

2016-2017 Community Action Plan

**California Department of
Community Services and Development**

Community Services Block Grant



PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

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

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

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

STATE PLAN AND APPLICATION REQUIREMENTS

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

STATE ACCOUNTABILITY MEASURES

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

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

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

FROM: Glenn County Health and Human Services Agency

Agency Contact Person Regarding Community Action Plan

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CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

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

Board Chairperson

Date

Executive Director

Date

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

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2016-2017 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2015**:

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

VISION STATEMENT

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

Individuals, Families, and Communities: Successful, Safe, and Strong.

MISSION STATEMENT

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

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

Private Entities

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

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

Helping Communities become healthy and prosperous through effective and innovative services and partnerships.

COMMUNITY INFORMATION PROFILE

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

Community Information Profile (Insert Narrative)

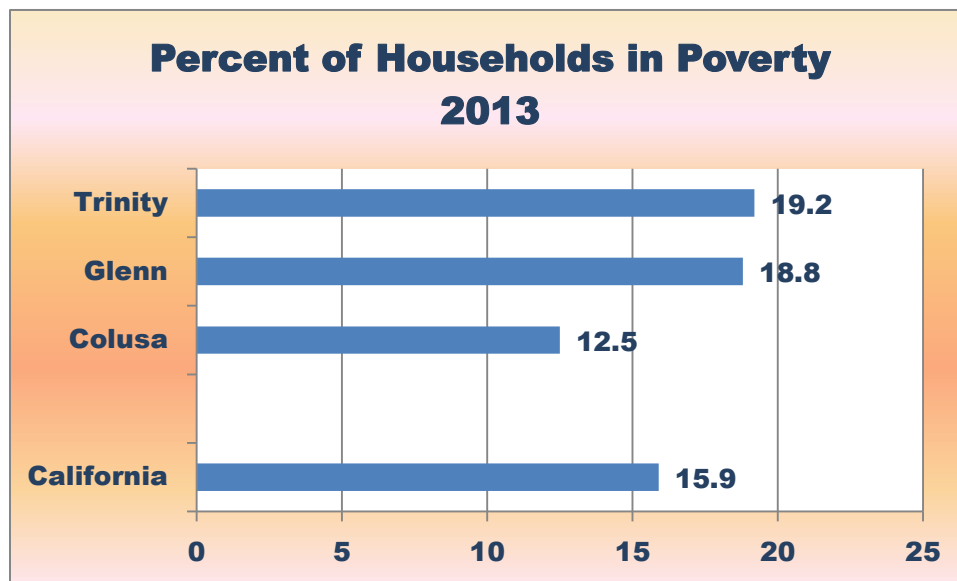
The Colusa-Glenn-Trinity Community Action Partnership serves three rural counties in northern California. Colusa and Glenn are neighboring counties, located approximately 90 miles north of Sacramento. Trinity County is located in the lower reaches of the Cascade Range.

Based on 2014 estimates from the U.S. Census Bureau, the combined population of all three counties is approximately 63,000 residents. The majority of the population is white or Hispanic, and all three counties are predominantly English-speaking, with a significant portion of Spanish-speaking residents. The primary industry in Colusa and Glenn Counties is agriculture, and for Trinity County, it is retail sales and tourism.

Based on 2014 estimates from the U.S. Census Bureau, the populations in Colusa and Glenn Counties increased only slightly from 2010 to 2014 (zero percent in Colusa and .06 percent in Glenn). Trinity's population declined by 4.5 percent.

In 2013, the poverty rate in Colusa, Glenn, and Trinity Counties was 12.5%, 18.8%, and 19.2%, respectively, while the overall California state average was 15.9% (Source: US Census Bureau, "2013 American Community Survey," using American Fact Finder, <http://factfinder.census.gov>, accessed on April 22, 2015).

While populations have stayed the same or declined in these counties, the poverty rates for Glenn and Trinity have increased since 2010. Glenn County's poverty rate has increased from 17.8% to 18.8%, and Trinity County's poverty rate has increased from 15.1% to 19.2%.



Median family income for all three counties is substantially lower than the state median income of \$61,094 (\$52,158 for Colusa; \$43,023 for Glenn; \$36,890 for Trinity as of 2013). (Source: American Fact Finder)

Unemployment rates have declined since 2010, but still remain well above the state average. In March 2015, Colusa's unemployment rate was 20.6%, while Glenn was at 9.5% and Trinity's was 9.7%.

compared to the 6.5% state unemployment rate (Source: State of California Employment Development Department, Labor Market Information, Report 400C, <http://www.calmis.ca.gov/file/lfmonth/countyur-400c.pdf>).

Education

Level of education tends to correlate with rates of poverty and median income. The percentage of Colusa County's population who graduated high school is 69.4%. In Glenn County, this figure is 72.3%, and in Trinity County, 91.7% have graduated high school. The state's rate is 81.2%.

The state average for post-secondary education of a bachelor's degree or higher is 30.7%. The rates for Colusa and Glenn are well below half that, at 13.8% and 14.6% respectively. Trinity County has a higher rate of 21.3%, but again this is still far below the overall rate for California. (Source: American Fact Finder, Educational Attainment, 2009-2013 American Community Survey 5-Year Estimates)

While Trinity County's high school graduation rate exceeds the state average by more than ten percent, the estimated income for a high school graduate in Trinity County (\$18,047) is just two-thirds the state average (\$27,952.) (Source: American Fact Finder, Median Earnings by Educational Attainment).

Even higher levels of educational attainment show similar disparities between the counties and the state averages of median income. With a bachelor's degree, a Trinity County resident can expect to make \$32,125 on average, versus the state average of \$55,262. A holder of a bachelor's degree in Glenn County averages \$48,390; in Colusa County the average is \$50,014. Disparities are about the same for graduate/professional degrees for residents of the three counties (Colusa: \$72,159; Glenn: \$60,625; Trinity: \$56,731), compared with the state average of \$78,746.

Collectively, the data strongly indicate that degree holders – that is, individuals whose levels of expertise and experience place them in the optimal position to add maximum value to the community's economic prospects – may be opting to locate in areas more conducive to professional enrichment, especially in the private sector.

Crime

The rates of violent crimes and property crimes are substantially lower than the rates for the state overall. In 2012, California posted a violent crime rate of 4.23 per 1,000 persons, and a property crime rate of 27.59 per 1,000 persons. In comparison, Colusa County has violent and property crime rates of 2.77 and 16.53 per 1,000; Glenn's rates were 1.93 and 11.17; and Trinity had rates of 1.60 and 8.97 (Source: California Department of Justice, Office of the Attorney General, http://stats.doj.ca.gov/cjsc_stats/prof09/00/11.pdf).

Environmental Factors

The current, ongoing drought along the entire Central Valley of California is fast becoming an issue for all three counties, especially for Glenn and Colusa. Labor market statistics, as of February 2015, indicate that over 1/5 of Glenn County's employment is in farming. In Colusa that percentage is closer to 25%. Agriculture accounts for substantial portions of economic activity in Colusa and Glenn Counties, and the potential impact of extreme water scarcity is catastrophic. Every type of business uses and requires at least some water, making this an impact felt to some degree in virtually every economic sector. Future impact and repercussions of the drought are yet to be seen and will likely have an effect on both the prices of goods and rates of employment.

The California State Water Resources Board has recently restricted water rights holders from pumping from rivers and streams. Farmers are pumping water from underground wells and buying water from other sources as they face increasing restrictions on the use of government-monitored water during the drought. More than 5000 water rights were suspended last year, which the board says helped contribute to fallowed fields and job losses at farms. (Daily News, Friday, April 24, 2015)

Glenn County is completely unprepared for the impacts of the drought and resulting water and ag losses. (Sacramento Valley Mirror, April 29, 2015).

Unemployment rates substantially above the state average, and median incomes below the state average for the limited employment opportunities that exist, have a detrimental effect on poverty rates, and on the general economy in all three counties. This situation is worsened by all three counties' lower than state average rates of educational attainment and current environmental factors such as the drought.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

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

Organizational Performance Standards

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

CSBG Organizational Performance Standards [click here](#)

CONSUMER INPUT AND INVOLVEMENT

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

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

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

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

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

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

STRATEGIC PLANNING

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

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

The Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG/National Performance Indicators (NPIs). The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the CAP.

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

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

Comprehensive Community Needs Assessment (Insert Narrative)

The CGTCAP Community Assessment for the 2016-17 Community Action Plan consisted of a combination of activities such as data gathering, surveys and focus groups intended to provide information on the three counties' needs and resources. Each county conducted assessments independently. The activity chosen in each respective county was chosen because the strategy was most conducive to the local stakeholders and representatives.

