

2020-2021 Community Action Plan

Community Action Partnership of Kern

for

Community Services Block Grant



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Contents

| | |
|--|----|
| Cover Page and Certification | 3 |
| Vision Statement..... | 4 |
| Mission Statement | 4 |
| Tripartite Board of Directors..... | 4 |
| Documentation of Public Hearing(s)..... | 6 |
| Community Needs Assessment | 7 |
| Community Needs Assessment Process | 8 |
| Community Needs Assessment Results | 14 |
| Service Delivery System | 17 |
| Linkages and Funding Coordination..... | 19 |
| Monitoring | 27 |
| Data Analysis and Evaluation | 28 |
| Appendix A..... | 30 |
| Organizational Standards..... | 30 |
| Appendix B | 32 |
| State Assurances | 32 |
| Appendix C | 33 |
| Federal Assurances and Certification | 33 |
| | |

Additional Appendices:

- | | |
|--|---|
| 1) Board Roster | 7) CAPK 2019 Community Needs Survey, Analysis |
| 2) Notice of Public Hearing and BOD Meeting Agenda | 8) Management Org Chart |
| 3) Kern County Key Poverty Statistics | 9) CAPK Collaborative and Community Groups |
| 4) CAPK Customer Satisfaction Survey, 2016 | 10) CAPK Annual Report, 2018 |
| 5) Kern County Demographics and Poverty Tables | 11) CAPK Food Bank Partner List |
| 6) CAPK 2019 Community Needs Survey, Distribution Plan | 12) Finance Policy Sub-Recipients |

**COMMUNITY SERVICES BLOCK GRANT (CSBG)
2020/2021 Program Year Community Action Plan
Cover Page and Certification**

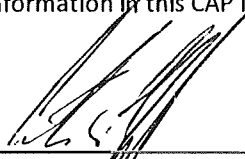

Submission Date: 5/30/19

Agency Contact Person Regarding the Community Action Plan:

| | |
|--------|-------------------------|
| Name: | Jeremy T. Tobias |
| Title: | Chief Executive Officer |
| Phone: | (661)336-5236 ext. 1138 |
| Email: | jtobias@capk.org |

Certification of Community Action Plan and Assurances

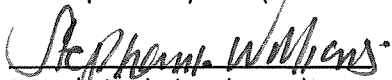
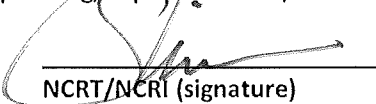
The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2020/2021 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

| | | |
|--|---|---------|
| Curtis Floyd |  | 5/29/19 |
| Board Chair (printed name) | Board Chair (signature) | Date |
| Jeremy T. Tobias |  | 5/29/19 |
| Chief Executive Officer (printed name) | Chief Executive Officer (signature) | Date |

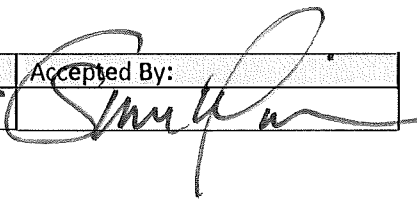
Certification of ROMA Trainer

(if applicable)

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

| | | |
|---|---|---------|
|  |  | 10/1/19 |
| NCRT/NCRI (printed name) | NCRT/NCRI (signature) | Date |

CSD Use Only:

| | | |
|--------------------|----------------|--|
| Date CAP Received: | Date Accepted: | Accepted By: |
| 6/24/19 | 10/1/19 |  |

Vision Statement

Provide your agency's Vision Statement below:

At Community Action Partnership of Kern, we envision a future where communities are economically stable centers of potential with abundant resources for all people

Mission Statement

Provide your agency's Mission Statement below:

*Community Action Partnership of Kern shall **provide** and **advocate** for resources that will **empower** members of the communities we serve **to be self-sufficient***

Tripartite Board of Directors

(Organizational Standards 5.1, 5.2, CSBG Act Section 676(b)(10))

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

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

CAPK is governed by an all-volunteer, 15-member tripartite Board of Directors. One-third of Board membership is required to include low-income residents or a representative, one-third representing the public sector, and one-third representing the private sector. A member of the Head Start Policy Council holds one of the five low-income Board seats. The remaining low-income representatives are recruited and selected through a democratic process of elections in four areas of the county, as defined by municipal district boundaries of the City of Bakersfield, East, North and South Kern. Potential Low-Income Board Member representatives must certify by signature that he/she meets board member eligibility requirements. Board applicants receive election rules and official petition forms. If there are open seats with no nominations submitted by the deadline, the Board of Directors has the option of appointing a representative for the District consistent with eligibility criteria. (Appendix 1, *CAPK BOD Roster*).

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

CAPK's Board of Directors is actively engaged in short-and long-term goals, strategic planning, and sustainability for programs and the overall agency. Activities include administrative, programmatic and organizational ethics, and overall progress and success in achieving the Agency's mission and goals—designed to make an impact in ending poverty. The CAPK Board has formally adopted the: (1) Agency Vision/Mission, (2) Community Action Code of Ethics, and (3) Promise of Community Action. These are prominently displayed throughout the organization and Board Room and are integral to the agency's message to community members and partners driving day-to-day business operations.

The CAPK BOD was involved in the development of the current CAPK Strategic Plan 2016-2021 and many members are involved in strategic planning work groups. Members of the Board attend monthly meetings, and review and approve spending plans/budgets—including CSBG funding. The Audit & Pension and Budget & Finance Committees are comprised of Board Members assigned by the Board Chair.

Board members are knowledgeable about and actively involved in reviewing program and agency progress, performance, and results. Each month members receive, review, and approve monthly program/division progress reports. Reports include new/existing funding opportunities, challenges and successes. The Board is responsible to ensure the agency meets all legal and regulatory requirements and utilizes an effective committee structure to fully engage in all aspects of the organization's operations and strategic directions towards ending poverty and increasing client well-being and self-sufficiency. The agency systematically offers training for Board members on topics directly related to their duties to assure members are knowledgeable in carrying out their governance responsibilities.

