DATE	October 12, 2022
TIME	12:00 pm
LOCATION	Teams Meeting / 5005 Business Park North Bakersfield, CA 93309
TEAMS LINK	Click here to join the meeting
PHONE NUMBER	(213) 204-2374 / ID: 900 596 931#

Program Review & Evaluation Committee Agenda

Per Governor's Executive Order N-29-20 and Assembly Bill 361, meeting to be held via tele-conference. Members of the public may join the tele-conference or listen to the call from the CAPK office at 5005 Business Park North, Bakersfield, CA 93309.

1. **Call to Order**

2. **Roll Call**

   Ana Vigil (Chair) Michelle Jara-Rangel Marian Panos
   Jimmie Childress Yolanda Ochoa

3. **Public Comments**

   The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **Program Presentation**

   a. Vaccine Equity: Connecting to Underserved Communities – James Burger, Outreach and Advocacy Coordinator

5. **New Business**

   a. September 2022 Program Reports – ***Action Item (p. 3-33)*** — Pritika Ram, Chief Business Development Officer
      1. Community Development
         - Coordinated Entry Services (CES)
         - M Street Homeless Navigation Center
         - Rental Assistance
      2. Health & Nutrition Services
         - CalFresh Healthy Living
         - Food Bank
         - Migrant Childcare Alternative Payment (MCAP)
         - Women Infant and Children (WIC)
      3. Youth & Community Services
         - East Kern Family Resource Center (EKFRC)
         - Oasis Family Resource Center
         - Energy, Weatherization & Utility Assistance
         - Friendship House Community Center (FHCC)
         - Shafter Youth Center (SYC)
         - Volunteer Income Tax Assistance (VITA)

4. Operations
    - Business Services
    - Maintenance
    - Information Technology
    - Data Services
    - Risk Management
5. Administration
    - Grant Development
    - CAPK Foundation
    - Outreach & Marketing
    - 211 Kern Call Center

b. September 2022 Application Status Report & Funding Profiles – ***Action Item (p. 34-36)*** — Pritika Ram, Chief Business Development Officer
   1. Application Status Report
   2. Funding Profile
      i. Valley-Desert Communities Climate Collaboratives (VDCCC)
   3. Small Funding Profiles ($50,000 and under)

c. September 2022 Head Start / State Child Development Enrollment Update & Meals Report – ***Action Item (p. 37-38)*** — Robert Espinosa, PDM Administrator

d. 2021-2025 Strategic Plan Update – ***Info Item (p. 39-42)*** — Kelly Lowery, Food Bank Administrator
   Goal 1

e. IT Staffing Design – ***Info Item (p. 43-57)*** — Emilio Wagner, *Director of Operations*

6. <u>Old Business</u>

a. Follow-Up Item from September 14, 2022 PRE Committee Meeting – Food Bank Staffing Inquiry – ***Info Item (p. 58)*** — Susana Magana, Director of Health & Nutrition

7. <u>Committee Member Comments</u>

8. <u>Next Scheduled Meeting</u>

Program Review & Evaluation Committee
12:00 pm
Wednesday, November 9, 2022
5005 Business Park North
Bakersfield, CA 93309

9. <u>Adjournment</u>

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 5005 Business Park North, Bakersfield, CA and online at www.capk.org by 12:00 pm, October 7, 2022. Vanessa Nevarez, Assistant to the CPO.

October 2022 Program Monthly Reports

PRE Committee September 2022

Community Development

Coordinated Entry Services

M Street Homeless Navigator Center

Rental Assistance

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Coordinated Entry Services (CES)
Division/Director	Rebecca Moreno	**Program Manager**	TBD
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

Coordinated Entry Services (CES) is the system to assist communities in ending homelessness by providing a clear and systematic pattern for helping individuals to quickly access the most appropriate services available through standardized access, a standardized assessment process, and a coordinated referral (match) process for individuals to preventions, housing, and/or other related services. The following counties are currently being served by CAPK CES, Kern County and Stanislaus County.

Homeless Referrals/Assessments (SRV 7c)	Month	YTD	YTD Goal	Month Progress	Annual Progress
Kern County	956	9,162	10,000	115%	92%
Stanislaus County	0	0	5,000	0%	0%
Total Calls				#DIV/0!	#DIV/0!
Pending Assessments	**Month**	**YTD**	**YTD Goal**	**Month Progress**	**Annual Progress**
Kern Pending contact/call back	0	0	15	-	-
Stanislaus Pending contact/call back	0	0	15	-	-
Performance: Number of applicants who received a response within 24 Hours	**Month**	**YTD**	**YTD Goal**	**Month Progress**	**Annual Progress**
Kern County	864	8,102	7,800	133%	104%
Stanislaus County	0	0	3,750	0%	0%

Explanation (Over/Under Goal Progress)

Initial meeting with Stanislaus County went well. It was determined that additional meetings will be required to fully train and build trust with Stanislaus CoC.

Program Strategic Goals	Progress Towards Goal
1. Implement effective 24 hour response time for Stanislaus County.	Training for HMIS completed. System will "go live" on 10/01/22
2. Increase staff recruitment and retention.	Meetings with HR for retention and staff recruitment
3. Build provider network support with Stanislaus Continuum of Care (CoC)/Homeless Collaborative.	In attendance for Stanislaus CoC and CES meeting in September.

Program Highlights

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	M Street Navigation Center
Division/Director	Rebecca Moreno	**Program Manager**	Laurie Hughey
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

CAPK operates the 147-bed homeless Low Barrier Navigation Center in partnership with the County of Kern. This 24-hour shelter offers housing, meals and an array of mental health, medical care and economic resources to un-sheltered individuals with pets and partners.

Shelter Services	Month	YTD	YTD Goal	Month Progress	Annual Progress
Overnight Residents (Assigned Beds) (FNPI 4a & SRV 7b, SRV 4m)	128	908	950	162%	96%
Pets (i.e., kennel, emotional support assistance and service pet)	14	80	170	99%	47%
Residents Under 90 days length of stay	43	510	500	103%	102%
Exits to Permanent Housing (FNPI 4b)	10	66	96	125%	69%
Exits-Self	23	108	180	153%	60%
Exits-Involuntary	57	528	400	171%	132%
Case Management Services (SRV 7a)	693	6,350	3,000	277%	212%
Critical Incidents	16	170	360	53%	47%
Shelter Residents Meals (SRV 5ii)	6,139	40,026	60,000	123%	67%
Number of Volunteers *(duplicated)*	63	408	175	432%	233%
Volunteers Hours *(duplicated)*	162	1,241	1,500	130%	83%
Safe Camping					
Total clients served (SRV 7b)	64	174	400	192%	44%
Current client census	52	117	250	250%	47%
Meals (SRV 5ii)	2,278	4,464	3,100	882%	144%
Pets	15	28	75	240%	37%
Clients moved to Shelter (SRV 4m)	0	13	85	0%	15%
Safe Camping					
Total clients served	3	15	100	36%	15%
Current census	3	11	60	60%	18%

Explanation (Over/Under Goal Progress)

With the reconstruction of the kennels, large dogs are able to occupy 2 kennels which cuts down on the number art pets housed in the kennels. Clients in safe camping are able to get assistance with housing and therefore their is lack of interest for clients to move to M street, and safe camping has less structure, clients are able to come and go all hours which is a selling point for safe camping. There is lack of interest for people utilizing safe parking they and they are able to self resolve their issues.

Program Strategic Goals	Progress Towards Goal
1. Number of residents participating in job training program (i.e. project hire up, financial literacy, etc.)	2 participating in Project Hire-Up, 16 working in various job trainings through CSET, employment services as well as in the community such as good will, Denney's, metro recycling etc.
2. Develop Encampment/Overnight parking program at Navigation location.	Encampment/safe parking started on 6/13/2022; total of 52 currently enrolled and 64 total served for the month of September. 1 housed and 15 pets.

Community Action Partnership of Kern
Monthly Report 2022

3. Increase job retention/recruitment at M street by (1) developing job descriptions that accurately reflect the job they are doing (2) differential pay for PM/Overnight employees, (3) regrading/reclassification of job positions	Job descriptions are currently under review with HR for reclassification, Program Administrator & Operations Manager approved by BOD 9/26, will review Kitchen coordinator & Food prep lead in October. Staff are currently receiving the differential pay for PM and overnight shift, as well as extra duty pay for Shelter workers, Custodian & Program Coordinator.

Race Demographic	Month
18 - 24	14
25 - 34	53
35 - 44	50
45 - 54	47
55 - 61	27
62+	15
Total:	**206**

Race Demographic	Month
American Indian or Alaska Native	1
Asian	8
Black or African American	45
Native Hawaiian or Other Pacific Islander	3
White	140
Multiple races	8
Client Don't know / Refused	0
No Answer	1
Total:	**206**

Gender	Month
Female	94
Male	110
Trans Female (MTF or Male to Female)	2
Trans Male (FTM or Female to Male)	-
Gender Non-Conforming (i.e. not exclusively male or female)	-
Client doesn't know	-
Client refused	-
No Answer	-
Total:	**206**

Zip Code	Month		
93301	46	91762	1
93302	1	93550	1
93303	1	93555	2
93304	14	93560	1
93305	26	93401	1
93306	9	94964	1
93307	25	93263	1
93308	23	93268	1
93309	8	92392	1
93311	1	93280	1
93312	4	92399	1
93313	3	63137	1
93314	3	89103	1
93390	1	73132	1
90212	1	18705	1
93205	1	86351	1
93206	1	91006	2
95023	1	93203	1
93240	2		
93241	1		
93250	1		
Not specified	13		
Total	**206**		

Program Highlights

CAPK Housing Programs Monthly Report

Month	September 2022	Division	Community Development
Director	Rebecca Moreno	Manager	Ian Sharples

Program Description

The Rental Assistance has two programs focused on improving housing security for program participants. The first is Emergency Service Grant (ESG) Rental Assistance program which provides payment of rental arrears to prevent evictions. The CAPK Rental Assistance team also receives referrals from the Housing Authority of the County of Kern (HA) for their Rental and Utility Assistance Program (RUP). We provide follow-up services to obtain documentation from RUP applicants that the HA has been unable to contact. Once documentation is received, HA issues a rental assistance payment to prevent eviction.

