30,824	23.4%	7,058	16.8%	12.3%	29.1%
Beaumont	43641	11.8%	10,355	9.0%	6.1%	22.3%
Blythe	19486	26.2%	3,207	24.5%	10.6%	51.5%
Calimesa	8,517	12.1%	2,052	8.3%	6.4%	7.4%
Canyon Lake	11,043	6.4%	2,938	5.2%	3.2%	18.1%
Cathedral City	53,733	20.7%	11,397	16.1%	11.9%	31.2%
Coachella	44,382	28.0%	8,771	24.7%	17.6%	44.4%
Corona	163,585	11.6%	37,308	8.7%	5.6%	21.7%
Desert Hot Springs	28,298	36.8%	6,131	31.9%	25.6%	47.2%
East vale	59,733	7.2%	12,716	5.7%	4.1%	13.6%
Hemet	83,604	23.2%	18,842	19.2%	11.8%	37.5%
Indian Wells	5,267	4.4%	1,895	1.5%	1.6%	0.0%
Indio	86,867	18.1%	19,928	13.5%	8.8%	25.7%
Jurupa Valley	102,202	16.0%	20,412	12.8%	9.8%	25.0%
La Quinta	40,305	11.2%	10,948	7.4%	3.2%	29.3%
Lake Elsinore	62,229	15.8%	13,658	13.3%	6.7%	35.2%
Menifee	86,820	10.4%	20.580	7.87%	5.4%	17.8%
Moreno Valley	203,691	16.8%	42,898	13.8%	8.4%	27.0%
Murrieta	110,043	8.9%	25,858	7.3%	4.8%	14.8%
Norco	26,711	7.5%	5,331	3.5%	2.3%	14.8%
Palm Desert	51,675	12.5%	13,391	8.6%	6.9%	20.3%
Palm Springs	47,140	18.5%	9,965	13.4%	8.1%	29.8%
Perris	75,011	21.2%	14,414	18.6%	12.3%	38.3%
Rancho Mirage	17,975	11.8%	4,962	6.2%	4.5%	19.4%
Riverside	321,570	16.6%	65,588	11.7%	7.1%	25.5%
San Jacinto	46,932	18.2%	10,097	14.0%	9.4%	27.0%
Temecula	106,773	6.8%	27,085	5.8%	3.4%	16.9%
Wildomar	35,492	12.7%	7,791	9.3%	7.1%	18.9%

County of Riverside
community
Action
PARTNERSHIP
Helping People. Changing lives.

**Riverside
University
HEALTH SYSTEM**
Public Health

| Riverside County Cities and Unincorporated Communities with Poverty Rates Greater than 15%					
City	Total Population	Percent of Population below poverty level	Total Families	% of Families below poverty level	% of Married Couple /below poverty level	% of Single Females below poverty level
Desert Hot Springs	28,298	36.8%	6,131	31.9%	25.6%	47.2%
Coachella	44,382	28.0%	8,771	24.7%	17.6%	44.4%
Blythe	19486	26.2%	3,207	24.5%	10.6%	51.5%
Banning	30,824	23.4%	7,058	16.8%	12.3%	29.1%
Hemet	83,604	23.2%	18,842	19.2%	11.8%	37.5%
Perris	75,011	21.2%	14,414	18.6%	12.3%	38.3%
Cathedral City	53,733	20.7%	11,397	16.1%	11.9%	31.2%

Unincorporated Communities						
Oasis	3,240	42.9%	641	37.4%	32.1%	67.9%
Whitewater	989	41.8%	200	32.5%	18.7%	46.4%
Mecca	7,893	42.87%	1,503	43.7%	37.0%	47.9%
Green Acres	2,776	38.6%	626	30.4%	12.9%	62.8%
Thermal	2,166	34.5%	440	28.6%	24.4%	62.0%
Good Hope	9,369	31.8%	1,711	29.6%	30.8%	46.1%
North Shore	3,349	25.4%	671	27.0%	22.6%	53.4%
Ripley	493	23.3%	87	9.2%	0.0%	29.6%
Meadowbrook	2,656	11.6%	598	8.0%	5.3%	17.2%
Mead Valley	20,402	31.4%	3,861	27.5%	19.6%	43.4%
High grove	4,302	31.4%	855	24.0%	18.6%	30.9%
Cabazon	3,928	31.5%	773	25.9%	2.9%	46.2%
Homeland	7,471	23.5%	1,541	18.7%	13.7%	30.1%
Home Gardens	11,997	20.7%	2,515	18.1%	16.0%	27.2%
Lakeland Village	13,343	23.5%	2,641	17.6%	12.6%	29.9%
Desert Edge	3,156	25.8%	839	23.8%	19.6%	42.1%
Sky Valley	2,430	20.2%	626	15.3%	12.6%	51.9%
Vista Santa Rosa	3,318	18.4%	724	15.5%	11.3%	9.5%
Mesa Verde	644	39.6%	147	24.5%	24.4%	33.3%
Valle Vista	16,672	18.7%	3,994	13.9%	6.5%	36.5%
Garnet	5,831	29.0%	1,295	25.9%	11.2%	60.0%
Lakeview	2,399	38.2%	469	35.2%	33.0%	24.4%
Nuevo	7,017	18.9%	1,594	15.4%	7.2%	52.5%

