

DRAFT

2018-2019 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 676b (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 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) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.

THIS IS A DRAFT VERSION OF THE PLAN. MORE INFORMATION WILL BE ADDED AFTER THE PUBLIC HEARING AND BOARD APPROVAL

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

Standard 2.2: The organization/department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. This sector 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 3.4: The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

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

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

Standard 4.3: The organization's /department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle.

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.

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 biennial State Plan and Application.

THIS IS A DRAFT VERSION OF THE PLAN – MORE INFORMATION WILL BE ADDED AFTER THE PUBLIC HEARING IN RESPONSE TO ISSUES RAISED AND INPUT RECEIVED

State of California
Department of Community Services and Development
CSBG Community Action Plan
CSD 410--Version (01/17)

COMMUNITY SERVICES BLOCK GRANT
2018/2019 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: Inyo Mono Advocates for Community Action, INC.

Agency Contact Person Regarding Community Action Plan

Name: Charles Broten
Title: Executive Director
Phone: 760-873-8557 Ext: 112
Fax: 760-873-8182
Email: cbroten@imaca.net

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2018/2019 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson

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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2018 - 2019 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, 2017**:

- Cover Page and Certification**
- Table of Contents**
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DRAFT

VISION STATEMENT

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

The primary objectives and purposes of Inyo Mono Advocates for Community Action, Inc., shall be to act as an advocate for the income-eligible residents of Inyo and Mono Counties by:

- Making their needs and aspirations known to policy makers through developing plans and participating in consortiums of Community organizations addressing these issues ;
- Identifying and diagnosing areas of poverty and causes of poverty in these counties;
- Developing and supporting local programs which are responsive to the needs of qualified individuals and provide improvements in their living conditions;
- Developing, conducting and administering programs as established under provisions of the COMMUNITY OPPORTUNITIES, ACCOUNTABILITY, AND TRAINING AND EDUCATIONAL SERVICES ACT OF 1998, Public Law 105-285, as amended or superseded, and consistent with other appropriate governmental regulations; and other programs administered under the Departments of Health and Human Services Health, Housing and Urban Development, and Department of Education
- Involving residents of the area and members of the population to be served, in needs assessment, planning, policy development and operation of human services programs;
- Engaging in provision of early childhood education, childcare assistance programs, childcare provider training, family education-related parenting enhancement activities designed to encourage a permanent improvement in the capacities of low-income children and their families to understand the importance of education and give those families a Head Start to effectively deal with their own problems so that they may become self-sufficient;
- Encompassing advocacy, economic development, education, emergency needs, housing, and creating employment opportunities for economically disadvantaged youth and adults and others as needs are identified.
- Developing and managing decent housing that is affordable to low-income or moderate-income persons.

MISSION STATEMENT

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

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)

To empower low-income people to advocate for their needs and to find and maintain a healthy lifestyle by breaking the cycle of poverty.

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)*).

The Community 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. 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.

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

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

Comprehensive Community Needs Assessment Summary (Insert Narrative)

KEY FINDINGS of Community Needs Assessment – The entire Needs Assessment and data analysis is included in the attachments as IMACA_CNA_2017 and **available through links on the website**

IMACA and other dedicated government agencies and nonprofit organizations are administering many types of programs and projects effectively to reduce poverty in the Eastern Sierra. Despite best efforts, there continue to be unmet needs and gaps in the services provided to this vulnerable population. The community served by our Agency has indicated in the most recent Community Needs Assessment Survey that the most important services are: 1) Food; 2) Health Care Related Needs; 3) Utility Assistance; and 4) Housing Assistance. The most significant unmet needs identified in this Assessment are access to adequate health care services, the availability of affordable housing units, a deficient number of child care providers, and availability of emergency shelter. Other unmet needs include connections with health care-related services such as dental, vision, medical, and prescriptions as well as help with clothing and senior and disability services. Service gaps identified with this analysis are the availability of food and water in southern Inyo County, food in northern Mono County, access to internet service, and assistance with immigration services.

The challenge in the delivery of services and the Strategic Plan Process to address these needs will be

allocation of limited available staff and funding resources to the highest prioritized needs. Although IMACA currently communicates and coordinates with other agencies and organizations in the administration of many programs, we will have to collaborate at different levels in both counties to ensure that the identified needs are met. There is also great uncertainty regarding the federal budget and the funding that will be allocated to services that IMACA offers in the community.

