

COMMUNITY ACTION PARTNERSHIP of KERN
BOARD OF DIRECTORS
PROGRAM REVIEW & EVALUATION COMMITTEE MEETING
5005 Business Park North, Bakersfield, CA
January 15, 2020
12:00 pm
AGENDA

1. Call to Order

2. Roll Call

Jose Gurrola
Nila Hogan

Jonathan Mullings
Yolanda Ochoa

Marian Panos

3. Approval of Agenda

4. Public Forum

The public may address the Committee on items not on the agenda. 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.

5. Program Presentation:

- a. CalFresh Healthy Living Program – Tammy Fisher, Program Manager **(p. 3-14)**

6. New Business

- a. November & December 2019 Program & Division Reports – Pritika Ram, Director of Administration – **Action Item (p. 15-33)**
 - 1. 2-1-1 Kern County
 - 2. CalFresh Healthy Living Program
 - 3. Community Development / Grants Administration
 - 4. East Kern Family Resource Center (EKFRCC)
 - 5. Energy
 - 6. Food Bank
 - 7. Friendship House Community Center (FHCC)
 - 8. Human Resources
 - 9. Migrant Childcare Alternative Payment (MCAP)
 - 10. Operations
 - 11. Shafter Youth Center (SYC)
 - 12. Volunteer Income Tax Assistance (VITA)
 - 13. Women, Infants & Children (WIC)
- b. Application Status Reports & Funding Requests – Pritika Ram, Director of Administration – **Action Item**
 - 1. Application Status Reports for November & December 2019 **(p. 34-36)**
 - 2. Funding Request: JP Morgan Chase & Company for CAPK Multi-Story Housing Initiative, Advancing Cities **(p. 37)**
 - 3. Consent Funding Requests Under \$50,000 **(p. 38)**

- c. December 2019 Head Start / State Child Development Enrollment Update & Meals Report – Ginger Mendez, HS State Enrollment / Attendance Manager – **Action Item (p. 39-42)**
- d. Summary of Changes to the Head Start Recruitment & Selection Plan for 2020-2021 – Ginger Mendez, Enrollment & Attendance Manager – **Action Item (p. 43-47)**
- e. County of Kern Low Barrier Navigation Center Draft Policy & Procedure Operations Manual and Project Update – Sheila Shegos, Outreach & Grants Administrator / Homeless Shelter Project Lead – **Action Item (p. 48-75)**

7. Committee Member Comments

8. Next Scheduled Meeting

Program Review & Evaluation
Wednesday, February 12, 2020
12:00 pm
5005 Business Park North
Bakersfield, CA 93309

9. Adjournment

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, January 10, 2020. Paula Daoutis, Administrative Coordinator.



Wednesday, January 15, 2020



Tammy Fisher, CAPK Program Manager
Tfisher@capk.org 661-336-5236 x1901



Office Site
2323 16th Street, Suite 302
Bakersfield, CA 93301
661-439-3831

Mailing Address
5005 Business Park North
Bakersfield, CA 93309
661-336-5236

Supplemental Nutrition Assistance Program Education and Obesity Prevention Grant Program

SNAP-Ed GOAL

To improve the likelihood that persons eligible for SNAP will make the healthy food choices within a limited budget and choose physically active lifestyles consistent with the current Dietary Guidelines for Americans and USDA food guidance.



California's CalFresh Healthy Living, with funding from the United States Department of Agriculture's Supplemental Nutrition Assistance Program – USDA SNAP, produced this material. These institutions are equal opportunity providers and employers. For important nutrition information, visit www.CalFreshHealthyLiving.org.



MISSION STATEMENT



The CalFresh Healthy Living mission is to improve the nutritional health of low-income Californians by providing access to nutrition education, physical-activity education, and leadership toward healthy community initiatives.



California SNAP-Ed Funded Agencies



California Department of Health & 61 Local Health Departments



31 Counties



19 Area Agencies



State of California

Department of Aging

6 Area Agencies



Catholic
Charities
USA®

11 Local Agencies across 24 Counties

California's CalFresh Healthy Living, with funding from the United States Department of Agriculture's Supplemental Nutrition Assistance Program – USDA SNAP, produced this material. These institutions are equal opportunity providers and employers. For important nutrition information, visit www.CalFreshHealthyLiving.org.



Program Goals for Federal Fiscal Years October 1, 2020 until September 30, 2022



- *reach 90,000 unduplicated SNAP-Ed eligible residents*
- *work with 146 community partners*
- *work in 216 sites to engage the SNAP-Ed community in program planning and implementation;*
- *put 75 sustainability measures in place to ensure changes to support healthy eating and physical activity are continued.*



County Nutrition Action Plan



CNAP *Vision:*

A culture of health and well-being in Kern County

CNAP *Mission:*

To implement strategies or interventions to help establish healthy eating habits and a physically active lifestyle in accordance with the SNAP-Ed guidance where we work, live, shop, learn, play.