**Riverside
University
HEALTH SYSTEM
Public Health**

Unemployment

As of January 2017, Riverside County had the fourth largest number of unemployment benefit claims in the State of California, with 60.1% Labor Force Participation , 54% Employment rate and 9.9% unemployment rate . [17]The current unemployment rate for Riverside County is 4.1% [18]However, 17 cities and CDPs have a higher unemployment rate than the County's.[19]
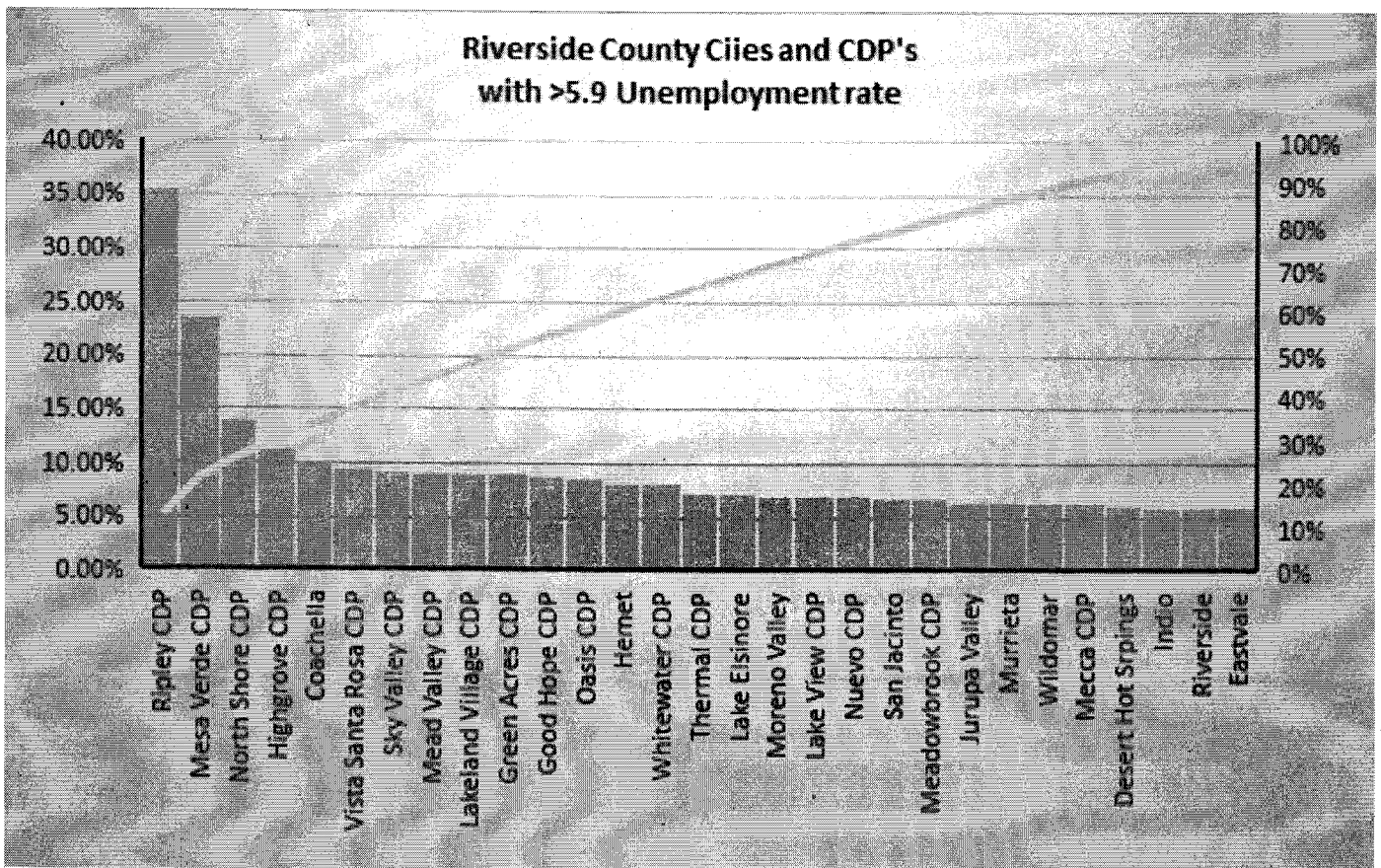
Riverside County Ciies and CDP's with >5.9 Unemployment rate