In Trinity County, data was gathered from walk-ins at the Human Response Network over a three month period in early 2015. The results of the data gathered are shown attached as Appendix A.

The most pressing needs in Trinity County are homelessness, the need for emergency shelter and rental assistance for low-income individuals and families. Shortages of employment opportunities and affordable housing are the primary factors driving these needs.

Glenn County needs assessment was a comprehensive survey of the Hamilton City community. A summary of that survey is attached as Appendix B. The results indicated that the community felt a community center for area children with an emphasis on the arts, sports, and youth-related activities would help the community economically and keep teens and young youth involved in positive activities through opportunity and social settings that promotes leadership and teamwork. An additional need identified through this survey was that the community felt that a school resource officer would be of great benefit.

Colusa County held a daylong Stakeholders meeting, and more than fifteen local service providers and law enforcement representatives attended. The group answered and discussed a series of questions and identified drug and alcohol treatment, affordable housing and transportation as serious and persistent

service system gaps in the county that present significant obstacles to more systemic change. With additional resources in place to meet these gaps, the group agreed that their constituents would experience more successful outcomes.

Some of the needs across the three counties are similar. Housing and safety net services are both identified needs in Colusa and Trinity. All of the issues identified address needs inherent with low-income individuals, families and communities. Being in a rural setting with sparse populations, and having fewer service providers available as compared to a metropolitan area, are primary factors contributing to funding and resource limitations making it difficult to facilitate and sustain comprehensive services.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI(s)
Affordable Housing	Yes	Weatherization and Utility Assistance to reduce energy burden. Emergency Motel Vouchers, Budgeting Education	Social Services in Colusa, Glenn, and Trinity. Westside Domestic Violence Shelter, All three one-stop operators (AJC), Human Response Network of Trinity County, multiple faith based organizations including Glenn Communities Working Together.	1.2 1.3 2.1 6.2
Community Center and Youth Activities	Yes	Youth Employment Services for income eligible youth, feasibility study in Hamilton City for the purpose of supporting a community center which would have organized youth and adult activities	County Office of Education, Hamilton City Task Force, Glenn County Planning and Public Works, Glenn County Board of Supervisor Representative Leigh McDaniel	2.2 1.2 2.1
Transportation Services	Yes	Bus passes for the purpose of medical related or job related activities. Mileage reimbursement for job related activities.	Glenn Ride, Colusa County Transit, Trinity Transit, WIA One Stop Operators in all three counties.	1.2 6.2 6.4
Drug and Alcohol Treatment	No			

Instructions:

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

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

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

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

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

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

Agency staff in the three CGTCAP counties all do as much as possible to maximize scarce staffing and resources. The limited number of service providers in each county, as well as the limited resources available to each of those providers, impairs the ability of the providers to comprehensively address the most pressing needs of local citizens in the communities.

While the more general issues of poverty and lack of median-income employment opportunities are pervasive in all three counties, each county also has its own specific needs that must be addressed. Local stakeholders and representatives in each community conveyed these specific issues at community meetings and activities. Agencies in all three counties solicit feedback and community engagement on a continuous basis.

Funding can be used to supplement existing efforts, and to leverage other sources and activities. This allows the beneficial effects in the community to be amplified for greater effect throughout, and stretches funding dollars to their maximum capacity. It also enables agency efforts to impact smaller service entities in order to enhance their operational capabilities.

DOCUMENTATION OF PUBLIC HEARING(S)

[California Government Code 12747\(b\)-\(d\)](#) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

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

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

Public Hearing Process (Insert Narrative)

The Colusa-Glenn-Trinity Community Action Partnership held one public hearing in the county of the governing board (Glenn). The public hearing was noticed in the legal section of the county’s paper of general circulation ten days in advance of the public hearing. The agenda for the public hearing was posted on the Glenn County website on May 26, 2015.

Additional methods used to gather information regarding the needs of the Colusa, Glenn and Trinity County residents include opportunities for community members to participate in all CGTCAP Board meetings; low-income STEP surveys; micro-enterprise client surveys; demographic research and data analysis; agency/ stakeholder surveys; review of current and past partner agency reports; community involvement and engagement, including collaborative meetings and dialogue and input from elected officials and board members.

One specific project involved a needs assessment in Hamilton City (a community in Glenn County with a majority of the population below the poverty level). This needs assessment utilized 16 volunteers and

enlisted input from several community organizations including the Lions Club, the Rotary Club, the Women’s Club, the Sheriff’s Department, the Schools, the Fire Department and many others. Youth (146 students from Middle School and 177 from High School) as well as adults were surveyed. The results of this survey are currently being used to take the next step, which is a feasibility study for a new Community Center. Results of this survey also revealed some useful information about what low-income youth are interested in and what their needs are in order to become responsible, thriving members of their community.

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

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

Attachments

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

Copy of Public Hearing Notice is attached as Appendix C. Public Hearing Comments are attached as Appendix D. Public Hearing Attendance Roster is attached as Appendix E.

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

families, and a description of how such activities will enable the families and individuals—

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

Multiple agencies throughout Glenn County have partnered and collaborated to develop an outcomes-based program which has transitioned over the past four years on multiple occasions. Originally developed as a program called CREW (Community Re-Entry Work), the program was put in place as a means to transition recently released incarcerated adults off general assistance. The program then morphed into the STAIRS program (Steps Toward Achievement of Independence, Responsibility, and Self-Sufficiency) which utilized AB 109 realignment funding.

Currently, the program continues to thrive under the Behavioral Health division of the agency, and is called the Transitional Learning Center (TLC). The TLC operates under funding from multiple sources. It is a collaborative approach to doing business, which is one of the goals of Community Action. Now county-wide, many players are involved including the Probation Department, the Office of Education, Veterans Services, Behavioral Health-Transitioned-Aged Youth, CalWORKs, CNAP-Nutrition, and Child Welfare.

The goal of this program and initiative is to reduce recidivism by providing opportunities. Opportunity includes a second chance in life where individuals and families are assigned a case manager who guides them to good health and good choices by assisting them through a plan to self-sufficiency. Self-sufficiency may be as simple as removing one obstacle or barrier, such as obtaining a GED or diploma to retain a job, or the case worker may have an extensive plan to assist in the individual overcoming multiple obstacles. Normally this is done over a 1-2 year period by reaching for the easier barriers first, so the individual or family can have a success story regardless how small it may be, and success builds confidence.

(ii) secure and retain meaningful employment;

The CGTCAP receives WIA funding for Glenn County only; as such, the CAP directly provides two (2) comprehensive One-Stop Employment Centers, located in Willows and Orland. However, the CGTCAP also partners with existing One-Stop providers in Colusa and Trinity counties, thus ensuring linkages for low-income residents of the entire CAP's jurisdiction. Both Colusa and Glenn County's One-Stops are under the same funding and service umbrella of NCCC (North Central Counties Consortium) and, thus, are commonly linked for reporting and resource sharing. The One-Stop in Trinity County functions under the funding and service umbrella of NorTEC (Northern Training & Employment Consortium), however, that One-Stop is always included in the annual report out to the CGTCAP Board. These four One-Stop Employment Centers serve low-income job seekers with job search assistance, job training, and job placement.

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

The CGTCAP partners with the Glenn County Office of Education and the Adult Literacy Program to assist low-income clients with literacy and GED preparation. In addition, the Glenn County CalWORKs Program (a partner with the CGTCAP) includes Literacy training in its classroom component for low-income clients. Colusa County funds a Library Adult Literacy Program and Trinity County provides education assistance through a referral network to nearby occupational training facilities. WIA funding (in Glenn County) also provides low-income youth with pre-employment and work-maturity skills through a semester-based after-school program which offers an established curriculum; that curriculum provides academic credits towards the achievement of a High School Diploma as well as paid work experience following course completion.

(iv) make better use of available income;

The CGTCAP realizes that self-sufficiency means more than just the provision of public assistance. Services such as rent assistance, energy improvements, housing rehabilitation, and utility assistance allow residents to use their limited resources for other needs. However, self-sufficiency is also tied to education and information availability. In addition to all of the programs and services described previously, the CGTCAP provides access to a variety of educational opportunities.

CGTCAP offers a two-week employment readiness course called Services Toward Empowering People (STEP), as well as an enhanced course for individuals recently released from incarceration called STAIRS (Steps Toward Achievement of Independence, Responsibility, and Self-Sufficiency). The course includes classes on budgeting and managing resources. Budgeting classes are also provided by the Community Housing Improvement Program (CHIP). Volunteer Income Tax Assistance (VITA) program provides free tax preparation services and teaches families about their potential eligibility to the Earned Income Tax Credit. These opportunities can improve the skills and knowledge of community residents, which in turn improves their ability to achieve self-sufficiency.