ESG Rental Assistance	Month	YTD	YTD Goal	Month Progres	Annual Progres
Homeless Prevention Funds Distributed	$ 222,205.50	$ 907,489.95	$ 120,000	2222%	756%
Rapid Re-Housing Funds Distributed	$ -	$ -	$ 1	0%	0%
[SRV 4c/FNPI 4e] Rental Payments Issued	80	314	120	800%	262%
[SRV 4d] Deposit Payments	0	0	1	0%	0%
Applications Received	0	1881			
Closed Referrals					
to CES for homeless services	0	264			
to KCHA for rental assistance	0	109			
to Utility Assistance	0	4			
to other agency or program	0	24			
Closed Ineligible					
non-service area	0	382			
income limit	0	28			
duplication of benefits	0	19			
did not complete process	0	281			
other	0	306			
Outreach Events	0	14			
Interactions	0	468			
Fliers Distributed	0	617			
Information Signups	0	87			
Applications Started	0	0			
Total Open 0 / Total Closed	0				

ESG Housing Relocation	Month	YTD	YTD Goal	Month Progres	Annual Progres
Rapid Re-Housing Funds Distributed	$ -	$ 37,493.00	$ 600,000	0%	6%
Homeless Prevention Funds Distributed	$ -	$ -	$ 1	0%	0%
[FNPI 4b] obtained safe and affordable housing	0	8	200	0%	4%
[SRV 4o] Permanent Housing Placements	0	8	1	0%	800%
[SRV 4c] Relocation Rent Payments Issued	0	6			
[SRV 4d] Deposit Payments	0	6			
[SRV 4q] Home Repairs	0	0			
Unsuccessful Matches	0	54			
Declined Assistance	0	14			
Over Income	0	1			
Did Not Complete (no show, no contact)	0	41			

Health and Nutrition Services

Cal-Fresh Health Living Program *(n/a)*

Food Bank

Migrant Childcare Alternative Payment

Women, Infant, and Children

Community Action Partnership of Kern
Monthly Report 2022

Housing Authority RUP Referrals	Month	YTD	YTD Goal	Month Progres	Annual Progres
Received Referrals	0	522	800	0%	65%
Closed Referrals	0	42	800	0%	5%
Successful Referrals	0	0	80	0%	0%
Total Open Referrals	0		Success Rate		0%

Explanation (Over/Under Goal Progress)

Rental Assistance Program deactivated new applications on 8/31/2022 in preparation for the contract end date of 9/30/2022. RUP Referrals- KCHA informed their program would conclude referrals at the end of 07/2022

Program Strategic Goals	Progress Towards Goal

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Food Bank
Division/Director	Susana Magana	**Program Manager**	Kelly Lowery
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The Food Bank provides food assistance to low-income families and individuals through a network of more than 150 partnering food distribution sites throughout Kern County. The Food Bank also offers the Senior Food boxes to individuals ages 60 & older. The Backpack Buddies program provides youth with food when they are out of school (i.e., afterschool/weekends/holidays) distributed at CAPK youth centers, schools, and other community sites.

Food Distributions	Month	YTD	Annual Goal	Month Progress	Progress
Individuals Served (Duplicated) (SRV 5jj)	50,914	385,952	400,000	153%	96%
Pounds Received	**1,650,446**	**16,857,408**	**22,000,000**	**90%**	**77%**
Pounds Carried Over from Previous Month	705,471				
Pounds Distributed	**1,381,566**	**12,682,530**	**22,000,000**	**75%**	58%

Senior Food	Month	YTD	Month Goal	Month Progress	
Individuals Served (SRV 5jj)	4,802	38,803	4,800	100%	
Pounds Distributed	**168,070**	**1,347,889**	**144,000**	**117%**	

Free Farmers Markets	Month	YTD	Annual Goal	Month Progress	Annual Progress
Households Served (SRV 5jj)	1,450	13,064	18,000	97%	73%
Pounds Distributed	**53,145**	422,377	**185,000**	**345%**	228%

Senior Food	Month	YTD	Annual Goal	Month Progress	Annual Progress
Meal Kits Received (SRV 5jj)	**6,300**	**44,790**	**100,000**	**76%**	45%

Total Pounds Distributed	Month	YTD	Annual Goal	Month Progress	Annual Progress
All Programs	**1,602,781**	**14,452,796**	**22,329,000**	**179%**	65%

Volunteers	Month	YTD	Annual Goal	Month Progress	Progress
Volunteers who received job skill training (SRV 6f) (paid partnership though service providers, duplicated)	17	133	210	**97%**	63%
Other Volunteers (i.e., general public, duplicated)	98	748	750	157%	100%

Explanation (Over/Under Goal Progress)

Community Action Partnership of Kern
Monthly Report 2022

Program Strategic Goals	Progress Towards Goal
1. Update program level organization chart and fill open positions in anticipation of increased capacity after completion of expansion project.	Pending
2. Create positional depth within both the Admin Clerk and Warehouse Specialist positions.	Pending
Program Highlights	

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Migrant Childcare Alternative Payment (MCAP)
Division/Director	Susana Magana	**Program Administrator**	Laura Porta
Reporting Period	September 1 , 2022 - September 30, 2022		

Program Description

The Migrant Childcare Alternative Payment (MCAP) program provides childcare subsidy to migrant, agriculturally working families. Families can apply for child care services in six entry counties: Kern, Kings, Madera, Merced, Tulare, and Fresno. Once a family is enrolled in the program, the family can migrate anywhere in California to follow agricultural work and their childcare services can continue.

Services	Month	YTD	Goal	Month Progress	Annual Progress
Number of Child Enrollments	137	1,311	3,000	4%	44%
Childcare Providers (SRV 7f)	15	250	400	45%	63%

MCAP Subsidies (SRV 7e) Jul 21-Jun 22	Month of Aug processed in Sept	YTD	Goal	Month Progress	Annual Progress
Provider Payments-Subsidies Expended	$810,461	$ 1,415,196	$21,664,000	45%	7%

Explanation (Over/Under Goal Progress)

All program personnel is fully engaged in conducting outreach to increase our family / child enrollments in all counties where MCAP operates. Since the beginning of our current FY 2022-2023, we have enrolled a total of 513 children to replace the enrollment numbers lost at the end of June, due to the expiration of the emergency regulations for essential workers. We currently have no waiting list and all eligible families are being enrolled within 2 days of submitting a complete application for services.

Program Strategic Goals	Progress Towards Goal
1. Fill Staff Vacancies.	In the month of September we welcomed three (3) Family Services Specialist. Two are working in our Kern County office and one in Fresno County office.
2. Retain Staff.	New positions for our program include Quality assurance coordinator & Quality assurance technician. These positions have been approved by The Board of Directors and we are in the process of conducting interviews.
3. Contingency Staffing Plan	Management continues with the revision of our program's job descriptions and organizational chart. & Moving forward with the Bilingual examinations of staff for policy implementation.

Program Highlights

Our program has been able to replace a total of 513 children of the 808 children we disenrolled at the end of the June 2022, due to the expiration of the emergency regulations. Management was able to revise the program's organizational chart, review the program coordinator positions and get them reclassified. We welcomed a 3 new staff members, secured one additional office space in Fresno County and were able to have 2 new positions for our program approved by our Board of Directors.

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Women Infants & Children (WIC) Nutrition
Division/Director	Susana Magana	**Program Manager**	Lorna Speight
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The Women Infants & Children (WIC) program provides education, breastfeeding support and food vouchers for families with infants, children up to age 5, and women who are pregnant, postpartum or breast feeding. CAPK WIC operates in 21 sites throughout Kern County, 5 locations in San Bernardino County, and through one mobile WIC clinic to reach hard-to-serve populations.

Services	Month	YTD	Goal	Month Progress	Annual Progress
Caseload (SRV 5g)	13,632		16,160	84%	
Local Vendor Liaison-Contact Stores (contact 68 vendors 1 contact required per quarter totaling 272 contacts per year)	28	272	272	124%	100%
Breast Feeding 30% of infants are breastfed (i.e., some, mostly or fully breastfeeding compared to formula)	990		900	110%	
Prenatal Education: 25% of prenatal will receive the "Let's talk" pre-natal class. (Class is given in last trimester of pregnancy)	137	1,317	1,350	122%	98%
Outreach	**Month**	**YTD**	**Goal**	**Month**	**Annual**
Online Enrollment	165	1,408	1,800	110%	78%
WIC Presentations and Outreach Events	4	52	48	100%	108%
Publication in newspaper, television, and/or social media postings (English and Spanish)	46	529	720	77%	73%
Regional Breast Liaison (RBL)	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Meet with key community stakeholders (i.e., medical managed care, hospital staff, lactation support, health care providers, other WIC agencies) in Region 24 to increase breastfeeding awareness and referrals to the WIC program, as well as share WIC digital materials and utilization.	7	40	48	175%	83%

Community Action Partnership of Kern
Monthly Report 2022

Explanation (Over/Under Goal Progress)

Social media posts were down during the month of September as our outreach staff member was out on vacation. Online enrollments were down due to the fact that all WIC staff had to use their vacation accrual by the end of the contract year (Sept 30/22). Despite the fact that we had minimal staff during the last 2 months our participation did increase by 2.33% in Aug and another 1.07% in Sept.

Program Strategic Goals	Progress
1. Increase participant use of tele-health (doxy.me) platform with goal.	This was put on hold this month again this month as staff was required to focus on educating Clients on formula choices not only due to the formula shortage but also a change in the WIC contract formula.
2. To work with outreach to come up with strategies to increase WIC retention and re-engagement with current participants.	WIC staff is focusing on connecting with clients that missed appointments or have dropped off the program in the past few months. I believe this re-engagement has been the reason for our recent increase in participation the past 2 months.