This challenge will require all of the stakeholders to work together, realign agency priorities, engage in community-wide planning, and agree on the respective funding and administration roles for poverty reduction programs and projects. An example of this collaboration might be the development of a veteran's housing project in which participating service agencies partner and agree on applicants for available funding sources and which organization will own and manage the apartment units. Another type of collaboration is for agencies to determine collectively who will compete in the service area for scarce funding resources.

Listed below are the prioritized needs, unmet needs, and service gaps for low-income households in the two-county service area.

Prioritized Needs of Services Currently Provided by IMACA

1. Nutrition – Continued distribution of adequate nutritious food is the highest priority need in both counties as indicated by IMACA clients.
 - There is a need to continue providing nutritious food to consumers in both counties. (high priority)
 - Additional food distribution is needed in remote Southern Inyo County (Shoshone, Tecopa, Charleston View, Darwin, Olancho, and Pearsonville) and potable water is needed in Tecopa. (service gap)
 - Expanded food delivery in remote areas of Mono County such as Chalfant Valley, Benton, and Topaz are also needed. (service gap)
 - Improved coordination with other service providers is necessary to connect nutrition services to more people. (service gap)
2. Health Care – The second greatest need in the geographic area served by IMACA is adequate, affordable health services that include, but are not limited to, medical care, vision care, dental care, mental health care, and prescriptions.
 - Health care services across the board are needed by low-income seniors in both Inyo and Mono Counties. (unmet need)
 - There is a need to coordinate and collaborate with hospitals, health care centers, and other health care providers to connect low-income households with critical services in both counties. (service gap)
3. Energy and Other Utility Payment Assistance – Aid with the high cost of utilities is one of the greatest needs expressed by clients currently receiving services from our Agency and should continue to be offered in Inyo and Mono Counties.
 - High demand for services warrant a needed expansion of the Energy Assistance Program in Inyo County. (service gap)

4. Housing - There is a demonstrated need for additional housing opportunities in both Inyo and Mono Counties, which includes rental subsidies, new and rehabilitated affordable housing.
 - Approximately seventy (70) new multi-family units of low-cost housing for seniors, persons with disabilities and economically disadvantaged families are needed in Bishop (unmet need).
 - At least eight (8) affordable apartment units are needed in Inyo County to provide housing for veterans (unmet need).
 - There is a need for additional rental subsidies in both counties to assist income restricted households.(service gap)
 - Supportive housing is needed for many of those transitioning from the criminal justice system in both counties. (unmet need)
 - More housing opportunities are needed in both counties for individuals with developmental disabilities and in substance abuse or mental health recovery. (service gap)
 - Improved coordination is needed between agencies that manage and develop affordable housing and the Stanislaus Housing Authority, responsible for issuing Housing Choice vouchers in Inyo and Mono Counties to pay the difference between what a low-income person can afford and the market rental rate. (service gap)

5. Child care – There is an ongoing shortage of child care providers for low-income families in Inyo and Mono Counties which has led to a need for more services.
 - In both counties, there is a need for an increase in licensed child care providers and additional space within homes and other work environments in which to render service. (unmet need)
 - There is currently a critical need for additional infant care in Mono County. (service gap)
 - In Mono County, there is a need for increase training for child care providers in the form of college courses. (service gap)
 - An increase in both home-based and center-based child care options that provide a structured pre-school curriculum is needed in Mono County. (service gap)
 - Expanded child care availability for working parents to include weekends, school holidays, and during school summer breaks is also needed in Mono County. (service gap)

6. Homeless and Homelessness Prevention Services – The number of homeless persons in the entire service area has not decreased significantly over the last three years, and has increased in some areas, signaling a need for continued and expanded programming.
 - There is a need for a temporary shelter in Bishop during major storm events and temperature extremes to house the homeless population-especially vulnerable populations such as the very young, elderly, and those with health concerns. (unmet need)
 - For the homeless population camping on public lands, there is a need to provide safe and convenient opportunities for temporary living arrangements. (service gap)
 - Transitional housing is needed to provide a supportive environment that enables chronically homeless individuals and families to gain confidence and move into permanent

housing. (unmet need)

- Continued and expanded rapid re-housing, homelessness prevention and emergency shelter projects are needed in both counties. (service gap)
- To reduce the number of returns to homelessness by individuals and families assisted with rapid re-housing and emergency shelter, an intensive case management service for each client is needed. (service gap)
- Improved coordination between service providers is needed both counties to connect the appropriate types of assistance in an effective and efficient manner. (service gap)
- Increased participation in database entry and management are needed in both counties to comply with state and federal standards and help design effective strategies that end the cycle of homelessness. (service gap)

7. Early Childhood Education – There are an inadequate number of preschools to serve the population in Inyo and Mono Counties and additional early childhood education options are needed in the entire IMACA service area.