Documentation of Public Hearing(s)

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

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

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

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

Public Hearing

Date: April 24, 2019

Location: CAPK Administration, 5005 Business Park North,
Bakersfield, CA. 93309

Public Comment Period

Inclusive Dates for Comment April 9, 2019 – April 24, 2019

2. When and where was/will be the Public Hearing Notice(s) published or posted? List the dates and where below: (**See copy of published notice, Appendix 2**)

| Date | Where (name of newspaper, website, or public place posted) |
|---------|--|
| 4/09/19 | CAPK Website |
| 4/09/19 | Social Media |
| 4/09/19 | CAPK Administration Lobby |
| 4/09/19 | CAPK Programs |
| 4/09/19 | Email announcement and link to CAPK's website through the agency's Constant Contact's list of 2,335 people including CAPK staff, community partners/agencies, government officials, volunteers, and community members. |
| 4/09/19 | CAPK Website |

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

Community Needs Assessment

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

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

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

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

| Helpful Resources | | |
|---|---|--|
| United States Census Bureau Poverty Data click here | State of California Department of Justice Statistics by City and County click here | U.S. Department of Housing and Urban Development Homelessness Assistance click here |
| Employment Development Department Unemployment Insurance Information by County click here | California Department of Education Facts about California Schools Using DataQuest click here | California Department of Public Health Statistical Data click here |
| Bureau of Labor Statistics Labor Data click here | California Department of Finance Various Projections/ Estimates click here | Community Action Partnership Community Action guide to develop a CNA click here |
| A Comprehensive Community Needs Assessment (CCNA) Tool Statistical Data to assist CNA development click here | | |

Community Needs Assessment Process

(Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 3.5)

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

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

| | |
|---------------------------|--|
| Focus Groups | Five focus groups: 3/20/19 Lamont; 3/21/19 Southeast Bakersfield; 3/28 Central Bakersfield; 4/3/19 East Kern; 4/4/19 Shafter. |
| Asset Mapping | CAPK Sites and Poverty |
| Surveys | 2019 Community Needs Surveys: 2/4/19-2/28/19 CAPK Clients; Community Agencies/Partners; and CAPK Staff, Board Members, and Volunteers. |
| Community Dialogue | N/A |
| Interviews | N/A |
| Public Records | Extensive research of Census and other secondary data, community assessments, and reports. |

Date of most recent completed CNA: 4/24/19

Date CNA approved by Tripartite Board (most recent): 5/29/19

(Organizational Standard 3.5.)

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

Community-Based Organizations: Community-Based Organizations (CBO's) are essential to the mission of Community Action Partnership. CAPK works together with more than 1,500 CBO partners in Kern County to track referrals via 2-1-1, the Coordinated Homeless Entry Program, case management referral reports, and quality surveys at the program level. Many of these programs work together to share community-level data through software such as Efforts-to-Outcomes and Cerner. This data is used to drive CAPK's strategic planning process and community partnerships as well as to inform continuous quality improvement efforts.

Faith-based organizations: CAPK has many collaborations with faith-based organizations that provide valuable information to assist in identifying needs for low-income residents and families. For example, the CAPK Food Bank partners with approximately 110 food distribution sites throughout Kern County, many of which are faith-based organizations. Data collected from these partner sites, such as age, income, household size, disabled etc. assists CAPK in identifying high need areas for additional services/support.

Private sector: CAPK collects data in partnership with private companies through local grant programs and collects data to measure the impact of joint community projects. Recent efforts include working with companies such as Starbucks and Wells Fargo to measure the specific needs of at-risk youth through STEM (Science, Technology, Engineering, and Mathematics) Education, vocational training, and economic opportunities.

Public sector: Through data accountability and transparency, CAPK collects data through local partnerships of public stakeholders to address what the needs are of Kern County rural and urban communities as well as serve as a support to finding long term solutions to those needs. Recent efforts include OCAP funding to address the risk of child abuse, by financially empowering low income residents of East Kern through financial education and support, thereby empowering those families. Future collaborations will include addressing the acute housing crisis through CDBG and other funding including homelessness.

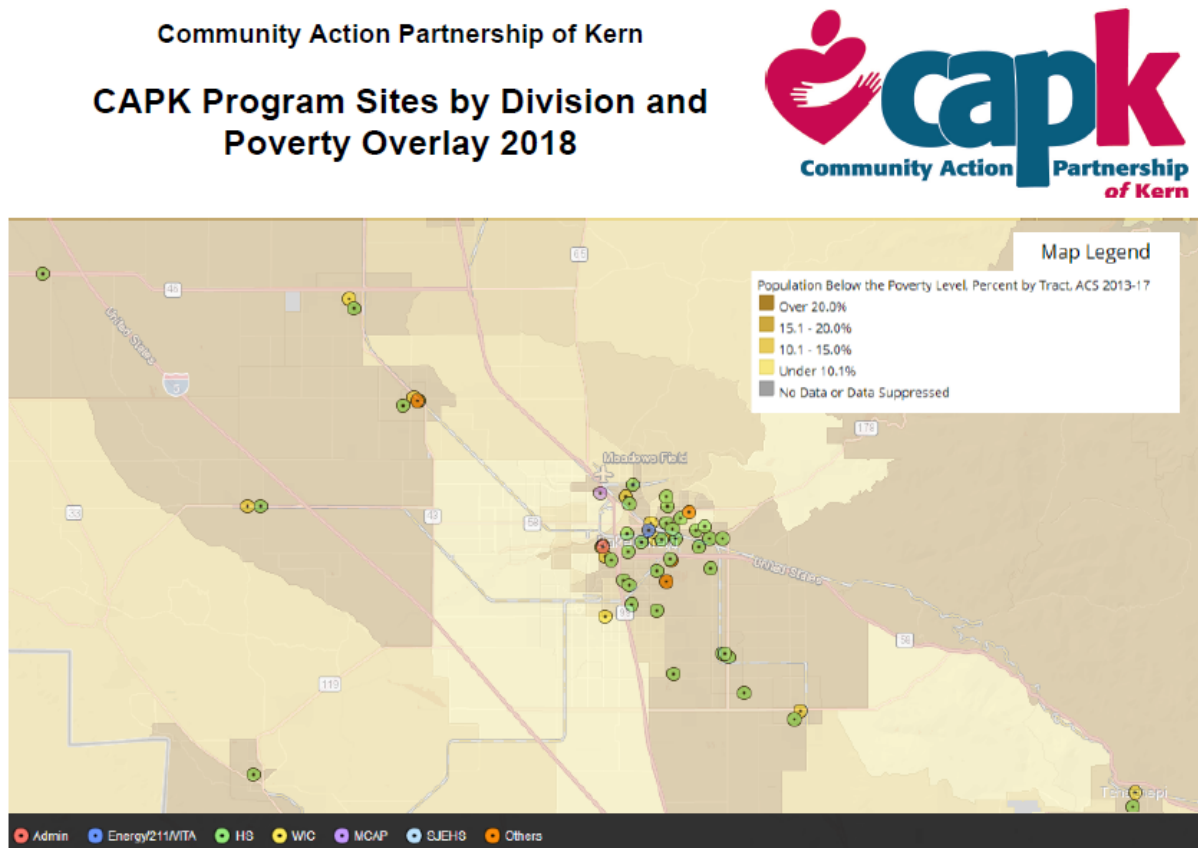
Educational institutions: CAPK has many partnerships with most of Kern County school districts including the Kern County Superintendent of Schools (KCSOS), CSUB and Bakersfield College. Through these collaborations, CAPK is able to identify high risk youths and their families who are in need of services and support. For example, referrals to CAPK's PREP Works program at both of the Agency's youth centers come from local school districts working in concert to keep youths off of the streets, in school and working on skills training while addressing their emotional and physical needs.