Program Highlights

Youth and Community Services

East Kern Family Resource Center

Oasis Family Resource Center

Energy, Weatherization, and Utility Assistance

Friendship House Community Center

Shafter Youth Center

Volunteer Income Tax Assistance

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	East Kern Family Resource Center (EKFRC)
Division/Director	Fred Hernandez	**Program Manager**	Anna Saavedra
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

East Kern Family Resource Center (EKFRC) is a regional resource center based in Mojave, Ca. The EKFRC assists individuals and families from the desert and Tehachapi Mountain communities. The primary focus is on referred families with children who are at risk of abuse and neglect, and families unprepared to enter kindergarten successfully. The EKFRC also assists walk-in clients with basic needs, clothing, faxing/copying services, HEAP applications and referrals.

Differential Response	Month	YTD	Annual Goal	Month Progress	Annual Progress
Provide One Time Referral Services to Families (SRV 7c)	24	288	250	115%	115%
Provide One Time Referral Services to Children (SRV 7c)	17	375	350	58%	107%
Case Management-Families (SRV 7a)	24	171	100	288%	171%
Case Management-Children (SRV 7a)	24	261	250	115%	104%
Differential Response Total	**89**	**1095**	**950**	**144%**	115%

First 5	Month	YTD	Annual Goal	Month Progress	Annual Progress
Parents Receiving Case Management Services (SRV 7a)	2	47	40	60%	118%
Children Receiving Case Management Services (SRV 7a)	1	54	55	22%	98%
Parents Participating in Court Mandated Classes (FNPI 5d & SRV 5mm)	0	21	20	0%	105%
Children Educational Center Base Activities (FNPI 2b)	3	43	30	120%	143%
Children Educational Home Base Activities (FNPI 2b)	1	65	30	40%	217%
Children Summer Bridge Activities (FNPI 2b)		12	15	0%	80%
Collaborative Meetings Participated	1	12	15	80%	80%
Family Support Services for non-clients with children ages 5 and under	5	109	100	60%	109%
First 5 Total	**13**	**363**	**305**	**48%**	119%

Walk-In Services (Non-Clients)	Month	YTD
Food/Household Items (SRV 5jj; SRV 5nn)	73	587
Referrals/Administrative Services (SRV 7c)	337	1414

Explanation (Over/Under Goal Progress)

In the month of September, we did not have a full-time First 5 Case Manager, however, we are in the process of interviewing potential candidates to fill the position. We have a pending date in the middle of November to begin a new Court-Mandated parenting class for the fall.

Program Strategic Goals	Progress Towards Goal
1. Move to a better-suited location.	Waiting on IT quotes.

2. Offer more on-site services.	We are now providing Heap energy assistance, water utility assistance, and emergency food boxes.
3. Expand our reach across the East Kern Communities.	We are providing outreach services in Tehachapi, Mojave, Cal City and Rosamond for utility assistance, and case-management services.

Program Highlights
EKFRC has started to collaborate with the CAPK food bank and we are now able to provide food assistance services to the families of East Kern.

Community Action Partnership of Kern Monthly Report 2022

Month	September-22	**Program/Work Unit**	Oasis Family Resource Center
Division/Director	Freddy Hernandez	**Program Manager**	Eric Le Barbe
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The Oasis Family Resource Center provides resources, education, and crisis assistance to individuals, families, and children in Ridgecrest and surrounding communities. They focus on providing case management and educational support to families to build resilience.

First 5	Month	YTD	Annual Goal (12 Mo)	Month Progress	Annual Progress (12 Mo)
Parents Receiving Case Management Services (SRV 7a)	2	32	30	40%	107%
Children Receiving Case Management Services (SRV 7a)	3	39	30	60%	130%
Parents Participating in Court Mandated Classes (FNPI 5d & SRV 5mm)	0	24	10	0%	240%
Children Educational Home Base Activities (FNPI 2b)	3	38	15	120%	253%
Children Summer Bridge Activities (FNPI 2b)	0	23	10	0%	230%
Collaborative Meetings	1	7	8	75%	88%
Family Support Services for non-clients with children 5 and under	13	134			
First 5 Total	**22**	**297**	**103**	128%	288%

Walk-In Community Services (Duplicated & Non	Month	YTD
Food/Household Items (SRV 7c)	94	484
Referrals/Administrative Services (SRV 7c)	18	205
Emergency Clothing (SRV 7n)	27	71
Copies	25	140
Transportation Assistance (SRV 7d)	15	103
COVID-19 Supplies (SRV 5oo)	3	124
Total Community Services	**182**	**1127**

Explanation (Over/Under Goal Progress)

YTD most First 5 Kern goals have already been met or exceeded. The only goal remaining to achieve is for the collaborative meetings which should be met in October.

Program Strategic Goals	Progress Towards Goal
1. Offer Court Mandated Nurturing Parenting Class every other quarter.	The Oasis FRC started a new 12-week parenting class in August, students are now in their 2nd month of classes.
2. Strengthen educational Homebase and Summer Program for children ages 0 - 5 utilizing Kern Early Stars Resources.	The Oasis FRC set up new goals with Kern Early Stars in September for the new academic year 2022-2023 focusing on language and literacy and school readiness.

3. Increase range of services offered to clients in the Ridgecrest community by brining VITA & Energy Assistance programs on site to the Oasis FRC.	The Oasis FRC continues to partner with CAPK programs to promote additional services to Ridgecrest clients. The Oasis FRC was busy submitting HEAP applications in September. We've seen an increase in referrals to CES now that the rental Assistance program has ended. The Oasis FRC conducted outreach activities at the Ridgecrest Veteran's Fair on Sept 30th
4. Apply for 3 three funding opportunities that would help extend range of services outside First 5 clients for under served families (Children 6-18, seniors, and homeless individuals).	In September, the Oasis FRC applied for the Community Health Improvement grant.

Program Highlights
In August & September the Oasis FRC distributed backpacks and school supplies to 50 children utilizing the Sister Phyllis grant from the Friends of Mercy Foundation. On September 24th the Oasis FRC hosted a baby shower for 14 moms utilizing a First 5 Kern special project grant as well as additional donations from members of the Ridgecrest community.

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Energy & Utility Assistance		
Division/Director	Fred Hernandez	**Program Administrator**	Wilfredo Cruz Jr		
	January 1, 2022 - December 31, 2022				

Program Description

The Energy Program assists income-eligible Kern County residents with utility bill payment, free weatherization, and energy education at no cost to the participant. Weatherization services include weather stripping; repair or replacement of windows and doors, heating/ cooling appliances, stoves, refrigerators, and more.

Low-income Home Energy Program (LIHEAP) 2021 Ends June 30, 2022	Month	YTD	Goal	Month Progress	Annual Progress
Households Served - Utilities Assistance	-	2,593	2,275	0%	114%
Utility Payments	-	1,942,381	$1,942,401	0%	100%
Households Served - Weatherization	-	60	60	0%	100%
Low-income Home Energy Program (LIHEAP) 2022 Ends June 30, 2023	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Households Served - Utilities Assistance	556	1,399	1,500	445%	93%
Utility Payments	$758,823	1,710,013	$3,351,190	272%	51%
Households Served - Weatherization	15	48	90	200%	53%
American Rescue Plan Act (ARPA) Ends March 2023	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Households Served - Utilities Assistance	81	2,680	2,835	34%	95%
Utility Payments	$85,715.00	2,631,468	$3,500,000	29%	75%
2020 DOE - Weatherization Ends June 30, 2022	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Households Served Weatherization	0	6	10	0%	60%
2021 Low-Income Household Water Assistance Program (LIHWAP)*	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Households Served - Utilities Assistance	7	141	500	17%	28%
Utility Payments	$ 14,214.00	$103,421	$300,000	57%	34%
Totals	**Month**	**YTD**	**Goal**	**Month Progress**	**Annual Progress**
Total Households Served - Utility Assistance (FNPI 4z, SRV 4i, SRV 7b)	**$ 644**	**$ 6,813**	**$ 8,919**	87%	76%
Total Utility Payments	**$ 858,752**	**$ 6,387,283**	**$ 8,793,591**	117%	73%
Total Households Weatherized (FNPI4h, FNPI 4z, SRV 4q, SRV 7b, & SRV 4t)	**$ 15**	**$ 113**	**$ 160**	113%	71%

Explanation (Over/Under Goal Progress)

DOE 2020 - has been removed as contract has closed
LIHEAP 2021 - no longer open, in the process of closing

Program Strategic Goals	Progress Towards Goal
1.Become fully staffed and fully trained - Reach 90% staffed and 90% fully trained levels (both in WX and UA).	Both UA and WX are over 90% staffed. We are in the process of completing training - differs for Utility Assistance and Weatherization Teams.
2. Continue to develop the use of Hancock to become fully paperless across the entire program (100% = fully paperless).	Currently at 15% - we are focused on developing Excel documents that work with Hanock. Current pause on this paperless process.

3. Fully expend funds for contracts that end in the current fiscal year (2021 LIHEAP and 2020 DOE).	Both contracts are closed

Program Highlights
Weatherization Team has added another Inspector, which will allow us to complete more inspections of homes and help close files quicker. We are fully hired at the Installer position, am issue that plagued us for the better part of 2 years. We are currently rolling out LIHWAP (water assistance) to help our clients with water assistance. CSD will allow us to not only pay arrearages, but bills of any client that qualifies as low income. Outreach Team is in full swing, attending an average of 2 events a week to market our services to the community.

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Shafter Youth Center (SYC)
Division/Director	Fred Hernandez	**Program Manager**	Angelica Nelson
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The Shafter Youth Center (SYC) serves children, adults, and families through youth after-school, summer and pre-employment programs, parenting classes, nutrition education, sports, access to social services, and more.