- Additional classroom capacity for early childhood education provided to low-income working families is needed, especially for infant toddler services, in both counties. (unmet need)
- Increased access to the internet is needed in both counties to provide a critically needed resource to families to preschool children. (service gap)
- There is a need to increase collaboration with all school districts in the Eastern Sierra (entire service area) to ensure that all families eligible for Head Start are aware of the opportunity and have access to early childhood education. (service gap)

8. Weatherization – Demand for assistance to help low-income homeowners and renters reduce heating and cooling costs with weatherization improvements is increasing, which is an indicator of need for this service.

- In Inyo and Mono Counties, additional weatherization services are needed in remote and inaccessible locations. (service gap)

9. Employment – Additional employment services are needed in both counties to increase successful outcomes for homeless, at-risk of homelessness and poverty stricken.

- Expanded job coaching and mentoring services are needed In Inyo and Mono Counties to individuals with barriers to employment. (service gap)
- In both counties, increased access to the internet by economically challenged individuals and families is needed to provide important resources to job seekers. (service gap)
- Vocational education, especially related to the Hospitality Industry, is a critical gap in services for the un- and underemployed in both counties. (service gap)

10. Other Services – Additional needs of low-income families and individuals in the Eastern Sierra include adequate transportation, immigration assistance, clothing, and income tax preparation assistance. There is also a need for targeted services to income restricted persons in special

populations such as seniors, veterans, chronically homeless, and those with mental illness.

- Transportation services that could include low-cost transit, van pools, or affordable taxi rides are needed by low-income households in both counties for access to medical services and employment. (service gap)
- Assistance with purchasing clothing is needed for the economically challenged population in both counties. (service gap)
- Legal representation is needed from reliable attorneys for undocumented immigrants in both counties. (service gap)
- There is a need in both counties to assist mixed-status families that have legal and minority graduates with obtaining post-secondary education. (service gap)
- Tax preparation assistance is needed in both counties for low-income seniors, undocumented immigrants, and other special populations in both counties. (service gap)
- A bi-lingual domestic violence counselor is needed in Inyo County. (unmet need)
- There is an across the board need to collaborate with other service providers in both counties through a formal network with good communication and coordination. (service gap)

COMPARISON OF DATA WITH 2013 CNA

An evaluation of needs conducted several years ago by the Agency in the service area yielded findings similar to the current assessment. The low-income community indicated that their greatest need was dental health care (71%), followed by food (69%). Results of this year's survey were that 66% of respondents noted food as the highest priority need and 63% said dental care was needed. Assistance with utility payments was voiced as the third greatest need (60%) in 2013 and vision health care was the fourth most important need (59%). Utility payment needs decreased significantly to 35% for the current survey, and vision care needs also went down to 50%. One interpretation of the data is that the Agency is more effective at meeting the needs of economically challenged households with the Energy Assistance Program. Medical health care remained at 49%, while the need for help with prescriptions increased from 28 to 34% and housing increased from 23 to 31%. The need for assistance with employment went and housing increased from 23 to 31%. The need for assistance with employment went down from 25 to 18% and the need for clothing went from 21 to 28%. Child care needs were similar (15 to 13%) as were senior services (26 to 27%).

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	Page
1 Nutrition, Food distribution	Y	Three pantries, 4 mobile pantries, 13 distribution sites	FBNN, Churches, Inyo, Mono and Alpine Counties,	18 & 20
2 Access to Health Care	Y partially	Head Start students receive health and dental screenings	Try to work more closely with health, dental and vision providers on behalf of clients	14,15 & 18
3. Energy and other Utility assistance	Y	Provide LIHEAP, Emergency Crisis Intervention, information on utility assistance programs from utilities	Sole source provider. Coordinate w/	
4.Housing	Y	Affordable housing management Glass, Valley, housing development Silver Peaks, Vets project	City of Bishop, Town of Mammoth, VFW, Vets services officer, Visionary Home Builders	
5. Childcare	Y	Mono Planning Council, Assisted payment program, resource and referral, provider training and development	Mono First Five, Office of Ed, Planning Council	
6. Homeless and Homeless prevention services	Y	Provide Rapid re-housing, emergency shelter, homeless prevention, provide staff support to Inyo/Mono/Alpine C o C	Inyo & Mono County, Wild Iris, Salvation Army, UMSS – Soup Kitchen, public,	
Early Childhood Education	Y	Operate 6 Head Start and/or State preschools, encourage professional development	MCOE, ICSOS, Inyo Mono First Fives,	
Weatherization	Y	Provide LIHEAP WX services in Inyo Mono	CSD, Orange County, local vendors	
Employment	Y	Sponsor SCSEP, CalWorks and GR enrollees,	Inyo County, AARP	
Other Services	Y			

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.