Sources

Following are the data sources used in this section:

[1] World population review, www.worldpopulationreview.com

[2] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[3] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[4] Economic Policy Institute, The Cost of Childcare in California (last update: April 2018), from www.epi.org

[5] Number of Children Income-Eligible for State Title 5 Early Childhood Programs (under 70% State Median Income) (one-year estimates), source: AIR analysis of American Community Survey, Public Use Microdata Sample (PUMS) data, by location of family residence, Number of Licensed Family Child Care Homes, source: California Child Care Resource and Referral Network Child Care Portfolio, by location of service provider, Number of Children in Licensed Centers, source: Estimates based on licensed capacity data from the California Child Care Resource and Referral Network Child Care Portfolio and AIR survey of providers, by location of service provider

[6] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[7] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[8] California Association of Realtors, Market Data, retrieved 5/10/2017 from www.car.org

[9] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[10] Dr. Amy Glassmeier and the Massachusetts Institute of Technology (MIT), Living Wage Calculation for Riverside County, California, 2017

[11] The Corporation for Enterprise Development (CFED), 2016 Assets and Opportunities Scorecard

[12] The Federal Deposit Insurance Corporation (FDIC), 2015 National Survey of Unbanked and Underbanked Households

[13] National Center for Education Statistics (NCES), 2014-2015 Common Core of Data/ Kidsdata.org