Learn

CAPK CalFresh Healthy Living sub-contracted school district partners engaging Students, Teachers, Staff and Parents;

- *Providing SNAP-Ed activities, strategies, and interventions consistent with Dietary Guidelines for Americans and USDA food guidance system to establish, cultivate, and maintain partnerships that will increase healthy eating and active lifestyles.*
- *Reporting and cultivating program supports that measure low-income population are eating fruits and vegetables one or more times per day.*





Shop

Providing SNAP-Ed activities, strategies, and interventions consistent with Dietary Guidelines for Americans and USDA food guidance system that will increase healthy procurement, best market practices, and educational strategies that in turn will establish, implement and/or sustain written policies, systems, and environmental changes at community food assistance sites.





Live

- *Providing SNAP-Ed activities, strategies, and interventions consistent with Dietary Guidelines for Americans and USDA food guidance system that will increase healthy eating and active lifestyles for Healthcare Clinics and Hospitals.*
- *Put sustainability measures in place to establish, implement and written policies, systems, and/ or environmental changes at the community Healthcare Clinics and Hospitals.*





What Is Rethink Your Drink Day?

Rethink Your Drink Day is a Statewide Day of Action designed to teach Californians about the benefits of drinking water instead of sugary drinks. Local organizations will host events across the state on **May 13, 2020**.

www.rethinkyourdrinkday.com





September 2, 2020

HEALTHY SNACK Day

What is Healthy Snack Day?

Healthy snacking can be easy and affordable. Whether it's at work or after school, the right snacks can help adults and kids live healthier. Join us on Healthy Snack Day to learn and share recipes, tips and tools to find snacks that are satisfying and healthy for you and your family.





THANK YOU!



Tammy Fisher, CAPK Program Manager
Tfisher@capk.org 661-336-5236 x1901

Office Site
2323 16th Street, Suite 302
Bakersfield, CA 93301
661-439-3831

Mailing Address
5005 Business Park North
Bakersfield, CA 93309
661-336-5236

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Administration/Pritika Ram			Month/Year: November-December 2019		
Program/Work Unit: 2-1-1 Kern County		Staffing: 26		Program Manager: Irene Fonseca	

Services: Provides 24/7 information and referral services via phone or CAPK's website to residents of Kern. Also provides call handling services for Kings, Tulare, and Stanislaus Counties. 2-1-1 serves as the call center for the CAPK Energy Program. This includes scheduling appointments, providing status updates on pending applications and mailed applications. 2-1-1 also provides information on application accessing options. As of October 2018, the Kern County Coordinated Entry System initiated as a program within 2-1-1 Kern. 2-1-1 I&R Specialists screen callers experiencing homelessness and move information along to the CES Homeless Navigators. CES can then prioritize the urgency and link the client to necessary services. In November of 2019, 2-1-1 in collaboration with First5 of Kern, became an access point for parents of children ages 0-5 to complete an online assessment that will provide insight on how the child is growing and developing for their age. This assessment can aid in early intervention of identified delays.

Activities	Description			
Information & Referral Services	Incoming	Answered	Unanswered	Referrals
Kern County	10,066	9,143	923(9%)	20,449
Kings County	368	340	28(1%)	*
Tulare County	1,457	1,365	92(6%)	*
Stanislaus County	1,898	1,706	192(10%)	*
Total	13,789	12,554	1,235(8%)	

*2-1-1 Kern does not have access to the iCarol database for these counties. Per the agreements, 2-1-1 Kern provides referrals but does not track them. The information goes directly to the iCarol databases for the individual counties.

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Most Requested Services	Food Pantries	Homeless Shelter	Utility Assistance	
Top 3 Unmet Needs	Rental Assistance	Transportation	Homeless Shelter	
Other Services			Month	YTD
LIHEAP	Calls Answered		7,134	51,337
Weatherization	Calls Routed through 2-1-1		507	5,644
Mental Health	Calls Answered		326	3,036
Website Visitors	Visitors to CAPK’s 2-1-1 Kern web page		8,377	56,703
VITA	Calls Routed through 2-1-1		N/A	6,944
CalFresh Enrollments	Onsite enrollment into CalFresh (Supplemental Nutrition Assistance Program (SNAP/food stamps)	Submitted	Approved	Pending
		28	8	20
Coordinated Entry System (CES)	Entry point for the homeless population in Kern County.	211 Homeless Calls	QRT Received	Assessments Completed
		1287	21	221

Outreach Activities	Outcomes
2-1-1 Presentation at Social Security Administration - Harvey Hall Head start Resource fair 2-1-1 Presentation at Arvin Head start - Summit Resource fair at Edison Middle School - World Aids Awareness Resource Fair	211 Kern - informational cards: 100 211 Kern - informational cards: 100 211 Kern- informational cards: 100 211 Kern- informational cards: 150 211 Kern- informational cards: 150
2-1-1 Presentation at Social Security Administration in Delano, Ca. - Resource Fair in Delano, Ca - Live United Circle of Friends	211 Kern - informational cards: 100 211 Kern - informational cards: 100 211 Kern- informational cards: 100