Page: Please include the location where this information can be found.

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

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)

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:

TO BE COMPLETED

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);

IMACA supports activities in the areas of a. Child Development and child and family education- which includes Childcare support, training of child care workers, family development and interaction, strengthening families; b. Food and energy security; c. permanent Housing and home energy efficiency; d. Homelessness – prevention, emergency assistance, rapid re-housing, case management; e. employment and volunteer opportunities and f. advocacy for improved conditions. In each of these areas, obstacles are mitigated and/or resources are developed which can lead families to greater self-sufficiency and the potential to transcend the need for other income support programs

(ii) secure and retain meaningful employment;

IMACA assists people secure meaningful employment through: 1.) recruitment and training in programs operated by the agency itself, especially Head Start and preschools, 2.) sponsoring Older Workers, CalWorks and General Relief recipients, 3.) consultation and case management with clients needing housing which leads to obtaining employment or benefits in order to maintain the housing and 4.) posting employment opportunities in the service offices and sharing with callers and in person clients.

(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;

IMACA operates 5 Head Start centers and a State-preschool, from Lone Pine in the South and Coleville in the North, a distance of 185 miles apart in our vast service area. These schools annually help 132 children of low-income families establish a foundation that leads to a more successful education. The

preschools also offer support, health screening and education to over 470 other family members. Community Connections programs also offer family assistance, child-care assistance and resources to help families develop, improve and maintain educational skills and habits for their children. Access to training is offered to Childcare providers and family members.

(iv) make better use of available income;

IMACA has supported the local free tax assistance provider, the AARP Volunteer Tax Aide Program and encourages household to apply for the Child Care and Earn Income Tax Credit Assistance program. Low-income community members are assisted to apply for various discounts for which they are eligible including telephone lifeline, energy, cable, etc. The agency also provides energy-efficient refrigerators and other appliances to conserve household resources. IMACA provides budget information to all clients and budget counseling on a case-by-case basis.

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

IMACA is involved in the potential development of a new, 60 – 70 unit affordable housing project in Bishop, CA which could be completed during the 18/19 Plan time period. It has an MOU with the City of Bishop and an agreement with a developer to move forward on the project. Currently the agency operates and owns a total of 45 low-income housing units: 19 units in Bishop for low-income seniors, and 26 units in Mammoth Lakes for low-income families. The agency also offers weatherization and energy conservation services to ensure that rental and ownership housing can be maintained cost effectively.

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

If families are facing emergency utility shutoff or homelessness, IMACA offers utility shutoff prevention assistance to help those with one-time financial emergencies through LIHEAP. As funding allows, the agency also offers food, shelter, rental assistance and homelessness prevention assistance for families facing emergencies.

(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;

NA

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

IMACA was involved in the creation of and maintains a group of service providers, law-enforcement agencies, court and probation officials, educators and others in Inyo County, with a goal to improve communication, understanding and expectations between said entities and the Hispanic community. Effort reduces anxiety and helps maintain family unity.

Please indicate the activities your agency sponsors to satisfy the Federal Assurance listed in #1 above (check all that apply):

- Disaster Preparedness and Relief
- Energy Support
- Job Training
- Asset Development Programs
- Educational Support
- Career Development
- Volunteer Coordination Efforts
- Food Resources
- Health Education
- Tax Preparation /Tax Credit Information
- Mentoring
- Parent Support
- Child Development Information
- Medical Service Access
- Home Visiting/Case management
- Childcare Services/Head Start
- Other: Community Liason group
- Other: [Click here to enter text.](#)

2. Needs of 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

Please select the types of programs your agency sponsors to address the needs of youth:

- Youth Mediation Programs
- Youth Mentoring Programs
- Tutoring
- Life Skills Training
- Youth Employment
- Entrepreneurship Programs for Youth
- Other: Mono County Youth Summer program
- Other: [Click here to enter text.](#)

Narrative Response:

IMACA administers the Mono County Child Care Planning Council which, among other things, funds a youth program which provides a variety of summer activities to approx youth – 9 to 16 – year of age.