Youth Programs	Current Enrolled (duplicated)	Month (unduplicated)	YTD (unduplicated)	Goal	Month Progress	Annual Progress
Summer Program starting in June (Max Capacity due to COVID) (SRV 2m)	completed	0	28	30	0%	93%
After School/Learning Pods Enroll (FNPI 2c &SRV 2l) (hours of operation: 2-5pm; 1230p - 5pm for minimum day)	27	2	31	25	96%	124%

Community Programs	Month
Dignity Health Mental Health Project, Youth Basketball, Energy Program (Utility Assistance), Fitness Boot Camp and Girl Scouts *See below in explanation	6

Outreach Activities	Month	YTD	Goal	Month Progress	Annual Progress
Outreach Events (presentations/informational updates)	0	0	6	0%	0%
Community Events (i.e., diaper, food, PPE distributions)	0	0	6	0%	0%

Explanation (Over/Under Goal Progress)

Dignity Health Mental Health (Spanish) meeting 1x per week virtual, Dignity Health Mental Health (Spanish) meets 1x per month in person; Youth basketball practices 2x per week; Energy Program hosts appointments 1x per month; Fitness Boot Camp meets 2x per week; Girl Scouts meet 1x per month.

Program Strategic Goals	Progress
1. Increase youth program registration as COVID restrictions ease up while maintaining a safe environment.	Slight increase in program enrollment due to other non-CAPK program schedules not lining up with parent schedules.
2. Increase attainment of program funding to provide larger variety of program offerings.	Grant funding opportunities continue to be sought for additional services.
3. Increase community engagement, including volunteers, social media, program participation.	Community engagement has increased, resulting in increased program participation with adults and evening programming.

Program Highlights

After school enrollment continues to increase.

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Friendship House Community Center (FHCC)
Division/Director	Fred Hernandez	**Program Manager**	Lois Hannible
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

Located in Southeast Bakersfield, the program serves children, adults, and families through youth after-school, summer and pre-employment programs, parenting classes, nutrition education, sports, access to social services, and more.

Youth Programs	Current Enrolled	Month (Added)	YTD	YTD Goal	Month Progress	Annual Progress
Youth Mentoring (FNPI 2c.2., FNPI 2c.3, SRV 2p) Reporting ends June 30, 2022	40	0	40	30	0%	133%
Summer Program (Max Capacity due to COVID) (SRV 2m)	N/A	N/A	41	25	208%	164%
After School/Learning Pods Enroll (FNPI 2c.2., FNPI 2c.3, SRV 2p)	26	0	22	35	0%	63%
Medi-Cal Outreach (ends June 30, 2022)		**Month (Added)**	**YTD**	**YTD Goal**	**Month Progress**	**Annual Progress**
Social media emails and impressions		0	278,152	350,000	0%	79%
Canvasing phone calls and flyers		997	23,510	30,000	40%	78%

Explanation (Over/Under Goal Progress)

The FHCC is currently recruiting for the After-School and Mentor Programs. The Summer Program ended on August 5th, which is why new numbers are not being reported for that program. FHCC staff continues to provide Medi-Cal outreach, which includes 6 new billboards and a new GET bus ad.

Program Strategic Goals	Progress
1. Develop an Ad Hoc Committee and implement a fencing/lighting campaign for the CAPK Friendship House.	In progress. The fence and lighting campaign is moving forward and funds have been secured for the project. Additional funds are being sought after to include solar at the center.
2. Develop a meeting schedule for the Friendship House Advisory Board and implement scheduled meetings/trainings.	In progress. The FHCC recently added two new Advisory Board members to the team, making it an Advisory Board of eight members.
3. Work with the CAPK Executive Team to increase the number of grants researched/submitted for the CAPK Friendship House.	In progress. The FHCC received three new grants this year and is actively looking for additional grants/funding for the center.

Program Highlights

The FHCC in coordination with the FHCC Advisory Board hosted a ZUMBA Party fundraiser at the FHCC on 9/29/22. The event raised $1,550 for programs and activities at the center. A huge thank you to all that attended and to Bakersfield College for being a Diamond Sponsor for the event.

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Work Unit**	Volunteer Income Tax Assistance (VITA)
Division/Director	Fred Hernandez	**Program Manager**	Jacqueline Guerra
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

VITA offers no-cost tax preparation and e-filing for low and moderate-income individuals and families. VITA also assists eligible clients to take advantage of the Earned Income Tax Credit (EITC), increasing their tax return and boosting the local economy. All VITA services are provided by IRS-certified staff and volunteers.

Completed Tax Returns (SRV 3o)	Month	YTD	Goal	Month Progress	Annual Progress
Federal	72	4,791	4,300	18%	111%
State	68	4,648	4,100	18%	113%

Refunds and Credits (SRV 3o)	Month	YTD	Goal	Month Progress	Annual Progress
Federal Refunds	$91,843	$6,323,971	$5,100,000	17%	124%
State Refunds	$2,942	$917,406	$1,500,000	4%	61%
Federal EITC *(income limit $57,414/household)*	$21,806	$2,685,044	$2,200,000	10%	122%
CalEITC *(income limit $30,000/household)*	$2,485	$396,132	$370,000	8%	107%
Total Refunds and Credits	**$119,076**	**$10,322,553**	**$9,170,000**	14%	113%

Individual Taxpayer Identification Number (ITIN) (SRV 3o)	Month	YTD	Goal	Month Progress	Annual Progress
Applications (New/Renewal)	2	58	75	41%	77%

Explanation (Over/Under Goal Progress)

Program Strategic Goals	Progress Towards Goal
1. Develop and implement site expansion plan, including isolated areas and new partners.	Conversation held with The Dream Center to open site Feb 2023-Sept 2023 to target foster youth and new credits foster youth are eligible for.
2. Build community awareness of VITA services through partnership opportunities.	Working with Salty's marketing campaign to create a new website and digital campaign targeting ITIN, low income, and Spanish speaking communities.
3. Program capacity building by pursuing funding opportunities to support operational expenses.	Nothing to report.

Program Highlights

Awarded VITA grant, year 3 of 3 year grant, amount $244,868. Amendment to CSD CalEITC grant, awarding CAPK VITA $838,056.

Operations

Business Services

Maintenance

Information Technology

Data Services

Risk Management

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	Program/Work Unit	Operations Division
Division/Director	Emilio Wagner	Program Managers	Jeremy Keeling, Faustino Gonzales, Douglas Dill, Ryan Dozier, Kerri Davis, Laurie Sproule
Reporting Period	January 1, 2022 - December 31, 2022		

Division Description

Facility repair and maintenance, procurement, information technology, risk insurance, vehicle registration, contracts, facility leases and facility planning.

Business Services

Activity	Requested	In-Progress	Processed	Processed YTD
Purchase Orders	203		203	2011
Contracts	17	7	10	187
Leases		6	4	7
Requests for Proposals	2	4		23

Business Services Projects

Description	*% Completed*	*Comments*
Energy Materials	*80*	*Re-issued per program request*
Energy Glass Subcontractor	*50*	*Re-issued per program request*
Jewett Design Build Tenant Improvement	*90*	*Waiting for Approval from HS*
Oasis TI Design Build Tenant Improvements	*80*	

Data Services

Activity	Requested	In-Progress	Processed	Processed YTD
Dynamic 365 Fixes	0	0	0	0
Dynamic 365 Enhancements	0	0	1	2

Projects

Universal Intake		Develop intake for programs that don't have an electronic process.	60%	60%
Volunteer Management		Track and manage volunteers working within the agency.	100%	100%
Contract Management System		Track and manage contracts within the Agency	90%	90%
In-kind Management		Application is used to track the total number of in-kind hours with built in automation. This application will eliminate the current paper process.	70%	70%
CalAIM - KHS		New grant form Kern Health Systems for the CALAIM funding. IS part is to generate flat files used to data upload and verifying SFTP is working correctly.	60%	60%
Case Management Application		Designed with the Student Case Management grant in mind, will allow case managers to have assessments and track student progress with Dynamics.	80%	80%

Facilities

Activity	Requested	In-Progress	Processed	Processed YTD
Facility Work Orders	241	59	297	2542

Community Action Partnership of Kern
Monthly Report 2022

Construction Projects				
Head Start Expansion		Harvey Hall, Pete Parra, Sterling, & Martha J Morgan	96%	
Food Bank Expansion		Structural concrete slab & Install of structural components of metal building	41%	
Major Maintenance Projects				
		Re-roof - Angela Martinez, Restroom upgrades -	100% 85%	
Information & Technology				
Activity	**Requested**	**In-Progress**	**Processed**	**Processed YTD**
Help Desk Work Orders	196	73	205	2284

Information & Technology Projects		
Description	*% Completed*	*Comments*
New Classroom installs	*10*	
Network upgrades	*90*	
Firewall upgrades	80	

Risk Management		
Workers Compensation Claims	**Reported**	**Reported YTD**
First Aid (Reported only)	8	46
First Aid	1	11
Medical Treatment	0	5
Modified Duty	2	6
Lost Time	3	6
Non-Industrial (not work related)	2	2
Under Investigation	0	0
Confirmed Work Related COVID	0	20
Other	14	120

Program Strategic Goals	**Progress Towards Goal**
1. Identify current business processes	TBD
2. Maximize business efficiency with the	TBD
3. Provide better communication	TBD

Program Highlights

Administration

Grant Development

CAPK Foundation

Outreach & Marketing

2-1-1 Kern Call Center

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/ Work Unit**	Executive Division
Division/Director	Pritika Ram	**Program Manager**	
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The services under the Executive Division range from fund and grant development/research to outreach and media/public relations, as well as new business development. This includes project management of agency level initiatives, such as the 2021-25 Strategic Plan and CAA-related plans, and special projects.