[14] County of Riverside Department of Public Social Services, Distinct Persons and Cases FY 2016-2017
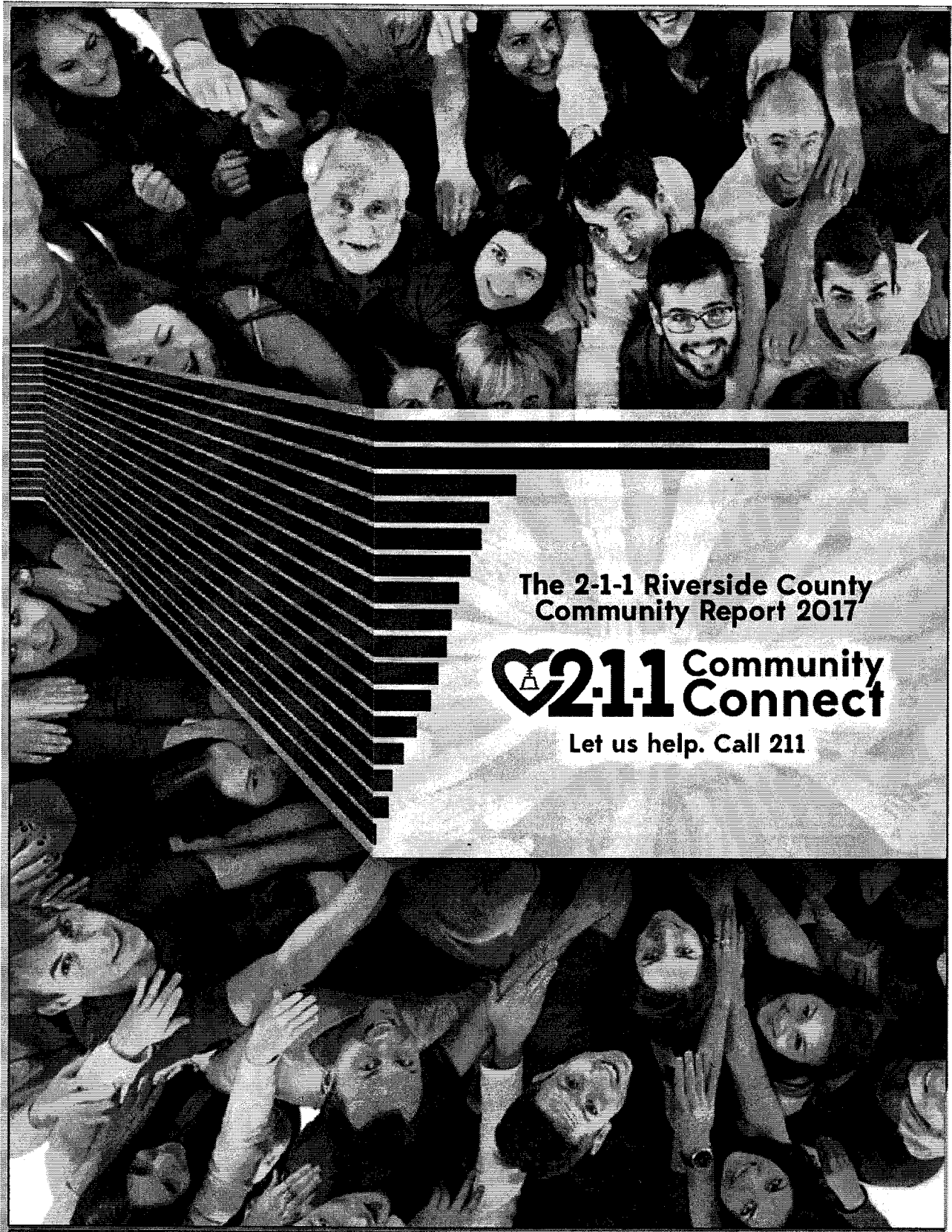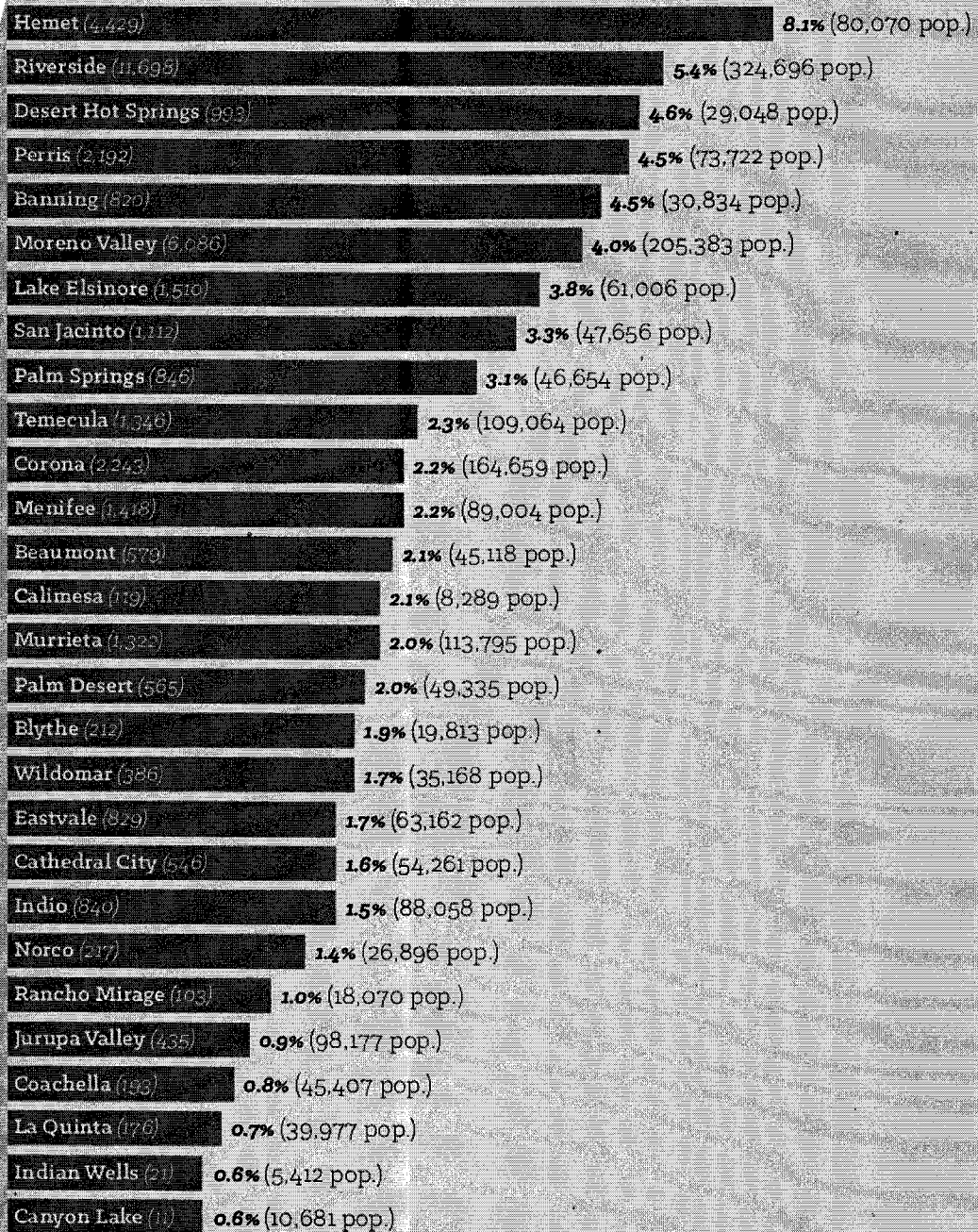
[15] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[16] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[17] Riverside County , Ca Unemployment/House facts

[18] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

[19] US Census Bureau, 2013-2017 American Community Survey 5-year Estimates

County of Riverside
community
Action.
PARTNERSHIP
Helping People. Changing lives.