(ii) after-school childcare programs

Through the Childcare Assisted Payment Program, 4-6 low income youth receive subsidized after - school, child care services

3. Coordination of Other Programs

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

Please indicate the types of programs your agency coordinates services with:

- Local Workforce Investment Boards
- Social Service Departments
- CSBG MSFW Agency
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Community Based Organizations
- Other: Local Offices of Education and School Districts
- Other: Local Government and Law Enforcement
- Other: Feeding America affiliated Food Bank of Northern Nevada

Narrative Response:

IMACA coordinates assistance efforts with 60 partners through formal and informal relationships. IMACA is a lead agency for the creation, ongoing management and obtaining recognition by HUD of the Inyo Mono Alpine Continuum of Care for the Homeless. IMACA administers the Mono County Child Care Planning Council, to which the Mono County Supervisors and Office of Education appoint members. Our Food distribution network involves partnership with 13 orgs. Partners include representatives of Departments of Social Services, Health and Behavioral Health of both Inyo and Mono Counties, First

Five, private and public childcare providers, churches, schools, the Salvation Army, hospitals, County and City Government and other community resources.

In pursuit of enhancing this coordination for FY 18/19 Plan, IMACA has conducted a Key Informant Needs Assessment survey targeted at elected leaders, community organizers and other organizations that serve the low-income community as well as conducting one-on-one interviews with education, law enforcement, social service and health officials and Community leaders in various sectors. On-going collaborations exist around Childcare, child development, Head Start and State funded preschools, homeless prevention, energy and weatherization, food security and distribution.

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.

IMACA distributes food and commodities to 13 communities one or two times per month throughout the service area and operates food pantries one or two days per month in Mammoth Lakes, Bishop and Big Pine. During 2017 we enhanced our relationship with the Food Bank of Northern Nevada which will be bringing more food into Inyo County. These food procurement and distribution activities counteract conditions of starvation and malnutrition among low-income individuals by making supplies of food available in food desert locations – 6 communities at least 20 and up to 40 miles from a grocery store. Due to vast distances from our Bishop warehouse, 120 miles North to Walker and 240 miles Southeast to Tecopa Hot Springs, we are doubling up on loads to the out stationed areas.

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 as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102]. .

Please indicate the types of entities your agency coordinates services with:

- Workforce Investment Boards
- Social Service Departments
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Local Colleges
- Adult Education programs
- Job Training Organizations
- CSBG MSFW Agency
- CalWORKS
- Community Based Organizations
- Substance Abuse Treatment Providers

- Other: Click here to enter text.
- Other: Click here to enter text.
- Other: Click here to enter text.

Narrative Response:

Inyo and Mono Counties are affiliated with the Kern Inyo Mono Workforce Investment Board. Mono County Departments of Social Services has a Jobs America employment support program and Inyo has developed a resource center and new remedial education program to assist job seekers.

IMACA assists people secure meaningful employment through: 1.) recruitment and training in programs operated by the agency itself, especially Head Start and preschools, 2.) agency sponsors Older Workers through SCSEP, 3.) places CalWorks and General Relief recipients in Agency positions, 4.) Housing/Homeless staff provide consultation and case management to clients needing housing which leads to obtaining employment or benefits in order to maintain the housing and 5.) posting employment opportunities in the service offices and sharing with callers and in person clients.

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.

IMACA has a long history of providing emergency energy crisis intervention and other energy programs, so staff of County Social Services programs refer their CalWorks, CalFresh, General Relief and TANF clients to IMACA for utility shutoff prevention, pellets and firewood, and other energy assistance support. IMACA staff conduct trainings for DSS staff and attend community outreach events. After a period without a licensed contractor, IMACA regained the capacity to provide direct home Weatherization services in 2017. Through a creative arrangement between CSD, IMACA and the Community Action Partnership of Orange County, CAPOC is providing direct services to 3 dozen households in Inyo Mono while training IMACA field and administrative staff in how to manage and implement the program. During 2018/19, IMACA will have its own licensed contractor/ RME and the capacity to operate local home WX services. This will create additional employment opportunities and/or service opportunities for local vendors.

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.

Please select the various organizations that your agency forms partnerships to serve low-income residents in your service area, check all that apply:

Local school districts

- X Social Service Departments
- X State agencies
- X Colleges
- X Faith-Based Organizations
- X Community Based Organizations
- X Local Utility Companies
- X Charitable Organizations
- X Homeless Programs
- X Participant in County Taskforce
- X Local Food Banks
- X Other: Offices of Education
- X Other: Banks and local businesses
- X Other: VFW, Rotary, Lions

Narrative Response:

For the National Performance Indicator-NPI reporting, we are required to identify partnerships and organizations with which we collaborate. The following is a summary sheet identifying the partnerships and collaborations:

IMACA Partnerships and Collaborations

Food distribution 16-partners--13 food sites + Lp chamber - 14 + 2 imaca offices, FBNN. Food Distribution.