Outreach Social Media	Month	YTD	Annual Goal	Month Progress	Annual Progress
Website User Sessions	19,348	172,868	220,000	106%	79%
Facebook Impressions (i.e., number of times users see content)	119,435	486,077	500,000	287%	97%
Other Social Media Impressions	23,494	114,793	145,000	194%	79%

Outreach Advocacy	Outreach Special Projects
Hosted and documented annual Head Start coat drive deliveries with Assemblyman Rudy Salas, Aera Energy, Chevron and Untied Way.	Conducted extensive media interviews on various CAPK programs and events including the new Water Assistance Program, Food Insecurity, the Feed the Need food drive at the Kern County Fair and others.
Participated in KAN Advocacy Committee	Background meetings with media partners to educate about CAPK.
Attended NCAF Legislative conference virtually	Took over management of Vaccine Equity Project
Met with Congressman David Valadao about CAPK activities, legislative news in Washington D.C. and future support for CAPK and the CAP network.	Held Vaccine Equity event at Rexland Acres with VEP national partners
Attended CalCAPA roundtable with Senator Padilla staff.	Staffed and promoted Feed the Need at the Kern County Fair.
	Feed the Need had over 100 volunteers which included staff, board members, chase bank, amazon, MAOF, and many more.
	Promoted Friendship House Zumba Fundraiser
	Promoted Starbucks Food Drive
	Working alongside the HR department to plan a October 14th Job Fair at the Four Points Sheraton from 9am-1pm.
	Established a partnership the CSUB program, so that CAPK can become a contracted intern site for students.
	Worked with the EPIC program through America's Job Center, to begin a partnership to have young adults participate in paid work experience at CAPK.
	Worked with various programs to assist ordering swag and other outreach materials.
	Filmed and promoted 2 videos of leadership for Hispanic Heritage Month.

Community Action Partnership of Kern
Monthly Report 2022

	Assisted the CAPK Foundation with the development of several collateral items that will be used for fundraising efforts.
	Began work to redevelop the Food Bank webpage.
Grants In Progress/Research	**Projects**
Reference Application Status Report and Funding Profiles	Vaccine Equity Project (VEP)
Community Schools - 4 Pillars Implementation	COVID 19 Microbusiness Small Business Relief Program
Community Services Block Grant (CSBG)	**Process Improvement (i.e., ROMA, PCDD)**
Continue bi-weekly meetings with Wipfli re CDP	Monthly Meetings with ROMA trainers.
Monthly Meetings with Wipfli - Client Data Platform and review of PRE program metrics (NPIs and SRVs)	Incorporating ROMA model into new case management platform with the BCSD Contract.
Bi-Monthly CSBG Training	Pritika Re-certification ROMA
Foundation	
Developed Huggy Heart Campaign	
Developed Sponsorship Proposals for Valley Strong, Bksfld West Rotary & Kern Health Systems	
Held Foundation Board Meeting	
Explanation (Over/Under Goal Progress)	
Program Strategic Goals	**Progress Towards Goal**
1. Customer Relationship Management Projects, including Volunteer Management, inter-agency Referral Management, and contract management.	Volunteer Management CRM is in full effect. Some partner groups and volunteers utilized the system to register for the feed the need event. Also working the food bank leadership team to implement a better understanding and functionality of their system.
2. Increase grant development and marketing activities, which are aligned with the 2021-25 Strategic Plan.	Working alongside Marketing Firm to build program specific campaigns (i.e., Utility and Water Assistance). This includes coordinating interviews and media push. Working the Human Resources Department to focus on recruitment efforts.
3. Agency-level adoption of Results Oriented Management & Accountability (ROMA) and Patient-Centered Data Driven Principles to programmatic and operational use.	ROMA Training - Cohort + Goal 5 In Progress
Program Highlights	
Completed 1 year of the Strategic Plan - Update provided at Board meeting (Sept 2022).	

Community Action Partnership of Kern
Monthly Report 2022

Month	September-22	**Program/Division**	2-1-1 Call Center Program
Division/Director	Pritika Ram	**Program Manager**	Jennifer Jordan Program Administrator
Reporting Period	January 1, 2022 - December 31, 2022		

Program Description

The 2-1-1 Kern is a 24/7 information and referral service that provides local residents with comprehensive information and links to community health and human services at no cost. The 2-1-1 Kern has a database of 1,500 social service agencies that are available to the public through the 2-1-1 Kern Online Resource Directory at www.211KernCounty.org. The program has over 15 years of experience in providing and linking community members to vital services, and currently serves multiple communities in the Central Valley including Kings, Tulare, Stanislaus, Fresno, and Madera through the United Way partnerships.

Most Requested Services	Homelessness Programs	Food Pantries	Utility Service Payment Assistance
Top 3 Unmet Needs	Homelessness Programs	Rental Payment Assistance	Low Income/Subsidized Housing

Information and Referral Services Calls Handled	Month	YTD	Annual Goal	Month Progress	Annual Progress
Kern County (SRV 7c)	9,005	66,887	90,000	120%	74%
Kings County (SRV 7c)	238	1,997	4,000	71%	50%
Tulare County (SRV 7c)	605	6,354	18,000	40%	35%
Stanislaus County (SRV 7c)	594	6,479	19,200	37%	34%
Fresno & Madera	1,169	18,736	20,000	70%	94%
Merced & Mariposa (*effective March 2022*)	59	343	500	142%	69%
Total I&R Calls Handled	**11,670**	**100,796**	**151,700**	**80%**	66%

Staffing vs. Call Volume	Current Staff	Staff Needed Per Call	Staff Over/ Short
2-1-1 staff designated for calls handled across all counties contracts with the expectation of 42 calls per staff for an 8-hour shift.	13	2.2	**(15.16)**

Grant Funded Services	Month	YTD	Annual Goal	Month Progress	Annual Progress
CalFresh Application (SRV 7b & SRV 7c)	10	114	300	40%	38%
Medi-Cal Application (SRV 7b & SRV 7c)	3	63	100	36%	63%
Ages & Stages New Children Screened (SRV 5c, SRV 7b & SRV 7c)	31	218	300	124%	73%

2-1-1 Website Visitors	Month	YTD	Annual Goal	Month Progress	Annual Progress
Duplicated Visitors *(i.e., accessing 2-1-1 e-services and database resources)*	25,527	206,051	225,000	136%	92%

Other Calls	Month	YTD	Annual Goal	Month Progress	Annual Progress
LIHEAP (SRV 7b & SRV 7c)	5,329	33,711	45,000	142%	75%
Mental Health (SRV 7c)	220	1,959	3,700	71%	53%
Health and Human Service Referrals	7,529	63,349	110,000	82%	58%
Total Other Services	13,078	99,019	158,700		

Community Action Partnership of Kern
Monthly Report 2022

Explanation (Over/Under Goal Progress)
The program handled 5,329 LIHEAP calls; the second highest number of calls handled this calendar year. The number of handled calls for Stanislaus and Tulare have trended lower, but the partnership continues to remain steady.

Program Strategic Goals	Progress Towards Goal
1. Recruitment and Retention of staff	The 2-1-1 team actively recruited for 2 I&R Specialist and 1 Care Coordinator. Interviews were held and positions were offered and accepted.
2. Contract Retention	211 is currently in communication with Fresno/Madera counties regarding a 3 or 5 year term. Our current contract ends at the end of December.
3. AIRS call type reporting	Homelessness Assistance- 68, Information & Referral- 1,014, Provider/Partner Agency-1, Disaster-Coronavirus- 2, Mental Health/Crisis-2

Program Highlights
The 2-1-1 program had two I&R Specialists who took the Community Resource Specialist exam for AIRS and they successfully passed the exam. In addition, our Senior I&R Specialist took the database curator exam for AIRS and successfully passed.

Application Status Report Detail
September 2022

Funder	Name	Description	Amount Requested	Amount Awarded	Status
The Wonderful Company	The Wonderful Community Grant	Free farmers markets in the underserved community of Wasco	$50,000.00	$-	Pending
Dignity Health Community Foundation	2023 Community Health Improvement Grants Program	In awarding community grants, Dignity Health actively partners with non-profit organizations working to improve health status and quality of life in the communities we serve. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.	$75,000.00	$-	Denied

Other Opportunities					
Funder	Name	Description	Amount Requested	Amount Awarded	Status
ESRI	Esri Nonprofit Organization Program (NPOP) Technical Assistance	Provide any qualified nonprofit organization (NPO) with an affordable way to acquire Esri solutions. Software and software as a service (SaaS) offerings (ArcGIS Enterprise, Online, and Desktop solutions).	$-	$-	Research - Intuitive analysis tools to help better understand data

CAPK Foundation - Sponsorship					
Funder	Name	Description	Amount Requested	Amount Awarded	Status
Valley Strong	Valley Strong Community Giving	Sponsorship for Foundation-Various Areas of Need for funder to select.	$25,000.00	$-	Pending
Bakersfield West Rotary-Stroope Family Foundation	Bakersfield West Rotary Community Grant	Sponsorship Opportunity to support the Shafter Youth Center on youth related activities	$5,000.00	$-	Pending
Kern Family Health Care (KFHC)	Kern Health Systems Community Giving	Sponsorship Opportunity to support Oasis Family Resource Center	$25,000.00	$-	Pending

Community Action Partnership of Kern
Funding Profile

Funding Information			
Funding Type	State	**CAPK Program**	TBD
Funding Agency	California Strategic Growth Council	**Project Name**	Valley-Desert Communities Climate Collaboratives (VDCCC)
CFDA	-	**Target Population**	Underserved
Reapplication (Y/N)	N	**Number to be served**	Planning Phase
Estimated Request	$150,000.00	**Division Director**	Fred Hernandez
Award Period	March 2023 to February 2024	**Program Manager**	TBD

Project Goal (One sentence goal statement)

Through the California Strategic Growth Council - Regional Climate Collaboratives (RCC) Program Valley-Desert Communities Climate Collaboratives (VDCCC) plan is designed to support the development of community-based local climate action plans, climate action technical assistance, and a capacity building toolbox. The purpose of this grant is to build the capacity of under-resourced communities to secure funding for climate change mitigation, adaptation, and resilience.