Riverside University
HEALTH SYSTEM
Public Health

The 2-1-1 Riverside County Community Report 2017

♥2·1·1 **Community Connect**

Let us help. Call 211

Calls by City Population

City	Percentage	Population
Hemet (4,429)	8.1%	(80,070 pop.)
Riverside (11,693)	5.4%	(324,696 pop.)
Desert Hot Springs (993)	4.6%	(29,048 pop.)
Perris (2,192)	4.5%	(73,722 pop.)
Banning (820)	4.5%	(30,834 pop.)
Moreno Valley (6,086)	4.0%	(205,383 pop.)
Lake Elsinore (1,510)	3.8%	(61,006 pop.)
San Jacinto (1,112)	3.3%	(47,656 pop.)
Palm Springs (846)	3.1%	(46,654 pop.)
Temecula (1,546)	2.3%	(109,064 pop.)
Corona (2,243)	2.2%	(164,659 pop.)
Menifee (1,418)	2.2%	(89,004 pop.)
Beaumont (579)	2.1%	(45,118 pop.)
Calimesa (119)	2.1%	(8,289 pop.)
Murrieta (1,322)	2.0%	(113,795 pop.)
Palm Desert (565)	2.0%	(49,335 pop.)
Blythe (212)	1.9%	(19,813 pop.)
Wildomar (386)	1.7%	(35,168 pop.)
Eastvale (829)	1.7%	(63,162 pop.)
Cathedral City (546)	1.6%	(54,261 pop.)
Indio (840)	1.5%	(88,058 pop.)
Norco (217)	1.4%	(26,896 pop.)
Rancho Mirage (103)	1.0%	(18,070 pop.)
Jurupa Valley (435)	0.9%	(98,177 pop.)
Coachella (193)	0.8%	(45,407 pop.)
La Quinta (176)	0.7%	(39,977 pop.)
Indian Wells (21)	0.6%	(5,412 pop.)
Canyon Lake (11)	0.6%	(10,681 pop.)

Source: Department of Finance Demographic Research Unit, May 1, 2016.

Total Call Volume

- First Time Caller
- Return Caller
- Decline to State

3,910
8%

19,813
38%

28,405
54%
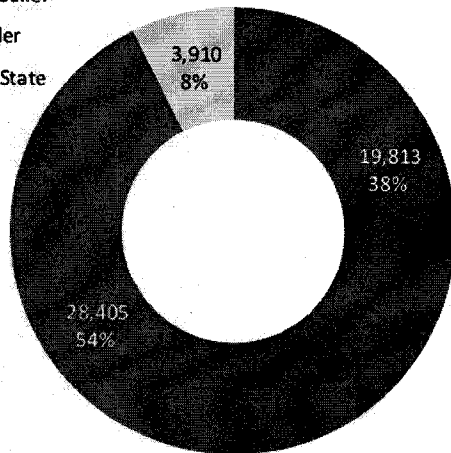
Top 10 Most Referred Agencies

Riverside County Department of Public Social Services 10.40%

Community Action Partnership of Riverside County 7.96%

Catholic Charities 6.43%

Path of Life Ministries 5.49%

Riverside County Housing Authority 4.35%

Riverside University Health System – Behavioral Health 4.16%

Salvation Army . Sierra del Mar Division 3.91%

National Community Renaissance 3.26%

City of Riverside 3.04%

Riverside Housing Development Corporation 3.01%

Call Satisfaction

89.8%

6.6%

3.0%

0.6%

Excellent   Good   Fair   Poor
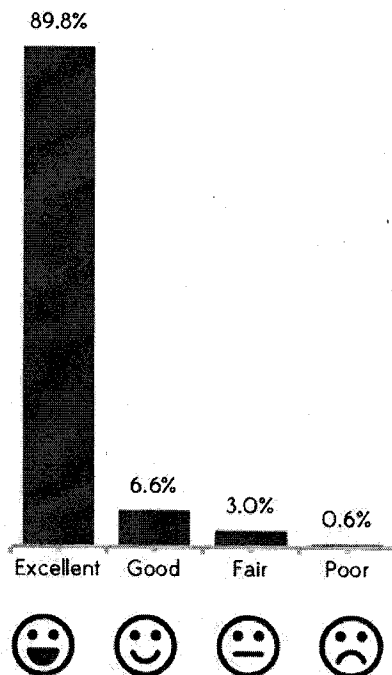
Was the referral information accurate?