Mono County Childcare Planning Council , 11 partners inc mcoe, mono first 5, mammoth mtn - 2, mono mental health, Lutheran preschool, private providers, mam and Coleville school, mono ss,

Mono County Quality Care Consortium – 8 partners cccc mammoth and ridgecrest campus, musd, elementary, provider's, selpa, hs, ccc.

Homeless Continuum of Care – 8 partners WIWS, umss, pres, Cath Church, Alpine Co, IMAH, Sal A, private ind

CCC Office partnership with Childcare providers prog– 10 private providers, mono ss, husky

Board of Directors – inyo county, mono county, private business, imah, Salvation Army,

State of California – Dept of Education – 8 contracts; CSD - 4 contracts; Dept of Social Services –2 Contracts; HCD – 2 contracts plus 2 housing projects

Federal – Head Start – 2 Contracts and HUD Contacts

Office's of Ed and School Districts - 2 contracts Mono SPS, Inyo SPS, lease I'll Promises, lease Coleville

MUSD Mammoth – lease,

City of Bishop, Town of Mammoth – 1 housing project each,

Wish Tree, Holiday Food distribution – Perry Motors, DMV, CHP, CalTrans, 3 banks, 5 stores, 2 Von's, Manor,

UNDUPLICATED Number of organizations - 81

A. 12. Non-profit – WIWS, IMAH, UMSS, ICA, Sal Army, Lone Pine Chamber, FBNN, Sunset, Berger, Pillsbury, Sierra Health, High Sierra Energy Foundations

B. 7. Faith-based – Presbyterian - Bishop, Catholic Bis and Mam, Presb - Lee Vining, Sierra Baptist Indep, Lone Pine HS rental, Apostolic Church, Lone Pine

C. 5. Local Government – Inyo, Mono & Alpine County; Town of Mammoth, City of Bishop, Sub-divisions

D. 5. State Government Agencies – CSD, DSS, CDE, DSS, HCD

E. 2. Federal Govt – Head Start, HUD

- F. 16 For-Profit Businesses – Includes vendors for service provision and donors, Vons -2, Hi Country, Perry motors, SCE, 10 Childcare providers, 5 stores
- G. 9-Consortiums/Collaborations – CoC, MCLPC, IMPACT, 3 for HS, Selpa – 2 Inyo/Mono, First V Inyo
- H. 2. Housing Consortium – Visionary/City of Bishop, Town of Mammoth Glass Mtn
- I. 6. School Districts – MUSD, Eastern Sierra, So Inyo, Bishop, Inyo Office of Ed, Mono Office of Ed
- J. 1. Post Secondary Ed – cccc
- K. 2 Banks – ESCB, Union,
- L. 9. Health Services – Mono Health & mental, Inyo Health and mental, NIH, SIH, Mammoth, Dental, miles of smiles
- M. 5. Statewide Assns and Collaborations – CalNeva, Acces, Cappa, Crpp, HS assn,

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).

IMACA's Board of Directors is concerned about the needs of under-represented individuals and groups in Inyo and Mono Counties. IMACA has a tripartite Board, with equal representation from low-income communities, the private sector and elected officials. In compliance with CSBG regulations, we have instituted a procedure to ensure that low-income members of the Board are selected democratically and represent the low-income population of the service area.

As low-income or private sector seats become available on IMACA's Board, vacancies are publicized through Public Notices in papers, Public Service Announcements on radio and posted on the agency website. Existing Board members also reach out to individuals who may be interested in serving. Potential applicants are asked to fill out an application packet indicating their interest and qualifications. Within 4 – 8 weeks, applications are reviewed by the Board and applicants are invited to a meeting so they can make a decision if they wish to serve. If more than one client in a category is interested, a democratic vote of Board members will be taken.

If any low-income individual, community organization, religious organization, or representative of same, believes that they are inadequately represented on IMACA's Board, they may meet with Board representatives to discuss their concerns and review agency bylaws. They will be given information about composition, membership and terms of office of the current Board, as well as information about applying for membership when vacancies occur.

9. 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.

As an Agency which receives more than \$750,000 in Federal Funds, IMACA is required to annually

submit agency financial records to a licensed Certified Public Accountant who prepares a Single-Agency Audit in compliance with OMB Super-Circular specifications. A copy of this Audit is submitted to the four State and 2 Federal agencies from which IMACA receives funds annually. IMACA has a 121-page 'Accounting and Financial Policies and Procedures Manual' which was updated to OMB Super-Circular Standards in 2016. Per the manual, IMACA has developed an accounting system which tracks expenditures and revenues to the appropriate programs and generates the financial data necessary to account for all funds handled by the agency and satisfy the requirements of funding sources.