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

The major causes and conditions of poverty in Kern County can be clustered into four distinct areas:

- 1.) Behaviors of Individuals (such as crime and spending habits)
- 2.) Social Conditions (such as lack of living wage jobs, low educational attainment, and affordable housing)
- 3.) Exploitation (racism/discrimination, “predatory lending,” etc.)
- 4.) Political and Economic Structures (such as economic disparities, taxation patterns, and job loss).

The following map shows CAPK sites and Kern County Poverty.



Specific data and research findings are found in **Appendix 3 Kern County Key Poverty Statistics**

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

As part of CAPK’s efforts of quality service delivery and continuous quality service improvement, the agency conducts annual surveys to measure the level of satisfaction of clients/customers, staff members, and partners and supporters. Satisfaction and other surveys are distributed at least annually in hardcopy and electronically, in both English and Spanish. Survey Monkey reports, as well as Excel and other program-related software, are used to analyze data. Final survey analysis is reported to CAPK’s staff,

leadership, Board of Directors, and the overall community in various ways and means. Detailed action plans are created for needed areas of improvement, (Appendix 4, *2016 Customer Satisfaction Analysis Summary*).

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

CAPK uses the US Census American Community Survey as the primary source for data specific to poverty and its prevalence related to gender, age, and race/ethnicity in Kern County. The data is compared to the demographics of clients served by the agency to assure that CAPK is reaching those in need of services. (Appendix 5, *Kern County Demographics and Poverty Data Tables*).

Other data sources used include: Healthy Kern Community Needs Assessment; Columbia University National Center for Children in Poverty; Economic Poverty Institute; Kidsdata.org; Kern County Network for Children; and The Pew Charitable Trust. The agency also uses program data collection to report (and address) poverty and its prevalence.

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

The CAPK 2019 Community Needs Assessment provides a review/analysis of the conditions of poverty as well as the specific needs of low-income residents and families in Kern County. CAPK uses a variety of activities to gather information, including:

- Collection of the prevalence of Kern County poverty and demographic data through the US Census and other national, state and local sources;
- Review of several county-level assessments, including First 5 of Kern County, United Way of Kern County, and Kern Food Policy Council's Food Systems Assessment;
- Data collection and reporting of CAPK programs;
- Surveys of agency Clients, Partners/Community Agencies, and CAPK Staff, Volunteers, and BOD; and,
- Conducting Community Needs Focus Groups.

6. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process. (Organizational Standard 1.1, 1.2)

CAPK developed the 2019 Community Needs Survey to help identify needed program/services for low-income individuals and families in Kern County. CAPK conducted three separate surveys—CAPK clients, community partners/agencies, and CAPK staff, volunteers and Board Members.

The 2019 Community Needs Survey was distributed/collected from February 4, 2019 – February 28, 2019. CAPK Client surveys were distributed in English and Spanish through CAPK's 10 direct service programs and face to face collection was conducted during CAPK Food Bank Distributions. The

Partner/Community Agency and CAPK Staff, Volunteer and Board Member surveys were distributed electronically through constant contact email and links to CAPK’s webpage, seven of CAPK’s various program Facebook pages, and CAPK’s Twitter, Instagram, and LinkedIn accounts (Appendix 6, 2019 Community Needs Survey, Distribution Plan).

For 2019, there were 1,783 surveys collected, 90% (1,603) of which were from CAPK clients. Information collected through the surveys was used to help identify service/program needs for low-income people in Kern County. The Table below shows the survey results with the top five scores for each survey, highlighted in light blue.

| Needed Services | All Combined | Clients | Partners & Community Agencies | CAPK Staff, Volunteers and Board Members |
|-------------------------------------|--------------|---------|-------------------------------|--|
| Adult Education | 2.17 | 1.87 | 2.37 | 2.44 |
| Affordable Childcare | 2.42 | 2.19 | 2.76 | 2.73 |
| Affordable Housing | 2.06 | 2.25 | 1.32 | 2.75 |
| After School/Summer Recreation | 2.34 | 2.07 | 2.64 | 2.65 |
| Anti-Gang/Violence | 2.01 | 1.93 | 1.80 | 2.39 |
| Building Credit | 2.08 | 1.98 | 2.25 | 2.52 |
| Business Start-up | 1.78 | 1.70 | 1.90 | 2.01 |
| Domestic Violence | 2.01 | 1.89 | 1.83 | 2.57 |
| Financial Education | 2.19 | 1.89 | 2.53 | 2.57 |
| Health Insurance | 2.27 | 2.04 | 2.47 | 2.48 |
| Health/Nutrition Education | 2.22 | 1.89 | 2.54 | 2.51 |
| Homeless Services | 2.04 | 2.03 | 1.44 | 2.64 |
| Immigration/Citizenship | 1.98 | 1.76 | 1.85 | 2.32 |
| Job Skills Training | 2.40 | 2.09 | 2.78 | 2.74 |
| Mental Health Treatment | 2.31 | 1.93 | 2.88 | 2.63 |
| Nutritious Food | 2.31 | 2.00 | 2.58 | 2.53 |
| Pre-School (Kindergarten readiness) | 2.16 | 1.97 | 2.31 | 2.51 |
| Senior Programs | 2.08 | 1.71 | 2.31 | 2.41 |
| Services/Program in Rural Areas | 2.03 | 1.63 | 2.42 | 2.35 |
| Substance Abuse Treatment | 2.29 | 1.93 | 2.80 | 2.64 |
| Teen Pregnancy Prevention | 2.18 | 1.94 | 2.44 | 2.37 |
| Transportation | 2.17 | 1.93 | 2.36 | 2.52 |
| Tutoring/Reading Assistance | 2.06 | 1.85 | 2.32 | 2.36 |
| Utility Assistance | 2.02 | 2.05 | 1.68 | 2.61 |
| Youth Employment | 2.17 | 1.83 | 2.44 | 2.45 |
| Youth leadership | 2.10 | 1.81 | 2.47 | 2.44 |