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

The CGTCAP has in-house and contracted services to address these issues which include Housing Rehabilitation, Weatherization, and Emergency Heating and Cooling Services. The HHSA has been successfully providing these services to residents of all three counties for years.

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

The CGTCAP, through Delegate services, provides funding for direct food assistance to the economically disadvantaged, senior citizens, homeless persons, victims of crime or disaster, and other persons in need of emergency food. The CGTCAP also provides funding and/or direct service provision in all three counties to assist residents in times of family emergencies, including "special needs" services for those requiring emergency assistance. Services under special needs may include food cards, transportation, job readiness clothing, or other items to assist with employment or to mitigate an emergency situation.

The CGTCAP applies for grant funds for housing and shelter funding to provide services for homeless households through grant opportunities at the state and local levels. The Human Response Network in

Trinity County expended \$10,000 in providing low-income residents with “safety net” services, including utility assistance, dry goods, and emergency shelter.

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

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

One project representing a successful grassroots intervention involves the low-income community of Hamilton City in Glenn County. The first phase of the project was to conduct a needs assessment. The second phase of the project, which is currently underway, is a feasibility study for a Community Center. An advisory committee which includes a number of community organizations has participated. An ongoing list of interested citizens was utilized to send out invitations via email, regular mail and via phone calls to attend a community-wide meeting regarding phase II of the project. Flyers were put up all over town by an HHSA staff member. Over 25 people from the community attended as well as County officials and staff members from the HHSA. Numerous other smaller meetings have been held with the community regarding this feasibility study, including meetings with school board members, teachers, parents, and business owners.

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

On April 24, 2015, in honor of National Crime Victims Rights’ Week, Glenn County held a celebration in Sycamore Park in Willows. Guest speakers included the District Attorney, and representatives from the Sheriff’s Office, the California Highway Patrol (CHP), and two local city Police Departments. The Glenn County Health and Human Services Agency maintains operational agreements with the Sheriff’s Department, local city Police Departments, CHP and the Probation Department.

Trinity and Colusa Counties also have extensive partnerships and participation with local law enforcement agencies, to foster engagements that help build and protect their communities.

2. Youth

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

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

WIA funding (in Glenn County) also provides low-income youth with pre-employment and work-maturity skills through a semester-based after-school program which offers an established curriculum; that curriculum provides academic credits towards the achievement of a High School Diploma as well as paid work experience following course completion. This Program (known as YES, or Youth Employment Services) also provides the low-income students who are eligible with mentoring, life skills training, entrepreneurship, and entry-level job placement. Community coordination and collaboration are evidenced by the YES Program, as it is a voluntary collaborative between the CAP and the Glenn County Office of Education and simultaneously serves three distinct communities and their respective High Schools.

(ii) after-school childcare programs

Families are referred to Child Care Resources and to afterschool programs such as SPARK (Supporting Participation in Academics and Recreation for Kids), as well as faith-based afterschool child care programs that operate on school grounds.

3. Coordination

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

CGTCAP program activities are coordinated with a variety of other programs and services provided in support of the state's welfare reform efforts, including but not limited to: Employment/Unemployment and Training Programs (CalWORKs/EDD and WIA), Nutrition (CalFRESH), AB109, Children's Interagency Coordinating Council (CICC), and Literacy. Other coordinated efforts include providing child care services for STEP (Services Toward Empowering People), and staff support for Child Welfare Services.

4. Emergency Food and Nutrition

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

The CGTCAP and HHS (Health and Human Services Agency) have established partnerships with faith-based organizations in the Willows and Orland communities to operate food banks in each town. These food banks provide emergency food assistance and link with other community food resources through local ministerial associations and commodity programs. Through effective and efficient partnerships and a memorandum of understanding with the ministerial associations in the County, the administration, management, and staffing of both the Orland and Willows food banks is handled by volunteers of the association.

Trinity County emergency food services are provided by the Human Response Network. In past years,

the CGTCAP operated a food bank in Colusa County as well. Currently, emergency food assistance in that county is now provided through a connection between Colusa County Department of Health and Human Services (DHHS) and the United Way, and is not directly associated with CGTCAP.

The linkage of the Social Services and Community Action Divisions at the CGTCAP/HHSA allows for efficient and thorough processes for clients to receive available assistance. Participants receiving emergency food assistance can be simultaneously screened for CalFRESH eligibility and other supportive services, such as CalWORKs and Medi-Cal, as well as homeless assistance, energy assistance, and special needs.

5. Employment and Training

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

The Glenn County HHSA (which subsumes the CGTCAP) was originally created in 1992 when the Glenn County Community Services Department and the Glenn County Social Services Department merged to become a single agency for the purpose of linking and coordinating services. The Colusa-Glenn-Trinity Community Action Partnership (CGTCAP), currently a Division of the HHSA, provides balanced representation from all three counties through a tri-partite Board of Directors.

Employment services have long been a priority in Glenn County and every effort has been made to coordinate these services with other governmental and non-profit organizations, including the Employment Development Department and the Colusa County One-Stop. The CGTCAP directly serves as the One-Stop Operator for Glenn County under the Workforce Investment Act (WIA). Glenn County WIA programs are fully integrated with mandated social services programs, including CalWORKs and Welfare-to-Work, as staff from both programs work in concert to serve eligible populations, are inculcated into a single unit that is physically co-located, and functions under a single management structure.

In Colusa County, services are coordinated with the WIA One-Stop which operates as a partner under the same Workforce Investment Board (WIB) as the CGTCAP. Services to prevent and combat homelessness are delivered by the Colusa County Department of Health and Human Services (CDHHS). The connection is further strengthened by virtue of the fact that the current Director of CDHHS is the former Program Manager of the CGTCAP's Community Services Unit. The CDHHS Director also sits on the CGTCAP Board, strengthening the linkage between county government and Community Action.

In Trinity County, services to support employment related activities are coordinated with the WIA One-Stop Operator located there; CSBG dollars awarded to the CGTCAP are, in part, sub-contracted to local service providers there who work closely with the WIA One-Stop Operator. The Director of the Trinity County Department of Health and Human Services also previously served as the Deputy Director for Glenn County HHSA and, as such, was chief staff to the CGTCAP Board, thus further strengthening the working relationship between Colusa, Glenn, and Trinity County Social and Health Services and the CGTCAP.

6. Low-Income Home Energy Assistance

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

The CGTCAP provides information and services to low-income residents in Colusa, Glenn, and Colusa Counties in order to streamline referral processes, reduce duplication of services, and to help ensure that the needs of the communities are met. The CGTCAP operates the Home Energy Assistance Program (HEAP) in the three counties served by CGTCAP. All applications for energy assistance are received by eligibility screening staff, and services are delivered by the HHSA's Housing and Community Services Unit. HEAP assistance is delivered on a first-come-first-served basis, and household income and energy burden are used to determine program eligibility. Weatherization services and appliance replacements are available to help lower energy costs. Services for all three counties are available through the HHSA and are supported by partnerships with public and municipal utility companies.

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

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

The CGTCAP fosters collaboration and participates in bodies designed to coordinate services. These include the Youth Employment Services (YES) Collaborative, the Dos Rios Continuum of Care (CoC), a three-county regional consortium, and the Orland and Willows Ministerial Associations.

One prominent partnership that has grown over the years is with Glenn Communities Working Together (GCWT), teaming to provide essential community-based services such as VITA, Senior Housing, and Emergency Preparedness. CGTCAP will assist GCWT in other projects in the future, and begin to forge a stronger relationship.

We also partner with single agencies to assist them in providing clients with services geared toward self-sufficiency, including the Trinity County Human Response Network, California Employment Development Department, California Department of Rehabilitation, Butte College, The Westside Domestic Violence Shelter, North Central Counties Consortium (NCCC), the Regional Community Action Agency group, the local City/County Economic Development Steering Committees, and the California Human Development Corporation.

8. Establishment of Procedures for Adequate Board Representation

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

The CGTCAP is governed by an 18-member volunteer Board of Directors which includes the legally required one-third membership from low-income residents or those individuals representing low-income residents in each respective county. Each county is equally represented by a County Committee with Board participation of community leaders from the three counties. The time and location of the Board meetings are posted for public view in each county, as well as on the CGTCAP website. Anyone may attend the CGTCAP Board meetings and give input or express concerns of inadequate representation. The CGTCAP Board welcomes such input and gives it due consideration.