10. Service Delivery System

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

CSBG supported service delivery system. IMACA provides intake, assessment and enrollment for energy, emergency shelter, housing, homeless, food and childcare and Head Start services at 3 main offices - 625 Old Mammoth Road in Mammoth Lakes, 137 East South Street and 180 Clarke Street in Bishop. A Lone Pine office is open on Wednesdays for food distribution and special needs.

While Head Start and Childcare services are not primarily funded by CSBG, CSBG supports overall agency administration and IMACA provides center-based education and childcare at 5 Head Start pre-schools – Lone Pine, Bishop 2, Mammoth Lakes, Lee Vining and a State-only school in Coleville. Food is distributed at 12 additional sites throughout the service area. Each office and the schools have bilingual staff. IMACA offices are open Monday thru Friday, with staff trained to provide, receive and assist with applications for all IMACA programs available during working hours. Pre-schools operate on the same schedule as public schools. The 180 Clarke Street Office handles Head Start administration and applications and the Mammoth Office handles applications and enrollment for childcare resource, assisted payment, provider training services and administration of the Mono County Childcare Planning Council since IMACA's contracts for those services cover Mono County only.

IMACA also accepts applications by mail and has applications for all services available on its website www.imaca.net applications and referrals. IMACA provides home visits and/or deliveries when appropriate and possible.

Our service delivery system includes the following elements:

- Intake – in person, via telephone, by mail or online through the Agency website
- Application assistance or translation when needed
- Outreach - to inform clients of available services and to provide
- Intervention assistance and Case management are provided through Homeless and Head Start programs

Recent improvements to service delivery include: 1.) Strong emphasis on increasing LIHEAP service levels to Mono County through outreach, attending community events and providing training to Social Service agency staff has increased LIHEAP 2016 Household service levels over 2014 levels by: 43% annually in Inyo County, from 235 to 336 and 223% in Mono County, from 63 to 141. 2.) In partnership with Food Bank of Northern Nevada, food is now delivered directly to Bishop where it is distributed to clients from the truck. 100 families in April and 140 families in May received food and commodities and based on preliminary data, we estimate that 45 - 50% were new clients to the IMACA Food program .

11. 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.

IMACA staff participates in numerous interagency collaborations in both Inyo and Mono counties as outlined in Section 7 above. Through these contacts, staff to staff relationships have been created between agencies and with the client's permission, are used to arrange and coordinate services supported by different agencies. Contacts created through the Continuum of Care for the Homeless helped to coordinate emergency shelter provision to over 30 individuals funded by 3 different agencies during the storms in winter 2017. Coordination between IMACA housing case manager and DSS staff, helped to assure that resources from 2 agencies are available to move a single mother and her child into a permanent housing situation. With childcare assistance, this Linkage can provide the stability needed to pursue education or training to enter the workforce.

12. Funds Coordination

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

The scenarios above are examples of shared funding to support an outcome that enhances the life of a family or individual. CSBG provides the platform from which IMACA can pursue other contracts such as ESG emergency shelter or rapid re-housing funds. A client supported by a VA pension , CalWorks or SDI can be helped into permanent housing through payments for move-in costs from ESG, maintain the housing due to the other income sources and have a place to prepare meals with Food available through DSS EFAP and the privately funded Food Bank.

13. 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 effective parenting. -.

Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

XFatherhood Strengthening Classes

Counseling

XNon-court-ordered parenting classes

XCo-parenting communication skills

Classes assisting incarcerated or recently paroled men

Job training and employment assistance

Other: [Click here to enter text.](#)

Other: [Click here to enter text.](#)

Other: [Click here to enter text.](#)

Narrative Response:

<p>IMACA's Head Start program promotes male involvement (fathers, grandfathers, uncles, friends, etc.) in supporting the growth and development of children. In parent meetings and one-on-one interactions with families, males explore how to spend quality time with children and address challenging and potentially harmful behaviors such as drug/alcohol use and abuse, and domestic violence. Fathers also volunteer at the centers and are encouraged to participate in programs sponsored by First Five. In 2016, 165 families consisting of 580 individuals were involved in the Head Start program. Male involvement programs were available to 143 fathers. These are the only activities of this type provided by the agency at the present time.</p> <p>o</p>	
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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.