Yes
97.0%

No
2.1%

Referral Inaccurate
0.6%

Waiting List
0.3%

Request Volume by City

Bar chart — Request Volume by City:
- Riverside: 28.7%
- Moreno Valley: 13.6%
- Hemet: 10.1%
- Corona: 5.6%
- Perris: 5.6%
- Temecula: 3.9%
- Lake Elsinore: 3.8%
- Murrieta: 3.6%
- Menifee: 3.1%
- San Jacinto: 2.8%
- Palm Springs: 2.2%
- Indio: 2.2%
- Banning: 2.1%
- Desert Hot Springs: 2.1%
- Eastvale: 1.7%
- Beaumont: 1.5%
- Palm Desert: 1.4%
- Cathedral City: 1.3%
- Wildomar: 1.0%
- Jurupa Valley: 0.8%
- Coachella: 0.6%
- La Quinta: 0.5%
- Norco: 0.5%
- Blythe: 0.5%
- Rancho Mirage: 0.3%
- Calimesa: 0.3%
- Canyon Lake: 0.1%
- Indian Wells: 0.0%

Overall County Need

Bar chart — Overall County Need:
- Housing: 33.3%
- Food/Meals: 16.0%
- Utility Assistance: 9.7%
- Mental Health/Addictions: 9.0%
- Legal, Consumer and Public Safety Services: 7.1%
- Health Care: 5.9%
- Individual, Family and Community Support: 5.4%
- Information Services: 3.0%
- Transportation: 2.9%
- Clothing/Personal/Household Needs: 2.1%
- Income Support/Assistance: 2.0%
- Employment: 1.3%
- Education: 0.7%
- Other Government/Economic Services: 0.6%
- Volunteers/Donations: 0.5%
- Arts, Culture and Recreation: 0.3%
- Disaster Services: 0.2%

211 Community Connect

Overall Need Riverside

Category	Value
Housing	7,873
Food/Meals	4,321
Mental Health/Addictions	2,021
Legal, Consumer and Public Safety Services	1,670
Individual, Family and Community Support	1,489
Utility Assistance	1,327
Health Care	1,194
Transportation	850
Information Services	578
Clothing/Personal/Household Needs	578
Income Support/Assistance	434
Employment	406
Education	217
Volunteers/Donations	169
Other Government/Economic Services	129
Arts, Culture and Recreation	88
Disaster Services	56
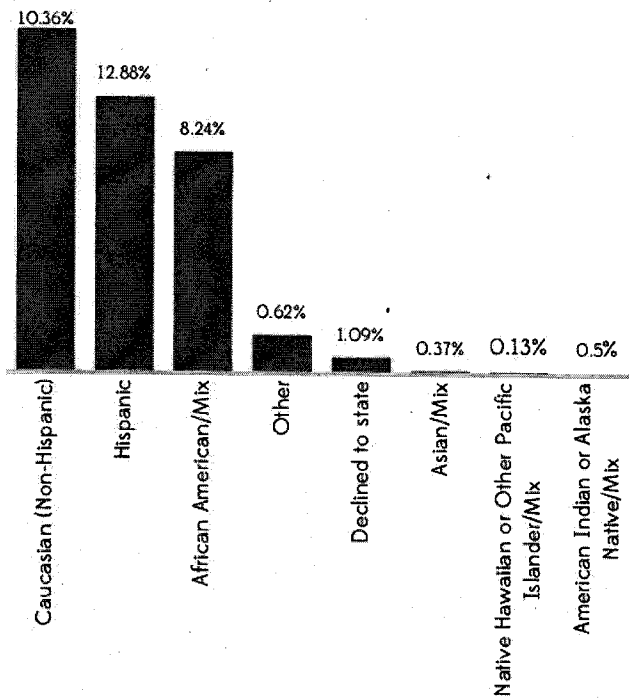
■ Call   ▨ Web

Calls by Race/Ethnicity

Category	Percentage
Caucasian (Non-Hispanic)	10.36%
Hispanic	12.88%
African American/Mix	8.24%
Other	0.62%
Declined to state	1.09%
Asian/Mix	0.37%
Native Hawaiian or Other Pacific Islander/Mix	0.13%
American Indian or Alaska Native/Mix	0.5%
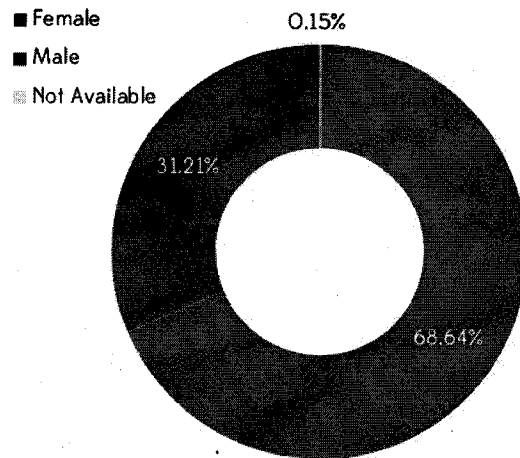
Calls by Gender

■ Female
■ Male
▨ Not Available

- 0.15%
- 31.21%
- 68.64%

June 13, 2019

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

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

RE: NOTICE OF PUBLIC HEARING: 2020/2021 COMMUNITY ACTION
      PLAN

To Whom It May Concern:

Attached is a copy for publication in your newspaper for **ONE (1) TIME on Tuesday, June 18, 2019.**

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

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

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

Thank you in advance for your assistance and expertise.