Project Description (Brief one paragraph description)

In partnership with Kern Community College District's (KCCD), CAPK commits to the VDCCC plan via the following commitments: (1) participation in a post-award consultation phase with other partners and the SGC to finalize the grant agreement and ensure documentation expectations are clear; (2) leading the Central Kern sub-regional planning group and co-leading the North Kern and South Tulare County sub-regional planning group; (3) providing KCCD with all required and/or requested documentation (e.g., invoices) in a timely manner; (4) participation in a collaborative kick-off meeting, and at least two full collaborative check-in meetings per year; (5) using the SGC name and/or logo for all publications, websites, signage, invitations, and other media-related and public-outreach collateral related to the grant project; (6) maintaining copies of project records for a period of four (4) years after the grant ends. This grant required a signed partnership agreement between KCCD and CAPK which was executed by the CEO. Submission date was Friday, October 7, 2022.

Estimated Budget Summary

The budget identifies approximately 40% of staff time to lead the regional convening efforts including the Director of Youth and Community Services, and two administrative staff member, totaling $156,253.44 (including indirect) over a 12 month project period.

Approvals:

1. Division Director — Date
Pritika Ram — Digitally signed by Pritika Ram Date: 2022.10.07 10:24:12 -07'00' — 10/07/2022

2. Chief Business Development Officer — Date

3. Chief Program Officer — Date

4. Chief Financial Officer — Date

5. Chief Executive Officer — Date

Date Presented / Approved:

PRE Approval: ________ B&F Approval: ________ Executive Approval: ________ Board Approval: ________

Community Action Partnership of Kern
Small Funding Request ($50,000 or less)
September 2022

Funding Type	Private	**CAPK Program**	Oasis Family Resource Center
Funding Agency	Kern Health Systems	**Project Name**	Foundation Sponsorship
CFDA	n/a	**Target Population**	Ridgecrest Population
Request	$25,000	**Division Director**	Catherine Anspach
Award Period	4th Quarter 2022	**Program Manager**	Eric LaBarbe
Description	Foundation proposal to secure funds for Oasis Family Resource Center (FRC)-Vehicle		
Funding Type	Private	**CAPK Program**	General
Funding Agency	Valley Strong	**Project Name**	Foundation Sponsorship
CFDA	n/a	**Target Population**	none
Request	$25,000	**Division Director**	Catherine Anspach
Award Period	4th Quarter 2022	**Program Manager**	none
Description	Foundation proposal to secure general funds –Area of need not determined		
Funding Type	Private	**CAPK Program**	Shafter Youth Center
Funding Agency	Bakersfield West Rotary	**Project Name**	Foundation Sponsorship
CFDA	n/a	**Target Population**	Shafter Population
Request	$5,000	**Division Director**	Catherine Anspach
Award Period	4th Quarter	**Program Manager**	Angie Nelson
Description	Foundation proposal to secure funds for Shafter Youth Center motorized Basketball Backstops		

Date Presented/Approved

Policy Council: ____________ PRE Presentation: ____________ B&F Approval: ____________ Board Approval: ____________

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Head Start/State Child Development/Yolanda Gonzales	**Month/Year:** September 2022
Program/Work Unit: Head Start/Early Head Start	**Program Administrator:** Robert Espinosa
Services: Head Start and Early Head Start childhood education for low-moderate income children ages 0-5 in center-based, part-day or full-day environments and home-based options.	

Program	Funded Enrollment	Reportable Enrollment	Percentage	Disabilities	Over Income 131%+ up to 10% 101—130% Up to 35%
Head Start • 8 Classrooms Fully Closed	**1317** 155	**733**	**56%**	**3%**	**3%** **6%**
Early Head Start • 18 Classrooms Fully Closed/ 9 Classrooms Partially Closured	**908** 172	**595**	**66%**	**8%**	**6%** **5%**

Home Visiting Program	Cumulative Enrollment	Contract Enrollment Target
	159	**240**

Division Staffing = 701			
Currently Employed	Vacant Positions	Continuous Family Leave	Intermittent Family Leave
593	108	29	59

HIGHLIGHTS: Two staff were onboarded, two staff were promoted, and there were four days of interviews for seven open requisitions. There were also 8 resignations.

Program Update & Compliance

Kern:
- The Full Day/Part Year and Full Day/Full Year centers were closed one day (separate days for each cohort) for staff development.
- 9/15 Canvassed the area surrounding Taft Head Start Center
- 9/17 CAPK Vaccine Equity Project Resource Fair
- 9/17 Kern County Cancer Foundation Cancer Walk
- 9/22 Canvassed the area surrounding Alberta Dillard Center
- 9/29 Canvased the area surrounding Delano Center

Partnership:
- On September 12, 2022, Bakersfield College center passed their licensing inspection of the new classroom. Applications are now being accepted for the 18-to-24-month age group and the classroom is expected to open soon.

- During the month of September, our Partnership Family Advocates have participated in the CAPK Vaccine Equity resource fair held at Rexland Acres Park, and also the Wendale Davis Foundation Walk for Peace event. They were joined by Home Base and Home Visiting Program staff.
- On Saturday, October 8, 2022, Garden Pathways Downtown Education Center, in collaboration with CAPK, will host a one-stop shop resource fair from 10:00 a.m. to 2:00 p.m. There will be over 20 community partners present to provide resources, food and drinks will be available, and there will be a raffle. All families and community members are invited to attend.

SJC:

- **Professional Development**: During the month of September – San Joaquin Administrative team, Site Supervisors, Early Childhood Educators (formerly HBEs), and Family Service Workers participated in 16 hours of professional development on Brain Fit for work and Life – with Dolores Neira, Licensed Brain Health Trainer. After receiving training, participates engaged in hands on presentations around activities on Brain Health.
- **Family Engagement**: During the month of September three virtual Ready Rosie Parent Workshops – were offered to families on the topic: Relationships Matter.
- We received our annual donation from Van Groningen and Sons Inc. a local farm in San Joaquin County for a donation of pumpkins for each child. The donation totaled in the amount of $358.00. All families will receive a Family Engagement activity – Thankful Pumpkins and materials to decorate pumpkins.
- **Education**: Teaching staff received professional development on Curriculum Fidelity Training on September 14th and 21st.
- **Health/Nutrition**: During the month of September 6th two Dental Clinics were held for families on site at centers: Lodi UCCC, and Chrisman. Teaching staff received professional development on COVID-19 and Toothbrushing on September 14th and 21st.
- **Enrollment & Attendance**: Early Childhood Educators and Family Service Workers participated in local recruitment activities in the community for the month of September included: Breastfeeding Fiesta Celebration – September 9th, and the Human Services Agency – September 14th.
- **Wellness**: During September El Concilio provided Spanish parent workshop on the topic - Attachment.
- **Facilities**: Contractor has begun fencing work at Barnett House.

Compliance:

- The special purpose audit for the year ended June 30, 2022, is almost concluding. For the Head Start and State Child Development division, the audit has focused on the California Department of Education and California Department of Social Services component. The program has been providing documentation and addressing questions from the auditors. Historically, the audit report is finalized in November.

Central Kitchen September 2022				
Meals & Snacks	**Total # Prepared**	**Breakfast**	**Lunch**	**Snack**
Center Totals	**52,678**	20,238	16,109	16,331

HIGHLIGHTS: The Central Kitchen has received the equipment for Pete Parra HS/EHS new kitchen. The Central Kitchen experienced staffing issues with two drivers and food production supervisor out; however, all meals were delivered as scheduled.

CACFP						
August 2022						
Total Meals Delivered			**Meals Allocated**		**# of Meals Served**	**% of Meals Served**
Central Kitchen	Vendor Meals	Total Meals	CACFP/USDA	HS/EHS		
49,303	10,005	59,308	29,624	29,684	36,397	59%

Community Action Partnership of Kern

MEMORANDUM

To: Program Review and Evaluation Committee

From: Kelly Lowery, Food Bank Administrator

Date: October 12, 2022

Subject: *Agenda Item 6a*: 2021-2025 Strategic Plan Update Goal Group 1 – **Info Item**

Goal Group 1 is dedicated to promoting efforts to "increase access to healthy, affordable food to support the health of the communities we serve" (Strategic Plan, 2021-2025). This goal group is comprised of the following staff: Susana Magana, James Burger, Kelly Lowery, Alejandra Morales, Laurie Hughey, Jennifer Jordan, and Alan Rodriguez. These members represent Head Start, M Street Navigation, 211, CalFresh Healthy Living, and the Executive Division. Board Member, Michelle Jara-Rangel, will also support efforts through her attendance and collaboration during our monthly meetings.

Goal Group 1 met on September 2, 2022. During this meeting, updates regarding upcoming Food Bank special events were given, which included Feed the Need at the Kern County Fair on September 26, 2022, and the Stuff the Bus event on October 14, 2022, in conjunction with Valley Plaza Mall and the GET Bus. Additionally, Goal Group 1 met on October 7, 2022, and an event debrief for the Feed the Need event was given. Additionally, the group received an update on the Food Bank expansion and the new Food Bank trucks coming online this Fall.

Under Objective 1.1, Transforming Local Communities, Inc. (TLC) was selected by CAPK to conduct a food needs assessment to help determine the level of need in various regions throughout the county, the issues impacting access to food (like transportation and availability), gaps in the current system of food distribution, and opportunities for collaboration and partnership. This process has started and is ongoing. Vanessa Cortez, Grant Administrator, has since joined Goal Group 1, as she is the main contact with TLC.

Under Activity 1.2.1, the Food Bank increased operating capacity by deploying a new schedule for pantry partner shopping appointments. The new schedule will provide more than 50 shopping appointments, removing the restriction to adding new pantry partners. Additionally, current agency partners will have increased access to additional appointments.

Under Activity 1.2.2, the Food Bank's partnership with Brighter Bites has created a measurable increase in the amount of healthy food distributed into the community in the form of produce boxes along with education and materials.

Goal Group 1 will meet again Friday, November 4, 2022.