The Agency conducted five focus groups in high need areas of the county. A total of 38 clients, community agencies and partners, agency staff, board members and volunteers, and the general community attended the groups. The information gathered through these events is used to help identify any special needs, specific to smaller communities. The next table shows the priority needs selected by each focus group. (Also see Appendix 7, *2019 Community Needs Survey and Focus Groups Summary Analysis*).

| Rank | Central Bakersfield | East Kern | Lamont | Shafter | South East Bakersfield |
|------|---------------------|--------------------|-----------------------|----------------------|------------------------|
| 1 | Mental Health | Access | Affordable Housing | Adult Education | Affordable Housing |
| 2 | Affordable Housing | Affordable Housing | Homeless | Affordable Housing | Mental Health |
| 3 | Youth | Youth Programs | Substance Abuse | Affordable Childcare | Anti-Gang |
| 4 | Homeless | Homeless | Access | Seniors | Transportation |
| 5 | Seniors | Substance Abuse | Affordable Child Care | Business Start-up | Youth Employment |

CAPK also uses data collected from programs to assess needs. For example, in 2018 CAPK served over 94,000 individuals of which 90% are families and 55% of which report having income from work alone or work and another source. This data indicates a high need for programs that are focused on working families such as affordable childcare and skills/education to increase earning potential.

The first three items in the **Priority Ranking Table** correspond with the three highest scores from the 2019 Community Needs Survey. The remaining four items had higher scores on the surveys and were also identified by the focus groups as needed service/programs needs for low-income people. All seven agency priorities are supported by research conducted through the U.S. Census data; community information and reports such as Head Start Community Assessment, kidsdata.org, Kern Food Policy Council, Kern County Network for Children, and many other sources; past CAPK Needs surveys; CAPK program data; and the CAPK’s mission, scope of service, and strategic goals.

Community Needs Assessment Results

(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))

Utilize the table below to list the needs identified in your Community Needs Assessment. If additional space is needed, insert a new row.

Needs Table

| Needs Identified | Integral to Agency Mission (Yes/No) | Currently Addressing (Yes/No) | Agency Priority (Yes/No) |
|--------------------------------|-------------------------------------|-------------------------------|--------------------------|
| Affordable Childcare | Yes | Yes | Yes |
| Affordable/Quality Housing | Yes | Yes | Yes |
| After School/Summer Recreation | Yes | Yes | Yes |
| Homelessness | Yes | Yes | Yes |
| Job Skills Training | Yes | Yes | Yes |
| Seniors | Yes | Yes | Yes |
| Youth | Yes | Yes | Yes |

Needs Identified: list the needs identified in your most recent Needs Assessment.

Integral to Agency Mission: indicate yes/no if the identified need aligns with your agency mission.

Currently Addressing: indicate yes/no if your agency is already addressing the identified need.

Agency Priority: indicate yes/no if the identified need will be addressed either directly or indirectly.

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

(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

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

Priority Ranking Table

| | Agency Priorities | Description of programs/services /activities | Community/Family & Individual | Indicator/Service Category (CNPI, FNPI, SRV) |
|---|--------------------------------|---|--|---|
| 1 | Affordable Childcare | Head Start & Migrant Childcare Alternative Payment (MCAP) | Family | FNPI |
| 2 | Job Skills Training | PREP Works, Food Bank, CAPK Small Business initiative, & Head Start | Individual | SRV |
| 3 | After School/Summer Recreation | Friendship House Community Center & Shafter Youth Center | Family & Individual | FNPI, SRV |
| 4 | Affordable/Quality Housing | Kern County Affordable Housing Coalition | Community, Family & Individual | CNPI, FNPI, SRV |
| 5 | Homelessness | 2-1-1 Kern Coordinated Entry | Community & Individual | CNPI, SRV |
| 6 | Youth Programs | Friendship House Community Center & Shafter Youth Center | Community, Family & Individual | CNPI, FNPI, SRV |
| 7 | Seniors | CAPK Food Bank Senior Food Program | Community, Family & Individual | CNPI, FNPI, SRV |

Agency Priorities: Stack rank your agency priorities with the top priority ranking #1.

Description of programs/services/activities: Briefly describe the program, service or activity that your agency will directly provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.

Community/Family & Individual: Identify if the need is community, or family/individual level.

Indicator/Service Category (CNPI, FNPI, SRV): Indicate which indicator or service will be reported in annual report.

Reporting Strategies Table

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

| Indicator/Service Category (CNPI, FNPI, SRV) | Measurement Tool | Data Source, Collection Procedure, Personnel | Frequency of Data Collection and Reporting |
|---|-------------------------------|---|---|
| Affordable Childcare | Enrollment, Software | Application, enrollment forms | Annual |
| Job Skills Training | Enrollments, Number completed | Enrollment Forms, Attendance Sheets | Annual |
| After School/Summer Recreation | Enrollments, Number completed | Enrollment Forms, Attendance Sheets | Annual |
| Affordable/Quality Housing | Number of houses available | Member Reports | Annual |
| Homelessness | 211 Calls-Counts | 211 Data Base | Annual |
| Youth Programs | Enrollments | Enrollment Forms, Attendance Sheets | Annual |
| Seniors | Number of Seniors Served | Applications, Sign-in Sheets | Annual |

Indicator/Service Category: Refer to Indicator/Service Category in last column of the Priority Ranking Table.

Measurement Tool: Identify the type of tool used to collect or measure the outcome.

Data Source, Collection Procedure, Personnel: Describe the source of data, how it is collected, and staff assigned to the task(s). Be specific and provide detail for activity both internal and external to the agency.

Frequency of Data Collection and Reporting: Describe how often data is collected and reported internally and externally. Include documentation available.

Service Delivery System

(CSBG Act Section 676(b)(3)(A))

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

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

CAPK touches every community throughout Kern County's 8,163 square miles of valleys, mountains, and deserts. The agency operates under a centralized administration system, located in Kern's major metropolitan city of Bakersfield. CAPK's 10 direct service programs provide an array of services, tailored to the needs of each community. For example, Kern is one of the world's top producers of agriculture, and CAPK's Migrant Childcare Alternative Payment (MCAP) program provides childcare vouchers for farm working families in mostly rural communities with high Hispanic populations. CAPK's Food Bank has over 110 partner pantry/commodity sites throughout Kern County, with an emphasis in areas that are food deserts and lack access to healthy and fresh foods.

Each of CAPK's programs has a different intake process. The agency is working towards a universal intake and data collection process and is currently researching software solutions that can be integrated with existing (often mandated by program contracts) intake and data collection programs.