When a vacancy occurs on the Board, it is posted to the public and advertised through the local newspaper and other media outlets. Each County Committee solicits recommendations from their communities for Board membership. Current Board composition includes two representatives from the faith-based community. It is a priority of the CGTCAP Board to ensure programs are in place that will assist low-income persons to become self-sufficient.

9. Participation in ROMA, or Alternative System for Measuring Performance

Does your agency participate in ROMA? Yes No

Describe how your agency addresses ROMA or another performance measure system which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

Glenn County Health and Human Services Agency (GCHHSA) has one certified ROMA trainer, and has written ROMA principles and curriculum to be used in applying ROMA to program areas of community engagement, project development, sustainability and planning in Glenn, Colusa and Trinity County. By using Results Oriented Management Accountability (ROMA) objectives, visibility and partnerships have been enhanced within each respective CGTCAP community. The ROMA trainer has completed presentations and follow-up presentations as well as assisted in the creation of Logic Models. The trainer has also provided follow-up conference calls as well as holding the participants accountable to the goals set during the presentations.

A comprehensive timeline was created for ROMA Implementation within the GCHHSA. The GCHHSA Unified Management Team received training on how to create an Agency-wide Mission Statement and then went on to create a survey for the entire agency to vote on. A Unified Mission Statement was decided upon and adopted. The Adult Protective Services Unit was trained on the implementation of and how to apply their programs to a Logic Model. The CGTCAP Board was also trained on the application of Logic Models when struggling programs or new ventures are presented to them. Mission Statement training was presented to staff at the Harmony House, a mental health drop-in center in Glenn County.

Through working with ROMA, the GCHHSA and the CGTCAP obtained knowledge in the areas of developing Asset Mapping, Project Development & Sustainability through this grant. The training provided this organization the ability to develop plans to improve county-wide partnerships to strengthen program delivery, especially in the areas of community engagement, leveraging partnerships, building local capacity and sustainability plans. The training focused on a model of leveraging the internal organization assets (strength of the agency) in order to develop performance-

based systems.

In November of 2013 a team from Glenn County Health & Human Services Agency traveled to Trinity County and presented a ROMA training to the Human Response Network (HRN). The HRN provides multiple services to its community, assisting in areas varying from housing to domestic violence. The ROMA training was a way for them to hold all programs accountable and keep them results-oriented.

Below is a testimonial from Margie Lee, Executive Director of the Human Response Network.

“The ROMA training provided to the Human Response Network (HRN) was instrumental in assisting staff with developing or improving program goals. HRN is a small, private non-profit with a wide array of programs and services. The techniques taught at the ROMA training have proven beneficial to all programs. Due to the diversity of the disciplines at HRN, staff self-selected into three different committees each charged with developing a logical model for a specific program. The logic models were implemented and are still being used. Logic models have been developed and implemented for other programs at HRN. Developing rating scales for programs has provided a concrete way to gauge the impact of services.”

10. Cost and Accounting Standards

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

CGTCAP maintains financial records that comply with the cost and accounting standards of the Office of Management and Budget. The HHSa conducts a comprehensive agency-wide single audit. Approved state departments and stakeholders are offered access to inspect financial files, systems, and processes.

The HHSa Director, the CGTCAP Board of Directors, and the Governing Board assure that the HHSa will use CSBG funds in compliance with the Coates Human Services Reauthorization Act of 1998 and Public Law, and that the CSBG eligible beneficiaries will be defined by California Government Code Section 12730(f).

11. Service Delivery System

Provide a description of your agency’s service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.

A one-time intake and assessment process allows immediate linkage to all program services offered by the Community Action Division and the Social Services Division. Services can also be accessed by calling a toll-free number. Translation assistance is available for those with special language needs through utilization of Language Line or on-site translators.

The CGTCAP’s outreach efforts deliver a comprehensive message to our tri-county area about the range of services offered by the CGTCAP. Part of this effort is displayed on the HHSa website (<http://www.countyofglenn.net/govt/departments/gchhsa/>) and on the CGTCAP website (www.cgtcap.org). The CGTCAP website is intended to provide a one-stop shop that allows users/program participants access to information on available services in their county, potential eligibility requirements, and how to apply for services.

12. Linkages

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

We are fortunate that our case managers and lead workers have a long tenure with our agency and have provided an array of services over the years including Safety Net Services, Housing, Victims Advocacy, Budgeting, Energy Conservation, Rental Assistance, Emergency Services, Child Abuse Prevention Services, Job Readiness, Educational Services, and Life Skills. We have had the opportunity to get to know all other service providers in the county through our referral process.

Since we are small and rural, non-profit agencies are sparse and the majority of the services are linked already through county programs. However, because we serve multiple areas, we want to focus our attention on what will best benefit our local individuals and families and allow them the opportunity to become self-sufficient.

1. Butte-Glenn Community College – CGTCAP staff plan on working closer with the community colleges to provide input on needed additional training opportunities, including prominent construction trades which we hope will be made available in all three counties. CGTCAP staff hold membership on the Statewide Community College’s CALWORKs Advisory Committee and, as such, participate in policy making for this endeavor.
2. CGTCAP staff envisions building a stronger partnership with both public, private, and volunteer organizations. One discrete goal is to partner with a local private company to create a training opportunity through a partnership in the field of manufacturing.

Senior citizens (aged 60 and over) comprise one of the fastest growing population groups in the CGTCAP service area. Staff will continue partnering with community-based groups such as Veterans’ Services and Senior Nutrition, in order to better provide safety net services for vulnerable populations.

CGTCAP staff will work towards re-igniting our partnership with Glenn Communities Working Together for the purpose of supporting a local VITA program, and other special grassroots projects. Other linkages that have been initiated and will grow include the California Human Development Corp. of Chico, Dos Rios Continuum of Care (a 3-county effort), and Atlas Systems of Red Bluff. Other long-standing strong linkages include Northern Central Counties Consortium and the Youth Employment Services Advisory Council for both youth employment services and business services.

13. Funds Coordination

Describe how CSBG funds will be coordinated with other public and private resources.

CGTCAP is a small organization with limited resources, employing less than twenty (20) people and administering numerous grants, contracts, and subcontracts. CSBG funds are primarily used to fund a centralized administrative support system for the variety of contracts and grants from which services are provided. A comprehensive service delivery system is possible only through the ability to effectively secure, leverage, and coordinate funds from multiple federal, state, and local sources, such as Emergency Solutions Grant (ESG), Low Income Energy Assistance Program (LIHEAP), Victim Witness Program, Child Abuse Treatment, CalWORKs, Workforce Investment Act (WIA), etc. Opportunities to

leverage funding and collaborate with other agencies that provide services to low-income populations are explored. Whenever possible, the CGTCAP partners or contracts with many of these agencies to coordinate and leverage available resources while avoiding duplication of services. In Colusa, service gaps are being filled in part by the Colusa One-Stop which provides assistance to job-seekers using WIA funding. The Colusa One-Stop and Trinity Human Response Network also provide in-kind support to the CGTCAP by allowing our agency to use their facilities for the provision of housing services.

Many of the CGTCAP funding sources make no provision for administrative costs; coverage of such requires funds, leveraging, and partnerships with other organizations. CGTCAP is able to offer necessary direct services by offsetting overhead costs with CSBG dollars and requesting discretionary support to cover needs that are unmet, such as building the capacity of local non-profit providers.

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

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

The Northstate Fatherhood Task Force is a regional collaborative in Northern California that brings together fathers, community members, and agencies to encourage and develop good relationships between dads and their children. The group hosts an annual conference each year since their inception in 2005. The conference is an opportunity for fathers to learn new skills and resources as well as how important they are in their children's lives. The group includes members from various agencies in six different counties to promote the importance of fatherhood.

STATE ASSURANCES

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

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

In 2013, federal government enacted "sequestration", and since that time Community Action has been faced with uncertain budgets. These budget cuts have directly impacted many Community Action programs, one in particular is LIHEAP. LIHEAP was facing a 25% cut in 2015 at the local level. Through an application process for additional funds, Glenn County Health and Human Services Agency was able to secure additional funding for the next three years to raise funding levels to an amount that is consistent with the level of services needed for the three-county partnership.

In the unlikely event of funding reductions, Glenn County Health and Human Services Agency has placed collaboration & coordination of private sector and community based organizations as the highest priority. The agency has taken, or will take, the following steps to address any budget cuts:

- Closely monitor all expenditures and limit spending to the most essential and vital needs.
- Continue to search for non-traditional funding sources and private partnerships.
- Use Capacity study to further strengthen Community Action.