As of this writing, plans have been proposed at the Federal level which would eliminate CSBG and LIHEAP funding completely. While IMACA could continue to exist as a non-profit agency, the loss of CSBG would remove the legislative authority for CAA's and damage the functional infrastructure of the agency. The core CSBG allocation of \$257,253 - enables IMACA to leverage 12 times that amount from other sources. If reductions on this scale were to occur, the IMACA Board of Director's would have to decide if the funds available from remaining sources would be able to support those programs and if not, enter discussions with remaining local agencies to see if certain programs could be administered by others.

Since this is in response to a California statute, we would hope that the State Legislature would consider

adopting Legislation to use State funding support the continued mission of it's Community Action Agencies, designated through CSBG.

In the event that 25 % reductions for these programs were implemented but the CSBG funding and mandates remained in place, IMACA would respond by –

- Reducing general administrative support budget, perhaps relocating or down - sizing (lease has out-clause in case if funding reduction) and reducing one or two staff positions.
- Applying for new sources of revenue, including increased private foundation money
- Increase solicitation efforts for in-kind donations from local entities, community involvement and volunteers
- Find local business and corporate sponsors for food and energy programs
- Limit hours of operation or frequency of access to certain services

[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.

<p>IMACA is an active participant in several interagency collaborations as described elsewhere.</p> <p>The agency coordinates plans, activities and service delivery with agencies in our service areas, especially those that receive federal or state funding to serve the same or similar populations. Our programs refer to, and receive referrals from these local programs. We attempt to avoid providing duplicative services. For example, in November and December 2016, we compared IMACA Wish Tree and Holiday Food recipient lists with Salvation Army lists providing similar services and decided which agency would serve each family - once.</p> <p>The primary agencies we work with in this capacity include:</p> <ul style="list-style-type: none">○ Local Indian Tribes○ Owens Valley Career Development Center○ Inyo and Mono County Department of Social Services: Cal-Fresh, foster care and child welfare services, CalWORKs and General Assistance;○ Salvation Army on multiple programs○ Angel Tree in Mono County○ Local Churches which provide services to community members living in poverty○ Wild Iris, our local domestic violence crisis support agency○ Inyo Mono Association for the Handicapped ○ United Methodist Social S	
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[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 your agency is not an MSFW entity, please write “not applicable”.

NOT APPLICABLE

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

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

Eligibility for SSI, VA Disability, MediCal, CalFresh and CalWorks generally qualify individuals and families for IMACA programs, but we do take information from those clients so it can be entered into our data bases.

Other, describe:

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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.

Under the rules of EFAP and FBNN, clients for emergency food assistance are able to self-certify their eligibility by signing the Intake form. We also request additional information but do not verify income on

each family. This also applies to an informal clothes bank in Mammoth and information and assistance services.

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?

Most of our experience in this area is in the area of managing and pursuing the development of low-income housing assets. These developments are specifically designed for low income individuals and low-income status is verified through review of documents as described above.

DRAFT

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.

Client surveys, participant feedback, coalition meetings,

2. Describe the frequency of evaluations conducted.

Annually or bi-annually

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

Additional information will be added later

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, 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.

All IMACA programs have an application or intake form which collects necessary client information at the time of initial enrollment in a program. As programs were developed over time, various data collection systems were required or chosen by the agency to meet reporting requirements. IMACA currently uses 6 different systems to obtain data on clients: 1.) Homeless, Housing and Continuum of Care programs funded through HUD and HCD require use of the HMIS system; 2.) WX and LIHEAP Energy Programs – Agency staff chose to use SerTraq, which is managed by Santa Cruz Co; 3.) Head Start and State preschools programs use the ChildPlus data base program to collect data for NPI reporting and for entry into the Head Start Parent Involvement Report database. 4.) Data on clients participating in the ChildCare Assisted Payment program is tracked in reporting software developed by the California Department of Education. 5.) Food program participant data is collected at delivery sites and entered into an agency developed spreadsheet using a program called SmartSheet, which allows users from multiple locations to enter or review data.

Describe the data reporting process.

We are aware that some vendors offer comprehensive data collection programs designed to handle all of these programs in a single database. We have reviewed presentations on these products and to this point, cost estimates for purchase, conversion and implementation of a system, plus the ongoing fees associated with these products, appear to be about double the amount available to IMACA. Since each of the data programs in use is specifically designed to meet the reporting requirements of the individual program, staff maintain the data on an ongoing basis and it is available in a format for the program reports necessary for each program. To prepare the final data for the CSD 295, staff cross reference household data by address and name and de-duplicate the data.

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

Data is the key to telling our story. Collected data can help to quantify community impact for local funders and donors. This can assist with fund raising. It also can point out gaps in service from certain areas which can indicate a need for more targeting and outreach.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is

gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

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

SEE LINKS on website to Comprehensive Needs Assessment and other materials