The agency provides direct services, with added subcontracts, subrecipients, and partners through Memorandum of Understanding, as applicable and needed.

2. Please list your agency's programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.)

CSBG funds assist the agency in serving over 94,000 Kern County low-income individuals and families each year through administrative and direct program support including personnel; staff travel; office/space; general operating; program supplies and direct program services as follows:

Administration: CAPK operates under a centralized administrative structure. The agency's administrative branch includes Executive/Leadership, Administration, Finance, Human Resources, Operations, and Community Development, as well as leadership in the Health & Nutrition and Head Start Divisions. (*CAPK Management Organizational Chart* included as Appendix 8). CSBG funding is used for administration to provide a strong foundation and support for CAPK programs which helps the Agency to be more competitive and leverage other funding to respond to emerging needs, such as those identified in the Community Needs Assessment (CNA).

2-1-1 Kern-Information and Referral Help Line provides 24/7 community, social, and health referrals and information support to over 48,000 callers each year through its database of approximately 3,050

agencies. In 2019, 2-1-1 Kern became the coordinated entry point for Kern County Homeless services, providing assessment and referral for homeless providers and persons seeking homeless services in the County of Kern. 2-1-1 Kern is a key source for connecting callers to all services identified in the CNA as well as a provider of homeless coordinated entry and assessment services, (Priority 5 from the tables above).

CAPK Food Bank distributes over 13 million pounds of food each year through 110 partner and commodity sites throughout Kern County. The program provides healthy foods to poverty level households; monthly food boxes to over 3,500 seniors on fixed incomes; and no-cost fresh produce farmers markets in Bakersfield and rural communities of Kern. In 2019, the rural communities of Wasco and Delano will benefit by the no-cost Fresh Produce Farmers Markets and added food demonstrations. CSBG funds help support operation costs for this program. The CAPK Food Bank's Senior Food Program directly relates to Priority 7 from the CNA. Additionally, 53% of CAPK clients surveyed in the CAPK 2019 Community Needs Survey stated that nutritious food is needed to improve health. Lastly, Bakersfield, the metropolitan center of Kern County, has been designated as "the hungriest city in America" by the Food Research and Action Center. Supporting the CAPK Food Bank and ending hunger in Kern County, is a key priority of CAPK.

East Kern Family Resource Center (EKFR) serves the desert region of east Kern that includes the communities of Mojave, Rosamond, California City, and Boron, all of which have high poverty and limited access to services. Located in Mojave, the EKFR provides case management, wraparound services as well as general assistance to over 600 residents and families each year at high risk of child abuse and neglect. The center also offers parenting classes, kindergarten preparedness, financial empowerment and emergency resources such as clothing, household supplies, canned/nonperishable food items, and diapers. EKFR is a lead partner of area service providers in the region and convenes the monthly East Kern Collaborative meetings, at their site. As ***the only Family Resource Center*** in East Kern County, the EKFR provides direct services as well as linkage and referral for all priority areas identified in the CNA. Additionally, CAPK EKFR is a lead service provider and convener/support to area service providers.

Migrant Childcare Alternative Payment (MCAP) assists approximately 700 agricultural working families and their children each year with vouchers/payments for childcare. Families can enter the program through 6 entry counties—Kern, Tulare, Kings, Fresno, Madera, and Merced. Once enrolled, services can move with the family as they migrate for work, eliminating the need to re-enroll and start over again which is timely and frustrating where work opportunities and support services for families cannot wait. In addition to sustaining migrant working families, vouchers result in economic growth of over \$4MM for local childcare providers in mostly rural communities. CSBG funds are used for administrative costs that exceed *the MCAP program expenses, allowing the program to provide a top need identified in the CNA, Affordable Childcare.*

Volunteer Income Tax Assistance (VITA) and the Kern VITA Partnership, (that includes the United Way of Kern County and other local providers), has over 120 volunteers that assist at least 6,000 taxpayers file their returns, during the tax season. In 2018, the VITA program returned over \$8.7MM in tax refunds and credits to low-to-moderate income families in Kern County. CAPK uses CSBG funding for this program due

to its ability to assist low-income people and families—putting money back into the hands of low-income people and families through the no-cost tax preparation, refunds, and tax credits. Although VITA is not a directly sited program need in the CNA, the money families get back may prevent homelessness, used to make home repairs or move to a better home/neighborhood, and/or pay for job skills training.

Youth/Community Centers: Friendship House Community Center (FHCC) and Shafter Youth Center (SYC), located in Bakersfield and Shafter, the centers offer afterschool and summer programming to at least 700 children and youth, including tutoring, gang prevention, health & nutrition, youth employment, and various education and supports. The centers play an integral role in their communities, providing a haven for youth and their families and a trusted link to additional services/supports. The youth programs were chosen for CSBG support because they provide the support, education, and skills to youths that can assist in breaking generational effects of poverty in some of the highest poverty areas in the County. Youth programs are a priority identified in the CNA.

Linkages and Funding Coordination

(Organizational Standards 2.1-2.4)

(CSBG Act Section 676b(1)(B), (1)(C), (3)(C), (3)(D), (4), (5), (6), (9))

(State Assurance 12747, 12760, 12768)

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding.

(Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))

In addition to CAPK 2-1-1 Kern's data base of over 3,000 service providers, CAPK has both formal and informal relationships with over 200 community service agencies, partners, collaboratives, and other organizations from all sectors of the community including "*community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.*" (Appendix 9, *CAPK Collaboratives and Community Groups*)

CAPK is an active member of the Kern County Homeless Collaborative, Coordination of Care (CoC) group for Kern County homeless services. Recently, the CoC asked CAPK's 2-1-1 Kern Information and Referral Helpline to serve as the coordinated entry services provider for all CoC homeless services. CAPK received funding through the CoC for the CAPK 2-1-1 Kern to provide the following:

- Create a single-entry point for all homeless-related calls;
- Use the Quick Referral Tool (QRT) to triage and link the individual to an Assessment Point;
- Assessment with the VI-SPDAT 2.0;
- Data entry into the Homeless Management Information System; and
- Quick prioritization for services into Permanent Supportive Housing, Rapid Rehousing, and other interventions.

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

CAPK is a lead agency in all communities served. Collaboration and opportunities to partner and contract with others will strengthen services delivery and positive outcomes for low-income Kern families. Some key partnerships/MOU's that involve shared funding and resources are as follows:

Kern VITA Partnership: Through a partnership between CAPK and sub-recipient United Way of Kern County VITA programs as well as Kern County Child Support Services, Mexican American Opportunity Foundation, Greenfield Family Resource Center, and the Vida Scott Center. The Kern VITA Partnership builds on the strengths and experiences of all partners to form a collaborative effort and unified strategies that builds and extends access to free tax preparation and EITC application assistance to thousands of low-income taxpayers in Kern County.