Sequestration has taken effect and will continue to be prevalent into the future. CGTCAP will take this as an opportunity for transformation, adaptation, and innovation. CGTCAP will continue to do more with less and uphold the promise of Community Action for the sake of those we serve.

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

Colusa, Glenn, and Trinity Counties are small and rural. Agencies and organizations strive for maximum efficiency in the services they are providing to low-income members of their communities. Service providers in all three counties work together as much as possible to share resources and avoid duplication of services. They have become adept at seeking out other agencies that provide similar resources, and in partnering with those agencies, so that clients have widespread access to services that are deployed efficiently.

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

not applicable

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- X Pay Stubs
- X Social Security Award Letters
- X Bank Statements

X Tax Statements

X Zero-income Statements

X Unemployment Insurance Letters

Qualification for other need-based program, describe

X Other, describe:

If needed we use affidavit/perjury statement.

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

An income statement form (known as an affidavit) is completed by the applicant.

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

Over the years, in our service area, it has been challenging to determine the neediest areas due to the fact that our entire service area has pockets of deep poverty, spread throughout each county. Four years ago, an income survey was completed in the town of Hamilton City (Glenn County) in service of a Community Development Block Grant. This resulted in deeming the entire area above as a disadvantaged community, since the majority of the residents therein live at or below the federal poverty level.

Since then, our agency has been awarded two grants which targeted that low-income community. One was for community infrastructure improvements to support the build-out of storm drains and gutters to reduce or eliminate the occurrence of mosquitoes. This has a positive health effect on the community because mosquitoes are known vectors of disease, including West Nile virus. The second was a needs assessment for a community center which can house activities for residents. The data found in the study confirmed that a Community Center is a definite need. The next phase is now being conducted to determine the feasibility of supporting such a community center, including the costs of operations and its sustainability.

MONITORING AND EVALUATION

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

1. Describe your methods for evaluating programs and services.

LIHEAP is monitored by CSD (funding source) and ConSol (third party inspectors). CSD performs yearly desk audits. The desk audits include a full review of policies and procedures, programmatic client files, fiscal accountability, and reimbursement measures. ConSol provides bi-annual field inspections to ensure workmanship and correct installation standards.

GCHSA weatherization crew leads perform subcontractor oversight monitoring. During these monitoring visits, crew leads will compare quoted equipment to installed equipment, discuss and remedy any discrepancies, and speak with subcontractor to discuss any barriers they experienced while performing work. Check-off lists have been developed to ensure that all required information and documents have been gathered. This is a daily method of evaluating the programs/services being offered.

2. Describe the frequency of evaluations conducted.

We conduct program evaluations on at least a quarterly basis via desk audits, file and/or site reviews.

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

When an application is denied, that application is also required to be reviewed by at least one more additional staff member to ensure the integrity of the programs.

DATA COLLECTION

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

Describe the data collection process.

The CGTCAP continue to improve its multiple data-tracking processes. A common intake application is currently used throughout the agencies. The information is entered into the Bell Data (HMIS) system also used by the Dos Rios Continuum of Care.

Describe the data reporting process.

With the information entered into the system, reports are prepared and provided to GCTCAP Board members.

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

The data is reviewed and analyzed to ensure the accuracy of the information, and to ensure that services were duly provided. This information is provided to the CGTCAP Board members on a quarterly basis, regarding both CSBG and county-specific programs.

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

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

The NPIs contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. The indicators are crucial in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

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

1. To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's Website at <http://providers.csd.ca.gov/CSBG> under the tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

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

APPENDICES (OPTIONAL)

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

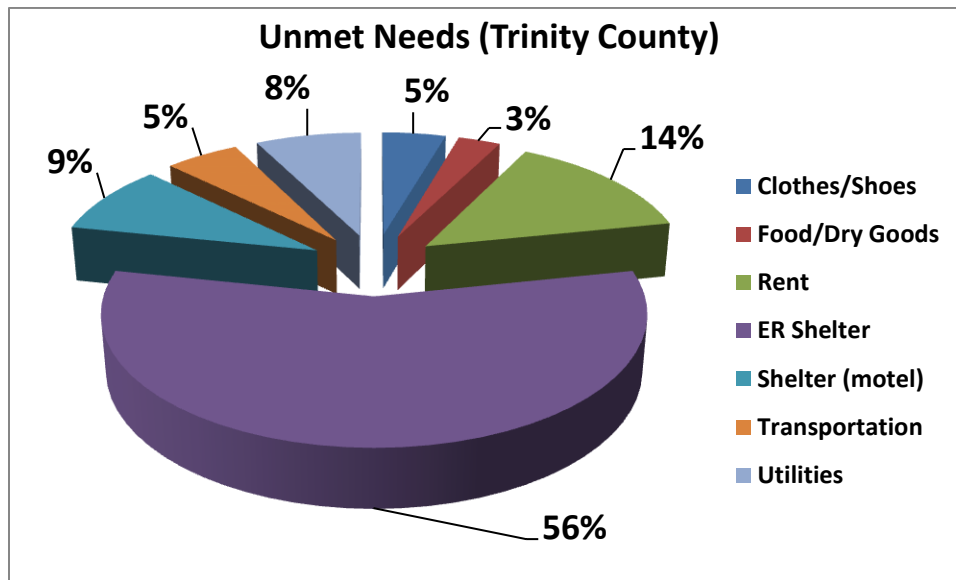
Appendices (Optional)

Appendix A	Unmet Needs in Trinity County
Appendix B	Summary of Hamilton City Survey Results (Glenn County)
Appendix C	Public Hearing Notice Proof of Publication
Appendix D	Public Hearing Comments
Appendix E	Public Hearing Attendance Roster
Appendix F	NPI CAP Projections

Appendix A: Unmet Needs in Trinity County

As noted in detail in the Community Information Profile section, Trinity County faces a confluence of factors (poverty, unemployment, low median income) which affect its ability to meet community needs comprehensively. Frequently those needs simply go unmet, primarily because of lack of funding or scarcity of available resources.

The chart below illustrates the breakdown of specific needs and services which were unable to be met in the first quarter (January 1 through March 31) of 2015:



The chart clearly illustrates that affordable and available shelter (short-term housing) accounts for nearly two-thirds of unmet needs, either because of lack of funding (for motel vouchers) or lack of shelter space. Requests for longer-term housing necessities such as rent and utility assistance are going unmet because of funding shortages as well. Other issues such as food security, clothing, and transportation are challenges for service providers to fulfill.

Appendix B: Summary Results of Hamilton City Community Survey

Citizens interested in taking part in the Community Survey were contacted by Glenn County staff in November 2013 to review proposals and consider action. An Advisory Committee of local citizens was organized to conduct the door-to-door survey and hold ten community meetings. Middle and upper school students also participated in the survey.

The students' responses were tracked to provide guidance in identifying the most productive uses for a community center project. A majority of those responses showed interest in uses oriented to art, music, and academic support. These results contrasted with the initial concept of the center being geared toward a community kitchen, conference room, gym, storage, and private office space.

Adult survey respondents indicated as their highest priority the reactivation of the School Resource Officer Program. This was a coordinated effort with the Glenn County Sheriff's Office to assign an officer to Hamilton City High School and patrol the campus, directly interacting with and mentoring the students. Other priorities included better public buildings and meeting rooms, as well as developing community events and celebrations. Outdoor and indoor sports complexes also ranked high on the list of priorities.

The survey and needs assessment report included a proposal to co-locate the community center or sports complex and district offices, in order to conserve operational costs. Identifying and implementing potential situations for mutually supported functions is central to the mission of Community Action.

NOTICE OF PUBLIC HEARING TO BE HELD AT THE SUBMITTAL PHASE OF THE
2016/2017 COMMUNITY ACTION PLAN FOR PLANNING UNDER THE COMMUNITY
SERVICES BLOCK GRANT AS REQUIRED BY THE DEPARTMENT OF COMMUNITY
SERVICES AND DEVELOPMENT

NOTICE IS HEREBY GIVEN that the Glenn County Board of Supervisors will conduct a public hearing on Tuesday, June 2, 2015, at 9:15 a.m., or as soon thereafter as the business of the board will allow, in the Glenn County Board of Supervisors' Chambers, 525 W. Sycamore Street, Willows, CA to discuss the service needs and priorities of Colusa, Glenn and Trinity Counties, and to solicit citizen input.