Attachment:
Action Plan Summary by Goal Group #1 Member, Kelly Lowery

Susana Magana
My Summary for 2022

Community Action...
As of October 6, 2022

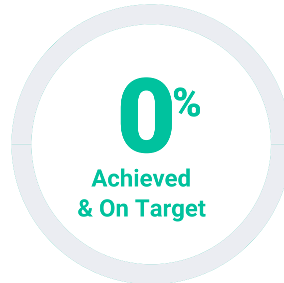
Mission

Community Action Partnership of Kern will address underlying causes of poverty, alleviate the effects, and promote dignity and self-sufficiency in the communities we serve.

Vision

We envision communities where all people have equal opportunities to achieve greater self-sufficiency and attain thei version of the American Dream.

Performance Summary



2 Goals

- 0% Achieved
- 0% On Target
- 50% Off Target
- 50% Critical
- 0% Deferred
- 0% Not Started

My Items

Item	YTD Actual
1.1: Enhance accessibility through expansion of food distribution sites and services.	5%
1.1.1: Conduct assessment to identify service gaps, food deserts, and emerging geographic pockets of food insecurity	
1.1.2: Based upon assessment findings (1.1.1), identify new internal and external pantry sites that are strategically located at walkable...	
1.2: Leverage new and strengthened partnerships to reach additional families and communities.	17%

Item	YTD Actual
1.2.1: Develop streamlined pathways for development of pantry partnerships, including capacity building.	
1.2.2: Strengthen and expand partnerships with schools to reach additional children and families	50%

Susana Magana
My Items for 2022

Community Action...
As of October 6, 2022

Item	Owner	Measure	YTD Actual	Start	Progress	End
Objective **Enhance accessibility through expansion of food distribution sites and services. (1.1)** (Last updated: 08/03/22) Aligned to: #1 Increased access to healthy, affordable food to support the health of the...	Susana Magana	Measure: *Percent Complete*	5% YTD Actual	0% 10/01/21	YTD Target: 23.5%	12/31/25
Activity **Conduct assessment to identify service gaps, food deserts, and emerging geographic pockets of food insecurity (1.1.1)** (Last updated: 04/07/22)	Susana Magana	Measure:	YTD Actual	0% 10/01/21	YTD Target: 79.8%	100% 12/31/22
Activity **Based upon assessment findings (1.1.1), identify new internal and external pantry sites that are strategically located at walkable locations and/or near public transit where needs are highest. (1.1.2)** (Last updated: 04/07/22)	Susana Magana	Measure: *Percent Complete*	YTD Actual	0% 10/01/21	YTD Target: 79.8%	100% 12/31/22
Objective **Leverage new and strengthened partnerships to reach additional families and communities. (1.2)** (Last updated: 09/12/22) Aligned to: #1 Increased access to healthy, affordable food to support the health of the...	Susana Magana	Measure: *Percent Complete*	17% YTD Actual	0% 10/01/21	YTD Target: 23.5%	12/31/25
Activity **Develop streamlined pathways for development of pantry partnerships, including capacity building. (1.2.1)** (Last updated: 10/06/21)	Susana Magana	Measure: *Percent Complete*	YTD Actual	0% 10/01/21	YTD Target: 79.8%	100% 12/31/22
Activity **Strengthen and expand partnerships with schools to reach additional children and families (1.2.2)** (Last updated: 09/12/22)	Susana Magana	Measure: *Percent Complete*	50% YTD Actual	0% 10/01/21	YTD Target: 44.3%	12/31/23

Sub-Activity	Owner	Measure:	YTD Actual	10/01/21	YTD Target	12/31/22
Develop/update existing pantry site maps and include both CAPK and external programs to create robust GIS mapping (i.e., Map the Meal). (1.1.1.1) (Last updated: 11/03/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 79.8%	100%
Analyze food pantry maps against food security assessment to determine the extent to which needs are being met (1.1.1.2) (Last updated: 10/06/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 79.8%	100%
Work with community partners to ensure assessment includes needs of frail, homebound older adults, and adults with disabilities and/or limited mobility. (1.1.1.3) (Last updated: 11/18/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 79.8%	100%
Create and disseminate materials that help service providers/partners to learn the process of becoming a partner. (1.2.1.1) (Last updated: 10/06/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 79.8%	100%
Identify opportunities and potential partnerships to improve transportation to healthy food sites and advocate for expanded public transit routes. (1.2.1.3) (Last updated: 10/06/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 79.8%	100%

Sub-Activity	Owner	Measure:	YTD Actual	10/01/21	YTD Target	12/31/23
Partner existing programs to support nutrition education and food distribution. (1.2.2.1) (Last updated: 09/12/22)	Traco Matthews	*Percent Complete*	100%	0%	YTD Target: 44.3%	
Explore the potential to establish distribution sites at school sites. (1.2.2.2) (Last updated: 10/06/21)	Traco Matthews	*Percent Complete*		0%	YTD Target: 44.3%	

Community Action Partnership of Kern

Technology Staffing Analysis

Ryan Peasley, Senior Manager

WIPFLI

Table of Contents

Project Goals and Approach

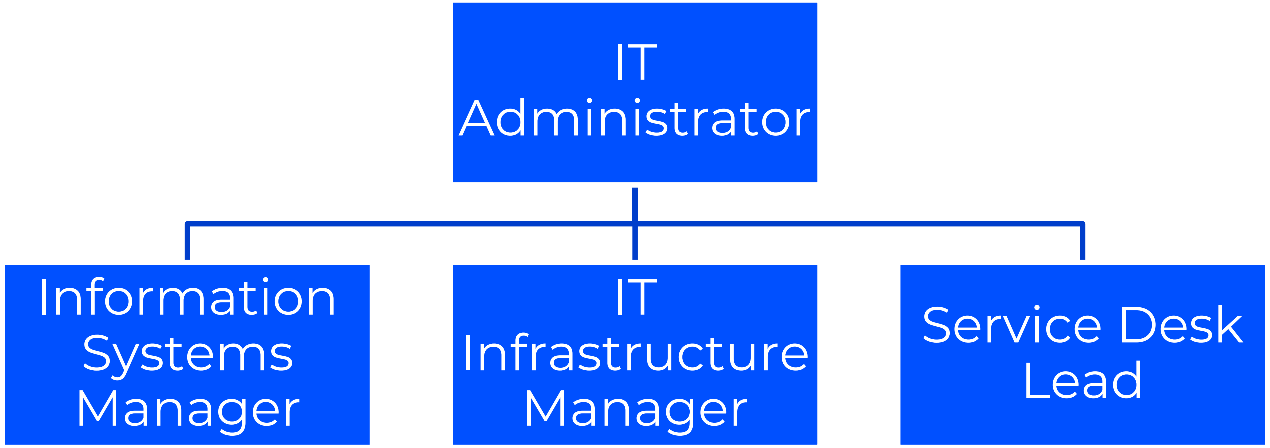
- CAPK incorporates technology into its organizational strategy and invests more into technology architecture and solutions each year
- To best align the organization's strategy with technology a new focus and responsibilities will be needed in CAPK's IT department
- An assessment of CAPK's existing IT department structure, job roles and ability of staff to deliver on existing job roles and future IT vision was performed
- The goal of the assessment was to produce a report with recommendations on a new IT staffing structure and position responsibilities that will better enable the organization to achieve its technology vision and strategic plan

Assessment Interview Team

Community Action Partnership of Kern	
Role	Name
Director of Operations	Emilio Wagner
Information Technology Services Manager	Doug Dill
Information Systems Business Analyst	Ryan Dozier

Summary of Recommendations

- Add a new position Information Technology Administrator position to oversee the Information Systems (IS) and Information Technology (IT) functions of the organization
- Create a new position to oversee and coordinate IT service desk and IT customer service
- Current IT manager position will become responsible for IT operations and infrastructure
- Move existing Data Specialist positions from individual programs into the IT department
- IS Manager, IT Manager and Service Desk lead will report to the new Information Technology Administrator



Information Technology Administrator

Recommendation

CAPK's technology strategy has significantly changed the last few years. What was once focused on IT operations and technology infrastructure to support program operations has shifted to a client-experience-first approach. As the organization has noticed, this requires additional oversight in aligning a technology strategy with individual program needs, funding source requirements and desired community impact. To do this, the organization will need a new position that can create and execute a strategy that encompasses IT operations, IT customer service and support, information systems and data analytics. This position will be responsible for working with CAPK leaders and other key technology stakeholders to understand the organization's IT needs and create a roadmap that will help the organization execute on its strategic plan.

Key Responsibilities

- Participate in and contribute to regular strategic planning activities on programming and business priorities to develop and align technology effectively
- Develop and enhance the technology roadmap and policy and process to ensure scalable, repeatable, and predictable delivery of projects and IT and IS services
- Creates and maintains processes and standards for selection, implementation and support of systems and ensures smooth delivery and operation of IT services by monitoring systems performance
- Identify, recommend and implement new technology solutions to solve ongoing IT related shortcomings by consulting with senior-level stakeholders across CAPK
- Identify opportunities, recommend, and implement solutions for improving the overall system health by assessing overall effectiveness and efficiency
- Manage vendor relationships monitoring quality of work, resolution of issues, and expenditures
- Project management across teams/departments

Reports To

Director of Operations

Direct Reports

1. Information Systems Manager
2. IT Infrastructure Manager
3. Service Desk Lead

Career Progression

1. Assistant IT Director
2. IT Director
3. Chief Information Officer

IT Infrastructure Manager

Recommendation

Currently CAPK's IT Manager position oversees IT operations, networks, servers and the service desk. The individual who currently holds this position has a tendency to focus on the servers, networking and cloud systems (IT infrastructure) and causes the organization to lose some ground on executing their IT roadmap and leaving CAPK employees dissatisfied with timeliness and quality of support. To better align existing IT department talents and organizational need, it is recommended that the IT Manager position be repurposed as an IT Infrastructure Manager that will be responsible for deploying and managing the organization's servers, networks and cloud systems.