CalEITC Outreach: CAPK VITA partners with subrecipient Community Services Employment Training (CSET) VITA to conduct outreach and education to promote awareness of the California Earned Income Tax Credits for low-income taxpayers through CAPK's and CSET's well-established programs, clients, vast networks of partners, and experience in CalEITC outreach and VITA. These efforts are supported through consistent and targeted outreach and messaging through local CalEITC web pages, social media, canvassing, media, collateral messaging, community-wide presentations and events.

Coordinated Entry System (CES): CAPK's 2-1-1 Kern Information and Referral Help-line is a contracted partner with the Kern County Homeless Collaborative which includes the United Way of Kern County and the Kern Housing Authority. CAPK 2-1-1 is the centralized entry point for assessment and referral for Kern County's Homeless Continuum of Care (CoC).

In 2019, CAPK will enter an agreement with the County of Kern, and in partnership with Region 6 Census efforts, to assist with the **2020 Census Count**. An accurate Census count can assist in assuring Kern County receives its' share of over 1 billion in California Federal Awards, to help the poor and disenfranchised improve their lives.

3. Describe how your agency utilizes information gathered from key sectors of the community (local school districts, social services departments, state agencies, colleges, faith-based organizations, community-based organizations, local utility companies, charitable organizations, homeless programs, local food banks, or other) and describe how your agency will coordinate and partner with other organizations in your service area.

CAPK uses information gathered from key sectors of the community to improve current programs and develop services to better serve the community. For example, due to findings in the Kern County Food Policy Council's comprehensive *Kern County Food System Assessment*, CAPK Food Bank began Free Farmers Markets to provide no-cost locally sourced produce to people and families in targeted underserved, rural, and/or high poverty areas. The Food Bank also works with Kern County Department of Human Services to provide volunteer work and training opportunities for welfare-to-work participants

to meet requirements to continue receiving cash aid. After 6 months, volunteers are eligible to receive pay through the Mexican American Opportunities Foundation's work experience program. CAPK Food Bank also partners with SerJobs to assist people ages 55+ that are looking for work gain technological knowledge for today's job market, such as computer data entry and warehouse operations.

Recently, in response to the loss of Project 180 Kern program dollars for Gang prevention efforts, CAPK led the effort to form the Youth Mentoring Partnership with Kern County Department of Human Services and other area providers of youth services. This new partnership will assist in leveraging more dollars into Kern County, while increasing efficiencies in providing quality services to strengthen Kern County youth.

Information gathered from all sectors of the community is used to strengthen grant proposals and reporting, monthly program reporting, funding appeals and community presentations for garnering added support for agency/program/client needs.

CAPK has numerous private sector contracts for services/programs including Wonderful, Starbucks, Wells Fargo Bank, Bank of the West, and Allstate, and the Agency is working with Aera Energy to provide STEM related internship opportunities to low-income youths, in 2019.

The agency strives to be a support partner in all aspects of service delivery to include filling gaps in services and avoiding duplication of services, to include maximizing leveraging dollars and in-kind support, such as volunteers, free fresh produce, etc. As an active community partner, CAPK staff participate in over 90 collaboratives, steering committees and community groups throughout the county with varying scope from neighborhood committees focusing on a specific issue to County-wide collaboratives, (*Appendix 9, CAPK Collaboratives and Community Groups*). CAPK reaches out to collaborate with others on grants and projects where there are opportunities or creates opportunities—even when project and partnering concepts are new or have never been explored in the past. Innovation drives solutions to existing problems.

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

N/A

5. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. Describe your agency's contingency plan for potential funding reductions. (State Assurance 12747)

Continuous leveraging of funding—both monetary and in-kind—along with other support partners and volunteers help CAPK to maintain and grow capacity to serve through its existing 10 diverse programs to assist and empower individuals and families across communities served.

CAPK leadership and staff are fully engaged as cooperative and collaborative partners, seeking existing and new opportunities to apply for funding support and partnerships through grants, projects and activities aligned with the agency mission and philosophy and purpose to end and improve lives across Kern County.

The agency has a clear sense of its current strategy and operations and key drivers of success, which include various community needs assessments for identification of priority community needs and programs. Measures taken to be operationally and fiscally viable and aware of threats at all times is part of CAPK's contingency plan. This allows leadership to adjust when and where needed, before a crisis presents and to mobilize resources quickly during a crisis. CAPK monitors all expenditures, and prioritizes costs and investments, and seizes promising opportunities, often with established partners, which helps the organization to weather worst-case scenarios and support communities served during catastrophic events, significant funding cuts, and the sudden loss of leadership. The agency also seeks funding from private and non-federal sources as well as private donors.

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

Programs track and review service delivery data and provide monthly program reports to the CAPK Program Evaluation Committee, Budget and Finance Committee, and the full Board of Directors. Communication vehicles used for internal and external communications include an every-other-month newsletter, weekly e-mail/Constant Contact, a comprehensive website and various social media platforms. TV, radio and newsprint, as well as a community presentations, outreach events and special activities and fundraisers are all included in CAPK's communication, and advocacy plans and strategies. The Annual Report (Appendix 10) is shared with CAPK board and staff, volunteers, community partners, supporters, funders and contractors on a yearly basis.

The number of volunteers and hours of service are tracked and reported by individual programs/staff by various means that are tailored to the programs and clients served, which may include contract and funder requirements, using various software systems and Microsoft Office applications i.e. Microsoft Excel and Word. For example, CAPK's Food Bank is currently researching software to increase operational efficiencies and track community volunteers. CAPK is also transitioning many of its day-to-day operational processes to Sharepoint, which offers added supports to programs/teams in data collection and reporting, as well as working with clients and various partners.

CAPK's Community Action Plan is provided to community partners through constant contact and posted on the CAP Web page, with links through social media.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would

involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs. (CSBG Act Section 676(b)(1)(B))

The agency operates a large and highly successful Early Head Start/Head Start program and youth-focused programs at two community centers in high-need low-income neighborhoods in southeast Bakersfield and Shafter, California. With 53 Centers of education excellence for childhood education (Head Start); 2 community centers (Friendship House Community Center and Shafter Youth Center) and the remaining 8 diverse programs of CAPK focus on reducing risk factors and increasing protective factors leading to self-sufficiency and overall well-being in youth, families, and communities.