The Colusa-Glenn-Trinity Community Action Partnership and Glenn County Health and Human Services Agency, on behalf of the Counties of Colusa, Glenn and Trinity, are in process of submitting an updated Community Action Plan (CAP Plan) for the 2016/2017 program years. The CAP Plan guides service development and delivery for the next two years, based on community and agency input regarding service needs and gaps in the three counties.

The purpose of this public hearing will be to give citizens an opportunity to make their comments known. If you are unable to attend the public hearing, you may direct written comments to the Glenn County Health and Human Services Agency, 420 E. Laurel Street, Willows, CA 95988, or you may telephone Bill Wathen at (530) 934-1468. In addition, a public information file is available for review at the above address between the hours of 8:00 am and 5:00 pm on weekdays to find out more information about the CAP Plan.

If you plan on attending the public hearing and need a special accommodation because of a sensory or mobility impairment/disability, or have a need for an interpreter, please contact Dan Green at (530) 934-1496 to arrange for those accommodations to be made. Notification 24 hours prior to the public meeting will enable the County to make reasonable accommodations to assure accessibility at the meeting.

The County of Glenn a variety of services and makes all programs available to low-and moderate-income families regardless of age, race, color, religion, sex, national origin, sexual preference, marital status, familial state or disability.

By: Nan DiLouie
Glenn County Health and Human Services Agency
Dated: May 13, 2015

AVISO DE AUDIENCIA PUBLICA QUE SE CELEBRARA EN LA FASE DE
PRESENTACION DEL PLAN DE ACCION 2016/2017 COMUNIDAD PARA LA
PLANIFICACION DE CONFORMIDAD CON LA COMUNIDAD SERVICIOS BLOCK
GRANT COMO REQUERIDO POR EL DEPARTAMENTO DE SERVICIOS A LA
COMUNIDAD Y DESARROLLO

LO PRESENTE SE NOTIFICA que la Junta de Supervisores del Condado de Glenn se llevara a cabo una audiencia pública el Martes, 02 de junio 2015, a las 9:15 de la mañana, o tan pronto como el negocio de la junta permitirá, en la junta será el La Oficina de Supervisores del Condado de Glenn, 525 W. Sycamore St. Willows, Ca. Para discutir las necesidades de servicios y prioridades del Condado de Colusa, Glenn y Trinity, y también para solicitar la opinión de los ciudadanos.

La Asociación de Acción Comunitaria de Colusa-Glenn-Trinity y La Agencia de Salud y Servicios Humanos del Condado de Glenn, en nombre de los condados de Colusa, Glenn y Trinity, están en proceso de presentar un Plan de Acción Comunitario Actualizado (Plan de CAP) para el programa del año 2016/2017. El Plan de CAP guía el desarrollo y prestación de servicios para los próximos dos años, basado en la comunidad y la entrada de la agencia respecto a las necesidades del servicio y las lagunas en los tres condados.

El propósito de esta audiencia pública será para dar a los ciudadanos la oportunidad de hacer sus comentarios conocidos. Si usted no puede asistir a la audiencia pública, puede dirigir comentarios por escrito a La Agencia de Salud y Servicios Humanos del Condado de Glenn, 420 E. Laurel St. Willows, Ca. 95988, o puede llamar por teléfono a Bill Wathen al (530) 934-1468. Además, un archivo de información pública se encuentra disponible para su consulta en la dirección mencionada antes entre las horas de 8:00 am y 5:00 pm de lunes a viernes para obtener más información sobre el Plan de CAP.

Si usted planea asistir a la audiencia pública y necesitan un alojamiento especial a cause de una deficiencia/discapacidad sensorial o de movilidad, o tienen una necesidad de un intérprete, por favor comuníquese con Dan Green en (530) 934-1496 para organizar los alojamientos que se ocupan. Notificación de 24 horas antes de la reunión pública permitirá al Condado de hacer ajustes razonables para asegurar la accesibilidad en la junta.

El Condado de Glenn una variedad de servicios y hace que todos los programas sean disponibles para las familias de bajos y moderados ingresos sin importar la edad, raza, color, religión, sexo, origen nacional, orientación sexual, estado civil, estado familiar o discapacidad.

Por: Nan DiLouie

La Agencia de Salud y Servicios Humanos del Condado de Glenn

Fecha: May 13, 2015

[Placeholder for insertion of Public Comments]

2016-2017 CSBG/NPI CAP Projections

Contractor Name: Colusa-Glenn-Trinity Community Action Partnership
 Contact Person and Title: Nan DiLouie, Administration Manager
 Phone Number: 530 934-1439 Ext. Number: _____
 E-mail Address: [Nan DiLouie, Administration Manager](mailto:NanDiLouie@colusa-gtca.org) Fax Number: _____

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

NPI 1.1: Employment

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

Colusa, Glenn, and Trinity Counties continue to be among the highest in unemployment rates (as of March, 2015), per EDD LMI data. Colusa is at 20.5%, ranking it the highest county amongst California's 58 counties; Glenn is at 9.5%, ranking it 18th highest in the state; and Trinity is at 9.7%, ranking it 16th highest in the State. This compares to a statewide rate of 6.5%. Additionally, local employers do not present many job opportunities and, when they do, these opportunities tend to be for low-wage, low-skilled workers, paid at a wage that typically does not present an opportunity to become self-sufficient. Recent budget cuts to job-training programs lowers the probability even further that great numbers of low-income people will obtain employment at a self-sufficient wage rate. The availability of low cost training programs in the counties is also extremely limited. Transition from WIA to WIOA will lead to fewer high school youth obtaining jobs, based upon mandatory WIOA budget parameters for that younger population.

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

Maintain (2) America's Job Centers in Glenn County. Provide job search assistance to every person who utilizes OneStop services. Participate in economic development coalitions to ensure partnerships which promote job/vocational trainings and employment to low-income persons. Provide services that support business start-up and retention of living wage jobs through the Business Services Office. Participate in the North Central Counties Cosnortium. Continue partnerships with Colusa and Trinity County One Stops and local training providers that provide training in high wage, high growth occupations.

National Performance <u>Indicator 1.1</u> Employment The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:	CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome <small>(#)</small>	
	2016	2017
A. Unemployed and obtained a job	60	60
B. Employed and maintained a job for a least 90 days	42	42
C. Employed and obtained an increase in employment income and/or benefits	30	30
D. Achieved "living wage" employment and/or benefits	24	24

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 1.2: Employment Supports

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

Colusa, Glenn and Trinity Counties are challenged by limited public transportation, un-affordable housing, availability of vocational training programs, basic need supports, and child care resources. Subsequently, household financial resources are not adequate to meet basic safety-net needs such as housing, energy, food, and healthcare, childcare, vocational or higher education, and clothing. These limitations exacerbate the efforts of even the part-time employed in becoming self-sufficient as they struggle to find jobs, become full-time employed, improve their career prospects, and secure their basic needs while they pursue self-sufficient employment opportunities.

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

Provide case management services to individuals seeking employment or advancement. Provide Job Club services to an expanded clientele, including Food Stamp recipients, AB 109 releases, and any other program-referred persons. Offer supportive services, safety net services, child care/after school program referral, transportation, resume writing, and basic skills development. Partner with the Office of Education in Glenn County to expand vocational training opportunities. Partner with education to ensure after school programs are in place. Continue partnerships with Child Care Resource and Referral. Assist households with energy assistance payment programs to aid in financial burden reduction during employment search and/or training program participation.

National Performance Indicator 1.2	CAP 2 YEAR PROJECTIONS	
Employment Supports	Number of Participants Expected to Achieve Outcome (#)	
The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by <u>one or more</u> of the following:	2016	2017
A. Obtained skills/competencies required for employment	70	70
B. Completed ABE/GED and received certificate or diploma	0	0
C. Completed post-secondary education program and obtained certificate or diploma	40	40
D. Enrolled children in "before" or "after" school programs	20	20
E. Obtained care for child or other dependant	0	0
F. Obtained access to reliable transportation and/or driver's license	3	3
G. Obtained health care services for themselves or a family member	0	0
H. Obtained safe and affordable housing	0	0
I. Obtained food assistance	10	10
J. Obtained non-emergency LIHEAP energy assistance	10	10
K. Obtained non-emergency WX energy assistance	2	2
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)	0	0
<i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i>		
M. Obtained a secondary school diploma	12	12

2016-2017 CSBG/NPI CAP Projections

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

NPI 1.3: Economic Asset Enhancement and Utilization

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

The financial resource of households in Colusa, Glenn and Trinity counties are not adequate to meet basic safety net needs such as housing, energy, food, healthcare and clothing. Each county has Earned Income tax dollars that go unclaimed each year. Homeless households are increasing due to the housing market and lack of job/economic down-turn, therefore individuals and families are accessing additional services which have impacted the limited resources an available programs to serve the new wave of low-income (formerly middle class household) populations in the three counties.