Sincerely,

Karen Barton
Board Assistant to:
KECIA R. HARPER, CLERK OF THE BOARD

3.17 of 06/11/19

June 13, 2019

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

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

RE: NOTICE OF PUBLIC HEARING: 2020/2021 COMMUNITY ACTION
PLAN

To Whom It May Concern:

Attached is a copy for publication in your newspaper for **ONE (1) TIME on Saturday,**
June 15, 2019.

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

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

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

Thank you in advance for your assistance and expertise.

Sincerely,

Karen Barton
Board Assistant to:
KECIA R. HARPER, CLERK OF THE BOARD

NOTICE OF PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1ˢᵗ Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on **Tuesday, June 25, 2019 at 9:30 a.m.**, or soon thereafter, to receive public input on the County of Riverside Community Action Partnership (CAP Riverside) 2020/2021 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

CAP Riverside conducted a county-wide Community Needs Assessment of low-income residents and service providers. Surveys were distributed to residents and providers. Community meetings were held in each supervisorial district to provide people an opportunity to voice their opinions and concerns regarding poverty in Riverside County.

A draft copy of the 2020/2021 Community Action Plan, in its entirety is currently available at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and on the web at www.capriverside.org for review prior to the hearing. A finalized copy will be available at the CAP Riverside office, and on its website, after the hearing. For further information regarding the 2020/2021 CAP, please contact Mark Berndt, Planning Division, at 951-955-3220.

Any person wishing to testify in support or opposition may do so in writing between the date of this notice and the public hearing, or may appear and be heard at the time and place noted above. If you are unable to attend the public hearing, you can send written testimony to the address below or email comments to cob@rivco.org (Subject: 2020/2021 CAP). All written comments received prior to the public hearing will be submitted to the Board of Supervisors and the Board of Supervisors will consider such comments, in addition to any oral testimony, before making a decision on the proposed CAP Riverside 2020/2021 Community Action Plan (CAP).

Please send all written correspondence to: Clerk of the Board, 4080 Lemon Street, 1st Floor, Post Office Box 1147, 4080 Lemon Street, 1ˢᵗ floor, Riverside County, CA 92502-1147 or email cob@rivco.org

Alternative formats available upon request to individuals with disabilities. If you require reasonable accommodation, please contact Clerk of the Board at (951) 955-1063, at least 72 hours prior to the hearing.

Dated: June 13, 2019   KECIA R. HARPER
                              Clerk of the Board of Supervisors
                              By: Karen Barton, Board Assistant

THE PRESS-ENTERPRISE

DATE	ORDER NUMBER	PONumber	PRODUCT	SIZE	Amount
6/18/19	0011282582	.	PE Riverside	3 x 64 Li	249.60

Invoice text: CAP 2020-2021

Community Action Partnership 3.17 6/11/19 (handwritten)

Placed by: Karen Lynn Barton

Legal Advertising Memo Invoice

	BALANCE DUE
	249.60

SALESCONTACT INFORMATION	ADVERTISER INFORMATION			
Nick Eller 951-368-9229	BILLING DATE	BILLED ACCOUNT NUMBER	ADVERTISER/CLIENT NUMBER	ADVERTISER/CLIENT NAME
	06/18/2019	5209148	5209148	BOARD OF SUPERVISORS

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE

ADVERTISER/CLIENT NAME		
BOARD OF SUPERVISORS		
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249.60	0011282582	DUE UPON RECEIPT

BILLING ACCOUNT NAME AND ADDRESS	REMITTANCE ADDRESS
BOARD OF SUPERVISORS COUNTY OF RIVERSIDE 'PO BOX 1147' RIVERSIDE, CA 92502	CALIFORNIA NEWSPAPER PARTNERSHIP dba The Press-Enterprise PO Box 65210 Colorado Springs, CO 80962-5210

THE PRESS-ENTERPRISE

1825 Chicago Ave, Suite 100
Riverside, CA 92507
951-684-1200
951-368-9018 FAX

PROOF OF PUBLICATION
(2010, 2015.5 C.C.P)