CAPK's outreach teams and programs, in conjunction with youth program partners, work together in communities to ensure student and family success. The agency is engaged in innovative programs and services with area partners to engage and reduce youth violence and gang involvement to increase interest and opportunities for workforce development and higher education. CAPK's two youth centers are safe havens of hope in their neighborhoods, working in partnership with schools, providing low-income youth the education and skills needed to lead healthy lives including gang prevention, aggression replacement training (ART), teen pregnancy prevention programs, gardening, nutrition and healthy lifestyles, and after school and summer recreation.

Youth mentorship programs, job skills training and paid work experience with area businesses and corporations, like Starbucks, have helped youth with no direction and purpose (disconnected youth) to complete education and training programs and get paid work experience. Some youth have been offered jobs after program completion at local businesses, including Starbucks, as Baristas! Students who graduate CAPK programs often return during summer months to assist with youth program activities as a way to give back and help children at the Youth Center's summer programs.

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

CAPK is one of the largest nonprofit agencies in Kern County, with over 900 employees and provides volunteer (for job skills training), internships, and entry-level positions to hundreds of low-income people. For example, CAPK's Head Start program provides entry-level employment with full benefits to Head Start parents/caregivers and other low-income residents. Parents/caregivers hired to work in the Head Start program gain valuable work experience, are provided financial assistance to advance their education and are encouraged to move up to higher-level positions. For Head Start parents/caregivers who want job training and job search assistance, Head Start Family Service Workers refer them to agencies that specialize in providing workforce development services and supports, such as America's Job Center.

CAPK's PREP Works program connects youth to their community through education, service, and employment. The program empowers high-risk youths ages 16-18 with the skills, knowledge, and confidence needed to conduct self-directed job searches, career planning, and to provide them with the knowledge to practice financial planning and responsibility. Many youths have been hired upon

completion of their paid work experiences in local businesses and partners including Starbucks, Super Cuts, CAPK Friendship House Community Center, and La Fiesta Market

In 2018, CAPK began the Small Business initiative with partner Bank of the West, to provide workshops resources and referrals to low-income small business owners and entrepreneurs to start, build, or expand a small business.

In addition to the agency's hiring, training, and job referral practices, childcare services provided through the CAPK Migrant Childcare Alternative Payment program help migrant and seasonal farm worker families retain employment by providing access to licensed child care throughout the state. Families may enter the MCAP program in six Central Valley counties and remain eligible regardless of where they move within the state. Program flexibility enables families to use qualified providers to meet their individual needs and choices, e.g., evening and weekend care, center-based care, or family home care.

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

The CAPK Food Bank provides direct emergency food assistance to the economically disadvantaged, senior citizens, homeless individuals and families, victims of crime or disaster, the unemployed, migrant and seasonal agricultural workers, and any others in need of emergency food and other basic needs and commodities in Kern County. Each year the Food Bank distributes over 13 MM pounds of food throughout Kern County in partnership with over 110 distribution pantry and commodity sites (Appendix 11, *CAPK Food Bank Partner List*). The Food Bank operates Free Farmers Markets offering no-cost highly nutritious locally sourced/donated fresh produce (to include recipes and food demonstrations) in rural and low-income areas to combat hunger and improve health and nutrition of those served.

CAPK Food Bank also offers the Backpack Buddies program to school children who are identified as Chronically hungry and rely on school meals as their primary, and sometimes only, source of food. Students receive weekly non-descript “bags” containing nutritious and easily prepared foods to take home on the weekends, to ensure nutritional needs when school lunch is not available.

Food drives assist in stocking the Food Bank warehouse shelves throughout the year, in partnership with foundations, corporations, churches, staff and board members, community members, and volunteers.

CAPK’s Women, Infants, and Children (WIC) Supplemental Nutrition Program provides eligible families (including pregnant or breastfeeding women) with supplemental food assistance, health and nutrition education, and breastfeeding education and support. CAPK’s 2-1-1 Kern Information and Resources Call Center offers 24/7 live operator assistance in connecting callers to needed supports. Additionally, CAPK is part of the Kern County Homeless Collaborative, the Kern Food Policy Council, and other cooperative projects and activities that address emergent needs and gaps in services for low-income, vulnerable and marginalized populations.

Head Start programs provide children a nutritious daily breakfast, lunch, and snacks and Youth Centers provide afterschool meals and snacks.

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

CAPK is the primary Community Service Block Grant (CSBG) funded agency serving Kern County. The agency administers and coordinates activities for CSBG, the Home Energy Assistance Program (HEAP), Low-Income Home Energy Assistance Program (LIHEAP), and Department of Energy (DOE) energy contracts. To increase participation in the emergency energy programs by eligible Kern County residents, CAPK solicits assistance from collaborative partners that work with low-income residents to disseminate information and recruit clients for energy services. Marketing is robust across the County, with assistance from the CAPK Community Development Division.

CAPK's emergency and energy crisis intervention services under title XXVI [42 U.S.C. 8621et seq.] (relating to low-income home energy assistance) include:

- utility payment assistance;
- weatherization repairs;
- weather-stripping and insulation;
- replacement of non-energy efficient doors, windows, lightbulbs, and appliances; and
- installation of low-flow shower heads and carbon monoxide alarms.

CAPK actively participates in collaboratives and community coalitions to assist in coordinating services in communities served. CAPK staff is engaged in numerous community groups, collaboratives, collaborations, and both formal and informal agency partnerships to work towards providing quality services to low-income people and families.

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

CAPK has spearheaded several innovative initiatives and projects based on community needs, including: CAPK Small Business Initiative and Small Business Advisory Committee to assist low-income residents to start or grow a business;

Financial Empowerment workshops and home-based case management services using the Your Money, Your Goals curriculum;

Child Immunizations and Family Health Fairs in the underserved and rurally isolated communities of East Kern County through CAPK's East Kern Family Resource Center's Health Link program;

Homeless Coordinated Entry Services, in partnership with the Kern County Homeless Collaborative, CAPK is serving as the provider of Coordinated Entry Services through its 2-1-1 Kern Call Center to assist and support area homeless services providers in their efforts to provide basic needs and end homelessness across Kern County;

CAPK Food Bank Free Farmers Markets to help combat the epidemic of hunger and related obesity and health issues among people/families that live in poverty by providing fresh locally sourced produce and nutrition education in high poverty and rural areas;

Public Charge to support and educate immigrant families of the truth and myths of obtaining public services and the effects on immigration status through town hall meetings and workshops provided through engagement with local and state entities throughout the County;

Census 2020, supporting efforts to ensure complete and fair 2020 Census counts; STEM Programming in the planning stages with corporate partners to increase STEM skills for youth at CAPK's two community-based youth centers through STEM education and internships; and

Affordable Housing formed a housing advisory committee to seek out grant and partnership opportunities to address housing needs for low-income residents and families in Kern County, through projects and shared funding opportunities.