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

Support strategies in Colusa, Glenn and Trinity Counties to assist households in increasing their economic assets or increase discretionary income, such as: providing outreach for telephone Lifeline enrollment, financial literacy services, Volunteer Income Tax Assistance, CalFresh participant, enrolling in the CARE program for all the HEAP households.

National Performance <u>Indicator 1.3</u> Economic Asset Enhancement and Utilization The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following:	CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome	
	2016	2017
ENHANCEMENT		
A. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits.	0	0
B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.	0	0
C. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.	10	10
UTILIZATION		
D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days	10	10
E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account	0	0
F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings	0	0
G. Number and percent of participants capitalizing a small business due to accumulated savings	0	0
H. Number and percent of participants pursuing post-secondary education with accumulated savings	0	0
I. Number and percent of participants purchasing a home with accumulated savings	2	2
J. Number and percent of participants purchasing other assets with accumulated savings	0	0
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>		

2016-2017 CSBG/NPI CAP Projections

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 Contact Person and Title: Nan DiLouie, Administration Manager
 Phone Number: 530 934-1439 Ext. Number: _____
 E-mail Address: Nan DiLouie, Administration Manager Fax Number: _____

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

NPI 2.1: Community Improvement and Revitalization

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

The three (3) counties suffer from aging housing stock and many low-income homeowners lack the means to repair ageing stock. New business owners often need help with business start up services.

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

Identify and collaborate with foundations and other private/local/non-traditional partners and/or funders to support on-efforts to improve economic conditions sustainability in the three (3) counties. Work with the counties to form partnerships or explore where CAP can help with planning or facilitations for improving conditions in community facilities. Improve housing stock thought CDBG funded programs. Participate in economic development planing coalitions to ensure business partnership which promote job/vocational training, employ low-income persons. Provide services that support business to start-up and retention of living wages via a Business Services office.

National Performance Indicator 2.1 Community Improvement and Revitalization Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by <u>one or more</u> of the following:	CAP 2 YEAR PROJECTIONS			
	Number of Projects or Initiatives Expected to Achieve (#)		Number of Opportunities or Community Resources Preserved or Increased Expected to Achieve (#)	
	2016	2017	2016	2017
A. Jobs created, or saved, from reduction or elimination in the community.	3	3	6	6
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.	1	1	2	2
C. Safe and affordable housing units created in the community				
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy	2	2	12	12
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination				
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or				
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination	1	1	22	22
H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.				
I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education	3	3	25	25

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 2.2: Community Quality of Life and Assets

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

Colusa, Glenn and Trinity counties are rural communities that face and suffer from limited new construction and limited rehabilitation of community facilities. Many community halls, hospitals and food bank/pantries are operating under facilities that are in dire need of repairs and equipment replacement. These counties also lack community facilities such as Boys and Girls Club

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

Identify partnerships that will continue to support local initiatives to promote the youth center in Glenn County and identify partnerships and methods to improve capacity in the food bank services in the three counties. Plan and develop grant applications for community facilities acquisitions and/or rehabilitation and increase capacity in existing transitional housing program.

National Performance <u>Indicator 2.2</u> Community Quality of Life and Assets The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by <u>one or more</u> of the following:	CAP 2 YEAR PROJECTIONS			
	Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#)		Number of Community Assets, Services or Facilities Preserved or Increased Expected to Achieve (#)	
	2016	2017	2016	2017
A. Increases in community assets as a result of a change in law, regulation, or policy, which results in improvements in quality of life and assets	2	2	2	2
B. Increase in the availability or preservation of community facilities				
C. Increase in the availability or preservation of community services to improve public health and safety				
D. Increase in the availability or preservation of commercial services within low-income neighborhoods				
E. Increase or preservation of neighborhood quality-of-life resources	1	1	1	1

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 2.3: Community Engagement

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

Volunteer turnover is common due to the small communities within these three counties being separated by miles of rural area & lack of transportation, the volunteers remain for a short-period due to economic hardships and geographical barriers. Families with young children lack child care or have busy lives; community leadership is or as active as in some areas as could be. Individuals often have not been asked to the table or orientated on how they can have a voice.

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

Focus on recruitment, maintenance and retention of volunteers through partnership with the other local organizational and partner to share in the pool of existing volunteers and community projects. Continue efforts to recruit and coordinate non-traditional volunteer project, such as AmeriCorps or Vista members. Recruit volunteers from each city/county and enhance professional training(s) to increase retention of volunteer members. Where allowed by funding sources, pay stipend to volunteers to off-set extraordinary costs for these who must travel across three or four counties in order to serve Community Action.

National Performance <u>Indicator 2.3</u> Community Engagement The number of community members working with Community Action to improve conditions in the community.	CAP 2 YEAR PROJECTIONS Number of Total Contribution Expected to Achieve (#)	
	2016	2017
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives	10	10
B. Number of volunteer hours donated to the agency (This will be All volunteer hours)	150	150
<i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i>		

2016-2017 CSBG/NPI CAP Projections

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

NPI 3.1: Community Enhancement Through Maximum Feasible Participation

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

Low-income individuals are typically involved in job-search and/or other job seeking activities. Securing volunteer hours from those individuals to "afford" to donate time (for free) is challenging. Again volunteer's turnover is common due to the rural areas that we serve. Volunteers remain for a short-period due to economic hardships and geographic barriers.

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

Arrange volunteer opportunities so that they are specific to those communities where low-income individuals reside thus reducing the need for uncompensated travel. Reimburse travel when funds are available.

National Performance Indicator 3.1 Community Enhancement Through Maximum Feasible Participation The number of volunteer hours donated to Community Action.	CAP 2 YEAR PROJECTIONS Total Number of Volunteer Hours Expected to Achieve (#)	
	2016	2017
A. The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)	200	200

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 3.2: Community Empowerment Through Maximum Feasible Participation

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

Within our three counties there are unique needs for communities. Community inclusion and recognizing the value that every community member can contribute, assists in program leverage and program development that is responsive to those needs. It is critical that family and youth be included in decisions and planning for services. Some communities have limited participation, community involvement is fragmented and there is a need for cohesive collaboration of local organizations, citizens in action board and non-traditional partnerships (i.e., business owners, city leaders etc.) Low income individuals commonly rent and are unable to build assets. They seldom have resources to start businesses.

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

Continue to support participation of community in local governance, decision making, and identifying community solutions. Continue to support individuals with stipends are available and provide training for participants. Continue efforts to build community awareness of the value of community to participation. Continue to provide opportunities for community to participate in service provision. Offer business services outreach that promote and provide assistance for business start-up. Provide first time homebuyers assistance.

National Performance Indicator 3.2 Community Empowerment Through Maximum Feasible Participation	CAP 2 YEAR PROJECTIONS Number of Low- Income People Expected to Achieve (#)	
The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:	2016	2017
A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through Community Action efforts	10	10
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance	2	2
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance	2	2
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action	2	2

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

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2016-2017 CSBG/NPI CAP Projections

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 Contact Person and Title: Nan DiLouie, Administration Manager
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Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.

NPI 4.1: Expanding Opportunities through Community-Wide Partnerships

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

Our rural counties, Colusa, Glenn and Trinity are very dependent upon partnerships that allow the sharing of expertise and resources. The ability to leverage efforts through local and regional partnership is imperative. Rural counties often can't compete for Federal funding. Partnerships allow for coordination of scarce resources. Non-profit agencies are limited in all three counties.

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

Continue partnership effort with various organizations in both public, private and identify any new partnership.

National Performance Indicator 4.1 Expanding Opportunities Through Community-Wide Partnerships The number of organizations, both public and private, Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.	CAP 2 YEAR PROJECTIONS			
	Number of Organizations Expected to Achieve (#)		Number of Partnerships Expected to Achieve (#)	
	2016	2017	2016	2017
A. Non-Profit	5	5	5	5
B. Faith Based	6	6	6	6
C. Local Government	8	8	8	8
D. State Government	5	5	5	5
E. Federal Government	5	5	5	5
F. For-Profit Business or Corporation	24	24	24	24
G. Consortiums/Collaboration	4	4	4	4
H. Housing Consortiums/Collaboration	4	4	4	4
I. School Districts	10	10	10	10
J. Institutions of post secondary education/training	7	7	7	7
K. Financial/Banking Institutions	2	2	2	2
L. Health Service Institutions	4	4	4	4
M. State wide associations or collaborations	4	4	4	4

2016-2017 CSBG/NPI CAP Projections

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

N. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes (automatically calculates)	88	88	88	88

2016-2017 CSBG/NPI CAP Projections

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Goal 5: Agencies increase their capacity to achieve results.