Publication(s): The Press-Enterprise

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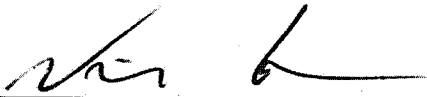
Ad Desc.: CAP 2020-2021 /

I am a citizen of the United States. I am over the age of eighteen years and not a party to or interested in the above entitled matter. I am an authorized representative of THE PRESS-ENTERPRISE, a newspaper in general circulation, printed and published daily in the County of Riverside, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of Riverside, State of California, under date of April 25, 1952, Case Number 54446, under date of March 29, 1957, Case Number 65673, under date of August 25, 1995, Case Number 267864, and under date of September 16, 2013, Case Number RIC 1309013; that the notice, of which the annexed is a printed copy, has been published in said newspaper in accordance with the instructions of the person(s) requesting publication, and not in any supplement thereof on the following dates, to wit:

06/18/2019

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

Date: June 18, 2019
At: Riverside, California

_____
Legal Advertising Representative, The Press-Enterprise

BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE
PO BOX 1147
RIVERSIDE, CA 92502

Ad Number: 0011282582-01

P.O. Number:

Ad Copy:

NOTICE OF PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1st Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on **Tuesday, June 25, 2019 at 9:30 a.m.,** or soon thereafter, to receive public input on the County of Riverside Community Action Partnership (CAP Riverside) 2020/2021 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

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Alternative formats available upon request to individuals with disabilities. If you require reasonable accommodation, please contact Clerk of the Board at (951) 955-1063, at least 72 hours prior to the hearing.

Dated: June 13, 2019   KECIA R. HARPER
                              Clerk of the Board of Supervisors
                              By: Karen Barton, Board Assistant
                                                          6/18

PROOF OF PUBLICATION

STATE OF CALIFORNIA SS.
COUNTY OF RIVERSIDE

RIVERSIDE COUNTY-BOARD OF SUP.
4080 LEMON ST

RIVERSIDE CA 92501

I am over the age of 18 years old, a citizen of the United States and not a party to, or have interest in this matter. I hereby certify that the attached advertisement appeared in said newspaper (set in type not smaller than non pariel) in each and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

<u>06/15/19</u>

I acknowledge that I am a principal clerk of the printer of The Desert Sun, printed and published weekly in the City of Palm Springs, County of Riverside, State of California. The Desert Sun was adjudicated a Newspaper of general circulation on March 24, 1988 by the Superior Court of the County of Riverside, State of California Case No. 191236.

I certify under penalty of perjury, under the laws of the State of California, that the foregoing is true and correct.. Executed on this 17th of June 2019 in Green Bay, WI, County of Brown.

DECLARANT

Ad#:0003629785
P O : Action Plan 2020
# of Affidavits :1

RVHTS-Public Health-
CAP
6/11/19 3.17

NOTICE OF PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1st Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on Tuesday, June 25, 2019 at 9:30 a.m., or soon thereafter, to receive public input on the County of Riverside Community Action Partnership (CAP Riverside) 2020/2021 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

CAP Riverside conducted a county-wide Community Needs Assessment of low-income residents and service providers. Surveys were distributed to residents and providers. Community meetings were held in each supervisorial district to provide people an opportunity to voice their opinions and concerns regarding poverty in Riverside County.

A draft copy of the 2020/2021 Community Action Plan, in its entirety is currently available at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and on the web at www.capriverside.org for review prior to the hearing. A finalized copy will be available at the CAP Riverside office, and on its website, after the hearing. For further information regarding the 2020/2021 CAP, please contact Mark Berndt, Planning Division, at 951-955-3220.

Any person wishing to testify in support or opposition may do so in writing between the date of this notice and the public hearing, or may appear and be heard at the time and place noted above. If you are unable to attend the public hearing, you can send written testimony to the address below or email comments to cob@rivco.org (Subject: 2020/2021 CAP). All written comments received prior to the public hearing will be submitted to the Board of Supervisors and the Board of Supervisors will consider such comments, in addition to any oral testimony, before making a decision on the proposed CAP Riverside 2020/2021 Community Action Plan (CAP).

Please send all written correspondence to: Clerk of the Board, 4080 Lemon Street, 1st Floor, Post Office Box 1147, 4080 Lemon Street, 1st floor, Riverside County, CA 92502-1147 or email cob@rivco.org

Alternative formats available upon request to individuals with disabilities. If you require reasonable accommodation, please contact Clerk of the Board at (951) 955-1063, at least 72 hours prior to the hearing.

Dated: June 13, 2019   KECIA R. HARPER
                              Clerk of the Board of Supervisors
Published: 6/15/19   By: Karen Barton, Board Assistant