CAPK's Friendship House Community Center assists parents and parenting teens through Nurturing Parenting (meets court requirements) and Parents on a Mission. Additionally, CAPK leadership is engaged in the community and encourages and assigns programs' staff to participate in local initiatives and projects designed to support and strengthen individuals, families, and the overall community.

Monitoring

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

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

Program evaluation is conducted by completing the National Performance Indicators. Program services are compared to performance measurement standards, scope of work, and budget. Some programs may also conduct pre- and post-program assessments and/or customer satisfaction surveys.

Monitoring and evaluation are focused in two areas, programmatic and financial. Program monitoring and evaluation are components in each of the agency's grants which allow staff to track and measure program performance, document achievements, and compare with stated program goals and objectives. Each program has its own method of collecting data, as required by the grant, to document outcomes, identify strengths and challenges, and to address issues that arise during the program's duration. Program budgets are also reviewed regularly by the CAPK division directors to ensure that the budgets are not exceeded and that expenses are necessary and reasonable.

Division directors and program managers monitor at the program level to ensure contract compliance and fidelity to established performance standards. Outcome indicators are collected from each program as of 2013 for compliance with State NPI reporting and Results Oriented Management and Accountability (ROMA) standards.

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

CAPK monitors subrecipients in order to provide reasonable assurance that they are in compliance with laws, regulations, and award provisions applicable to the program. Please see Appendix 12 "*Monitoring of Subrecipients*" from the *CAPK Accounting & Financial Policies and Procedures Manual*.

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

The Board Chair and CAPK's Chief Executive Officer assure that CAPK will use CSBG funds in compliance with the Coates Human Services Reauthorization Act of 1998 and Public Law 105-285, and that the eligible beneficiaries will be as defined by California Government Code Section 12730(f). CAPK maintains financial records that comply with the cost and accounting standards of the U.S. Office of Management and Budget. CAPK conducts a comprehensive agency-wide single audit. CSD representatives are provided copies of each audit and offered access to inspect financial files, processes and systems. The Chairman of the Board of Directors and the Chief Executive Officer assures that the agency will use CSBG funds in compliance with the Coates Human Services Reauthorization Act of 1998 and Public Law 105-285 and that the eligible beneficiaries will be as defined by California Government Code Section 12730(f).

The U.S. Office of Management and Budget (OMB) published new requirements for federal award programs entitled *Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards* (also known as the *Super Circular*) codified at 2 CFR 200. The guidance supersedes and consolidates the requirements from OMB circulars A-21, A-87, A-110, A-122, A-89, A-102, A-133, and A-50. CAPK is in compliance with this change and will meet new standards as required in the *Super Circular*.

Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4) (CSBG Act Section 676(b)(12))

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

CAPK manages a diverse array of programs, consequently, data collection tools are just as diverse. Many programs report on several different indicators and some indicators have as many as five programs reporting on one projection. To ensure consistency of such a wide variety of reporting tools and to monitor progress towards CAPK's NPI projections, the agency has developed a program matrix tool for data collection. The matrix tool is used by each program to document projections and progress for each NPI.

The matrix tool is disseminated to division directors and program managers prior to the end of the reporting period. After the end of the reporting period, each program creates an NPI indicator report documenting client demographics and program outcomes on the matrix tool and submits it to the Community Development Division. All programs reporting on projections are required to submit the reports used to obtain the NPI projections, as backup documentation.

To ensure that the supporting documentation is accurate, CAPK has implemented quality assurance and retention plans. The Community Development Division is responsible for collecting, maintaining, and verifying documentation used to substantiate the program and aggregate totals and client demographics reported for each CSBG NPI. The supporting documents are stored at CAPK's main office and are easily accessible for review. Reporting and monitoring procedures are reviewed on an ongoing basis to ensure appropriate controls are in place at the program and aggregate reporting level.

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

CAPK BOD receives monthly updates on program/division progress. Additional updates for specific strategies are reported to the BOD at least once per year, with special updates for specific initiatives occurring more frequently. Annual updates are given at the last BOD meeting of the year. CAPK program presentations are conducted each month, with each of CAPK's programs having an opportunity to educate and provide program initiatives, successes, outcomes, and opportunities to the board.

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

The CAPK Food Bank will be purchasing a comprehensive software system for inventory and management of daily operations that will support increased efficiencies and lower operational costs. The decision to move towards the new software for inventory management was made based on the analysis of the high volume of food distributed from the Food Bank and to assure adequate inventory at partner sites.

CAPK leadership and program staff are participating in the 2019 Consumers Financial Protection Bureau Your Money Your Goals Cohort for technical assistance to integrate this curriculum throughout the Agency's programs. CAPK identified financial education as a primary need in the community through the 2017 Community Needs Survey.

CAPK is in the process of developing a universal intake and data collection process. The whole-person care model drives the necessity for a data integration platform to deliver the tools to make value-based decisions that are supported by verifiable data and connecting people and families to the right services for the desired outcome(s). To reach this goal, CAPK has formed a workgroup that has identified the various entry points, data systems, and processes within each CAPK program and has issued an RFA for the assessment and selection of a Customer Relations Management (CRM) cloud-based platform.

Leadership and program staff have been trained in Trauma Informed Care and are working to educate and implement best-practice strategies that will improve service delivery impact for clients, and systems-wide county partners working with the Trauma Informed Care Steering Committee and two Cohorts of Champions. CAPK related data will be available in 2020.

Appendix A

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

CATEGORY ONE: CONSUMER INPUT AND INVOLVEMENT

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

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

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

CATEGORY TWO: COMMUNITY ENGAGEMENT

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

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

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

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

CATEGORY THREE: COMMUNITY ASSESSMENT

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

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

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

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

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

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

VISION AND DIRECTION

CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP

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

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

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

CATEGORY FIVE: BOARD GOVERNANCE

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

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

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

Appendix B

State Assurances

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

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

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

Appendix C

Federal Assurances and Certification

CSBG Services

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

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

- (i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);*
- (ii) secure and retain meaningful employment;*
- (iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;*
- (iv) make better use of available income;*
- (v) obtain and maintain adequate housing and a suitable environment;*
- (vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family individual needs; and*
- (vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;*

- (I) document best practices based on successful grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;*
- (II) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;*

Needs of Youth

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

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

676(b)(5) “An assurance that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in communities with entities providing activities through statewide and local workforce development systems under such Act.”

State Coordination/Linkages and Low-income Home Energy Assistance

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

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

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate system

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