NPI 5.1: Agency Development

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

Training opportunities are limited, due to geographic constraints. Sending staff and/or board members to training always requires extensive travel, overnight accommodations and higher costs.

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

Seek to collaborate with other neighboring CAPs to gain cost-effectiveness. Seek cost splitting arrangements with neighboring CAPs and/or other counties departments, and partner agencies to gain economies of scale with offered training which are relevant. Seek to bring regional training providers into the counties and/or closer to our counties. Develop new board member training and orientation program and bring the trainings to the board and staff when at all possible.

National Performance Indicator 5.1 Agency Development The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	CAP 2 YEAR PROJECTIONS Number of Resources in Agency Expected to Achieve (#)	
	2016	2017
A. Number of Certified Community Action Professionals		
B. Number of ROMA Trainers		
C. Number of Family Development Trainers		
D. Number of Child Development Trainers		
E. Number of staff attending trainings	12	12
F. Number of board members attending trainings	3	3
G. Hours of staff in trainings	240	240
H. Hours of board members in trainings	8	8

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

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2016-2017 CSBG/NPI CAP Projections

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 Contact Person and Title: Nan DiLouie, Administration Manager
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 E-mail Address: Nan DiLouie, Administration Manager Fax Number: _____

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

NPI 6.1: Independent Living

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

Individuals with disabilities find it difficult to maintain independent living. Youth emerging from the foster care or other systems often lack skills and support to live independently. Senior Citizens often live barely above the poverty level, and an event leading to disability or illness may jeopardize independent living.

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

Provide access to basic safety net services that assist with everyday living, such as food, HEAP, Special Needs assistance and weatherization. Provide referrals to other agencies. Implement and develop services as guided by the Continuum of Care plan and provide services to low-income families and individuals. Participate in planning and coordination of services for the transitioning foster youth population. Enhance services via the duty team to better identify and track success of those who are vulnerable. Provide resource and referral to other programs.

National Performance Indicator 6.1 Independent Living The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:	CAP 2 YEAR PROJECTIONS Number of Vulnerable Individuals Living Independently Expected to Achieve (#)	
	2016	2017
A. Senior Citizens (<i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over.</i>)	250	250
B. Individuals with Disabilities		
Ages:		
a. 0-17	25	25
b. 18-54	125	125
c. 55-over	250	250
d. Age Unknown	20	20
Total Individuals with Disabilities:	420	420

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 6.2: Emergency Assistance

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

Low-income individuals experiencing an emergency often result in basic needs going unmet. Public transportation is limited, in county medical services are also limited and the demand for out of county transportation for medical is high and often unmet. A large % of crimes reported involve domestic violence and/or child abuse. Low-income individuals lack the financial support to meet basic needs.

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

Provide access to Safety Net Services, including Food, HEAP, Rental Assistance in Colusa, Glenn and Trinity counties. Provide technical assistance to Colusa and Trinity counties in support of programs and resource development to address basic needs. Provide linkage to or provide case management and life skills education to mitigate causes of above conditions. Capacity building with local agencies to maintain the domestic violence shelter in Glenn County with clients services; emergency response, immediate needs, clothing, food, connect clients with resources and referrals to programs for assistance, provide safety, security and move clients toward a self sufficient and productive lifestyle.

National Performance Indicator 6.2	CAP 2 YEAR PROJECTIONS	
Emergency Assistance The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.	Number of Individuals Expected to Achieve (#)	
	2016	2017
A. Emergency Food	100	100
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	500	500
C. Emergency Rent or Mortgage Assistance	20	20
D. Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)	25	25
E. Emergency Temporary Shelter	30	30
F. Emergency Medical Care		
G. Emergency Protection from Violence	20	20
H. Emergency Legal Assistance		
I. Emergency Transportation	100	100
J. Emergency Disaster Relief	5	5
K. Emergency Clothing	15	15

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 6.3: Child and Family Development

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

Generational low-income families often lack family support systems. Positive parenting skills and interaction are often lacking. Child abuse and domestic violence are the predominant crimes in our counties. Family literacy levels and other barriers hinder child development. Foster youth often fail in the educational setting due to frequent moves from home to home. Statewide and county-wide changes are being driven by the need to improve outcomes for foster children and the child welfare system as a whole.

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

Continue to build partnerships to provide services for school readiness, enhancing them to strengthen families via services provision at the Family Actions Centers. Maintain partnership with Health Services to provide early detection of health-related problems. Strengthen efforts across the region that support emancipating foster youth. Provide child abuse treatment services, victim witness and other supportive services. Seek resources that provide solutions for above needs.

National Performance Indicator 6.3 Child and Family Development The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:	CAP 2 YEAR PROJECTIONS Number of Participants Expected to Achieve Outcome (#)	
	2016	2017
INFANTS & CHILDREN		
A. Infants and children obtain age appropriate immunizations, medical, and dental care		
B. Infant and child health and physical development are improved as a result of adequate nutrition		
C. Children participate in pre-school activities to develop school readiness skills		
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade		
YOUTH		
E. Youth improve health and physical development	85	85
F. Youth improve social/emotional development	85	85
G. Youth avoid risk-taking behavior for a defined period of time	85	85
H. Youth have reduced involvement with criminal justice system	85	85
I. Youth increase academic, athletic, or social skills for school success	85	85
PARENTS AND OTHER ADULTS		
J. Parents and other adults learn and exhibit improved parenting skills		
K. Parents and other adults learn and exhibit improved family functioning skills		

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

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2016-2017 CSBG/NPI CAP Projections

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

NPI 6.4: Family Supports

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

Senior, disabled and caregivers are often encumbered by obligations and barriers which limited their ability to participate in programs, receive services, and/or otherwise benefit. Services (when and where provided) are often limited in scope and funding. This tends to create a cycle of poverty, as those who are often the neediest have the greatest challenges in affording and accessing those services.

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

Provide disabled and youth set-aside slots within the Y.E.S. program, thus preparing these children for viable employment once they come of age. Provide emergency food and food bank services to eligible persons within their own communities, alleviating the need to travel. Provide LIHEAP, WX and other energy-based services to eligible persons on a county-specific basis; seek to contract with local providers in each county so that job creation possibilities emerge, including possibly hiring disabled youth and/or seniors who could fulfill work obligations.

National Performance Indicator 6.4	CAP 2 YEAR PROJECTIONS	
Family Supports (Seniors, Disabled and Caregivers)	Number of Participants Expected to Achieve Outcome (#)	
	2016	2017
Low-income people who are unable to work , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:		
A. Enrolled children in before or after school programs		
B. Obtained care for child or other dependent		
C. Obtained access to reliable transportation and/or driver's license	5	5
D. Obtained health care services for themselves or family member		
E. Obtained and/or maintained safe and affordable housing	10	10
F. Obtained food assistance	40	40
G. Obtained non-emergency LIHEAP energy assistance	350	350
H. Obtained non-emergency WX energy assistance	10	10
I. Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)	15	15
<i>In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.</i>		

2016-2017 CSBG/NPI CAP Projections

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

NPI 6.5: Service Counts

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

Low-income and vulnerable populations often lack the resources necessary to fully participate in holistic activities which could strengthen them and list them out of poverty. Services provision (based on eligibility criteria mandated by funding sources) can be fragmented and often leave gaps where unfulfilled needs go unmet. Systems often are unable to communicate with one another, based on lack electronic interfaces and/or strict confidentiality rules. New PII (Personal Identifying Information) regulations exacerbate the issue.

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

Simplify food bank services delivery while maintaining program integrity via enhanced data gathering. Provide holistic services delivery through the "integrated model". Where appropriate (and allowed by law, regulation, or client consent) share information between systems so as to better serve all clients. Maintain status as the "go-to" agency throughout the tri-county region, based on comprehensive packaging of ALL services delivered through both the Social Services Division and the Community Action Division of the HHSA. Establish policies to protect PII yet cross-reference clientele to ensure there are not gaps in services.

National Performance Indicator 6.5	CAP 2 YEAR PROJECTIONS	
Service Counts	Number of Services Expected (#)	
The number of services provided to low-income individuals and/or families, as measured by one or more of the following:	2016	2017
A. Food Boxes	80	80
B. Pounds of Food		
C. Units of Clothing	125	125
D. Rides Provided	60	60
E. Information and Referral Calls	1,000	100
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>		