Position Responsibilities

- Builds and maintains IT department infrastructure including server, network and cloud-related systems
- Maintains contracts, licenses, and budget transparency for Infrastructure related costs and manages key vendor relationships
- Supervises the Network Engineer
- Develop and maintain strong working relationships with internal Technology stakeholders
- Develop and manage deployment for user end-point environments
- Reviews appropriateness of technologies used for system components and recommends modifications and/or upgrades when necessary to keep systems operating according to organizational needs
- Develop and manage user account and IT service provisioning and de-provisioning
- Coordinates resources to install network, server and workstation software and hardware upgrades
- Assists Information Technology Administrator with the research of IT infrastructure needs and budgeting
- Communicates changes in technology and services from the IT department to the appropriate channels and personnel

Reports To

Information Technology Administrator

Direct Reports

1. Network Engineer

Career Progression

1. IT Operations Manager
2. IT Director

Network Engineer

Recommendation

There are several infrastructure related projects that are on CAPK's IT roadmap, but they aren't getting done due to lack of focus and time. Creating a new role responsible for the day to day infrastructure management and project support would help the IT Infrastructure Manager focus on getting project plans created and executed.

Position Responsibilities

- Configure and manage organization's cloud, server and network devices and services (e.g., switches, firewalls, VPN, domain controllers, Microsoft 365)
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor performance and ensure system availability and reliability
- Maintain, monitor and test backup and disaster recovery systems and data
- Monitor system resource utilization, trending, and capacity planning
- Provide Level-2/3 support and troubleshooting to resolve issues
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure
- Create and maintain technical documentation for cloud and application environments, including network diagrams, installation and configuration procedures, troubleshooting guidelines, and operational procedures

Reports To

IT Infrastructure Manager

Direct Reports

N/A

Career Progression

1. Senior Network Engineer
2. Network Architect
3. IT Infrastructure Manager

Service Desk Lead

Recommendation

Timely IT support is a concern for many CAPK staff and something the IT department knows it has an opportunity to improve upon. Some of this is caused by open help desk positions and some is caused by limited oversight of the service desk and formalized service SLAs. Currently the IT Manager oversees the help desk and serves as an escalation point to resolve tickets that require deep subject matter expertise. This detracts from duties the IT Manager and important job duties are left undone and incomplete. To remedy the customer service issues CAPK should create a new position responsible for leading the help desk team, creating support standards and metrics and improving the overall quality of support provided by the CAPK help desk.

Position Responsibilities

- Ensure high-quality customer service while promoting end-user satisfaction through managing the CAPK IT helpdesk and technology support process
- Maintain IT asset inventory
- Manage the help desk team and evaluate performance
- Ensure customer service is timely and accurate on a daily basis
- Recruit, train and support help desk representatives and technicians
- Set specific customer service standards
- Contribute to improving customer support by actively responding to cases and serving as an escalation point
- Establish best practices through the entire technical support process
- Follow up with customers to identify areas of improvement
- Develop daily, weekly and monthly reports on help desk team's productivity

Reports To

Information Technology Administrator

Direct Reports

1. Help Desk Specialist 1
2. Help Desk Specialist 2

Career Progression

1. Help Desk Manager
2. IT Manager

Information Systems Manager

Recommendation

CAPKs current Information Systems Business Analyst is performing many of these duties today, but without the manager title. As the department restructures this position should be formalized and report to the new IT Administrator position. All Developer, Business Analysts and Data Specialists should report to this position.

Position Responsibilities

- Support the organizations strategic use of data to further goals and objectives related to client experience, program services deliver, grant management and fundraising
- Oversee developers, business analysts and data specialists providing overall direction and strategy in analyzing reports and data for events to ensure integration and organization amongst all programs
- Manage department budget and prioritize funds based on department and organizational goals
- Maintain efficient relationships with other department heads to determine their technology needs
- Research new business technologies and IT software to strengthen the organization's information systems
- Implement and manage projects regarding new software programs and information systems that support organizational goals and objectives

Reports To

Information Technology Administrator

Direct Reports

1. Developers
2. Business Analysts
3. Data Specialists

Career Progression

1. IT Administrator
2. IT Director

Business Analyst

Recommendation

CAPK employees have embraced technology more now that they've seen what it can do to improve their work lives and the outcomes of the people they serve. This has sparked new ideas and requests for system functionality and results in additional requirements gathering and development. Much of this work is done by the IS manager today, but requests continue to grow and addition business analyst capacity is needed to keep up with demand and organizational growth.

Position Responsibilities

- Participate and lead analysis and design sessions to capture functional and technical requirements
- Create specifications based on requirements and communicate with developers
- Configure system based on platform best practices
- Lead sessions with users to demonstrate completed features
- Conduct system and integration testing
- Create and execute test scripts, facilitate user acceptance testing
- Train end users on the system platform
- Evaluate and identify other potential needs
- Design solutions using Dynamics 365, SharePoint, and other Microsoft stack technologies to meet needs
- Assist in research of new technologies and trends that might be impactful to CAPK
- Advise CAPK on approaches to solving business needs using Dynamics CRM or related technologies
- Provide training or assistance to CAPK staff relating to Dynamics 365 solutions

Reports To

Information Systems Manager

Direct Reports

NA

Career Progression

1. Business Analyst 1
2. Business Analyst 2
3. Senior Business Analyst
4. Project Manager

Developer

Recommendation

Similar to the Business Analyst role, CAPK's expanded use of technology has created a new need to quickly take system design requirements and implement them into their new database and analytics strategy. Some of this is being done by the current Information Systems Manager role today, but more capacity and focus is needed on system development efforts.

Position Responsibilities

- Understand CAPK processes and facilitate Business Analysts in discovery and requirement gathering
- Work with Business Analysts to design and implement new solutions as appropriate
- Customize Microsoft Dynamics 365 environment as per requirements
- Write code for plugins and workflows in C#
- Write code for client-side scripting using JavaScript framework
- Build PowerApps Portal UI and back-end functionality as per requirements
- Build Web APIs using .Net framework for integration
- Administer CAPKs Microsoft Dynamics 365 environment and portals
- Develop and configure Azure Cloud components
- Assist Data Specialists in developing and configuring reports and dashboards using PowerBI
- Troubleshoot issues and Identify root cause for issues and take necessary actions to resolve them permanently

Reports To

Information Systems Manager

Direct Reports

NA

Career Progression

1. Senior Developer
2. Systems Architect
3. Information Systems Manager

Data Specialist

Recommendation

CAPK has several Data Specialists that report through the organization's individual programs. Each data specialist is responsible for creating reports and dashboards that help aid in compliance, grant management and decision making at the individual program level. Some programs don't have enough capacity at this position and others have more capacity than needed in a week due to seasonality of reporting needs. At the same time, much of the data work is being done in silos, only benefiting the one program. In order to best allocate these responsibilities across the organization the Data Specialist positions should be moved into the Information Technology department and report to the Information Systems Manager. This will enable better collaboration and ensure programs get the right amount of support as they need it. Additionally, moving the Data Specialist role into the Information Technology Department gives the individuals in that role career progression opportunities that may not be available working for the programs.

Position Responsibilities

- Gather and disseminate information from diverse sources in reports to help in decision-making, grant management and compliance
- Ensure data is gathered, arranged, and maintained using CAPK standard processes and systems
- Ensure data is verified for accuracy and completeness before being used
- Collaborate with CAPK staff to analyze data looking for patterns and trends
- Work with programs to develop and track key performance indicators (KPIs)
- Train CAPK staff on reporting techniques and understanding the data

Reports To

Information Systems Manager

Direct Reports

NA

Career Progression

1. Data Specialist 2
2. Senior Data Specialist
3. Data and Analytics Manager
4. Information Systems Manager

Where do we go from here?

- Review report with CAPK leadership team
- Determine priorities and budget for implementing new IT department structure
- Create position description and post IT Administrator job in accordance with CAPK policies
- Review resumes, refine candidates and perform interviews
- Select candidates, issue offer letter and plan onboarding
- Work with new IT Administrator to create position descriptions and job postings for other recommended positions

Appendix

- Proposed CAPK Information Technology Department organizational chart – Microsoft Visio document

Community Action Partnership of Kern

MEMORANDUM

To: Program Review and Evaluation Committee

From: Susana Magana, Director of Health and Nutrition

Date: October 12, 2022

Subject: *Agenda Item 6a*: Food Bank committee member inquiry – **Info Item**

On September 14, 2022, committee member Yolanda Ochoa inquired about the Food Bank's plans to add additional staff and/ or volunteers to help with the food bank pantry and commodity shoppers. Ms. Ochoa shops monthly at the Food Bank for the Lake Isabella pantry. During her shopping trips she has noticed that there is not enough staff to help shoppers and wanted to know what CAPK is doing to remedy this.

Next steps for the agency will be to continue to look for funding opportunities that include operational dollars to increase the number of staff and embrace volunteer support from the community. With the Food Bank expansion underway and the expected grand opening scheduled for the first quarter of 2023, it is imperative that additional operational funding be secured. The Food Bank facility will be three times the size of the current facility. As a reminder to the board, staffing has always been a concern at the Food Bank as we rely heavily on regular volunteers to support operations. Food Bank administration is always searching for new funding opportunities to add more operational staff. Once the new expansion has been completed, staff and volunteers currently working in operational sites (warehouses) will be moved into the expanded, central Food Bank building, which should streamline operations and allow for greater support of daily activities.

Food Bank Administrator, Kelly Lowery, and our Agency Relations Coordinator will continue to reach out to different community programs that have the capacity to provide stable, long-term volunteers for the Food Bank warehouse and front office. Examples of recent partnerships include CSUB and Bakersfield College who have provided regular student volunteers for operations and the CSFP program. Kelly will also work closely with Catherine Anspach, the new Director of Development and the CAPK Foundation to find new, innovative ways that the Food Bank can generate additional revenue to support ongoing staffing needs.