Highlights: November 7, 2019, 2-1-1, through funding from First5 of Kern, will provide developmental screenings to parents of children ages 0-5. This assessment will aide in early intervention of identified delays. 2-1-1 Development Specialist has completed a total of 70 over the phone online assessments with parents.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Nutrition Services/Carmen Segovia		Month/Year: January/2020
Program/Work Unit: CalFresh Healthy Living	Total Program Staffing: 8	Program Manager/Supervisor: Tammy Fisher
Program/Work Unit Description: CAPK with funded and unfunded community partners that reflect the geographic, cultural, and ethnic diversity of Kern County will implement strategies and/or interventions in communities to help establish healthy eating habits and a physically active lifestyle, in accordance with the Supplemental Nutrition Assistant Program Education (SNAP-Ed) guidance mandated by the Food and Nutrition Act under Section 28, with an interest in improving nutrition, physical activity, public health, the built environment, and health care where we work, live, shop, learn and play.		

Activities	Description	Status	
		Month	YTD
Attend monthly Community Collaborative meetings in Wasco, Bakersfield and Delano	Five Health Educators attended six collaborative meetings and introduced the CalFresh Healthy Living program resources and connected with community partners during November and December.	November & December	Monthly
Host an open house on 12/20/19 for CAPK Staff at the program office located at 2323 16 th Street in Bakersfield.	All Staff participated at the December open house event and the health educators exhibited the Choose Health Drink Water curriculum and provided education materials. Six community and staff members were able to attend. Another open house will be planned for May 2020 as many holiday events conflicted with the program open house date.		
Attend local food bank assistant sites and participated as a vendor at the Wonderful Company Food Giveaway and Delano Farmer's Market during November and December 2019.	The Health Educators and the Program Coordinator participated in providing nutrition education materials to a total of 108 participants at the food bank assistant sites in Bakersfield, Mojave and Wasco, and connected with 300 total participants at the November Farmer's Market and the December Food Giveaway in Delano.	Monthly	Ongoing
Met with Mercy Hospital Downtown	CalFresh Healthy Living Program Coordinator and Health Educators began meeting in November to discuss collaboration of CalFresh Healthy Living program resources for the hospital cafeteria, wellness committee program and discussion of a time line for offering community nutrition education classes.	Monthly	Ongoing

Facilitate the CAPK County Action Nutrition Plan (CNAP) Steering Committee Meeting	On Friday, December 6, 2019 the CNAP Steering Committee members met for the first quarterly Steering Committee meeting to discuss and review the CNAP Articles for Collaboration, identify and coordinate CNAP Collaborative working groups to extend partnership building efforts across Kern County that will meet CalFresh Health Living program goals. The quarterly Steering Committee meetings will be held at the CAPK Board room from 10:00 -11:30 AM. The Quarterly CNAP Steering Meeting is a grant requirement.	Quarterly	Q1 12/6/19 Q2 03/5/20 Q3 05/7/20 Q4 08/7/20
Budget revision approved	State approved the program budget revision to reflect the actual needs of the program. For example, the program office space and the occupancy costs have been projected accurately.		
Met with sub-contracted partners	Reviewed scope of work with sub-contracted partners during November and December. Discussed possible barriers and identified partnerships for completing program goals. Sub-contracted partners agreed they will submit program invoices on the 20 th of each month.		

Other:

1. CalFresh Healthy Living Day of Training for Central Valley will take place on Wednesday, February 26, 2020 8:30 AM – Noon for a review and update on the Dietary Guidelines for Americans and from 1:00 – 4:30 PM an afternoon training on how to engage and recruit youth in the community with the Youth Participatory Active Research tools. The location of the training is at UCCE 1031 South Mt. Vernon Ave and for more information and/or to register contact Celena Vela, Program Assistant at 661-336-5236 x1900.
2. CalFresh Healthy Living Health Educators started in November weekly Friday Staff meetings and weekly Wednesday program trainings on the CalFresh Healthy Living program approved evidence-based curriculums and program resource tools.

Staffing:

Staffing for the CalFresh Healthy Living program include a Program Manager, a Program Coordinator, a Program Assistant, 5 Health Educators, and an Accountant.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Director of Administration, Pritika Ram		Month/Year: November and December 2019
Program/Work Unit: Community Development	Total Staffing: 7	Program Manager/Supervisor: Sheila Shegos
Services: Grant research on funding resources and opportunities, proposal preparation, and special projects. Media and public relations, agency and program promotional materials, advocacy, social media and website management, special events and fundraising, English-Spanish translations.		
Community Development Team Activities		
In December the <u>Outreach Team</u> helped facilitate communications with the County and media in advance of the selection of Community Action Partnership of Kern as the operator of the new Kern County Homeless Shelter. We also helped to share the joy of the holiday season by attending a host of special visits by Santa to our Head Start Centers across Kern County and sharing it with the public through social media. The <u>Grants Team</u> provided GrantHub training to program managers and they are now using the system. The team is also assisting Head Start in completing their annual Community Assessment.		
Advocacy	• Prepared messaging for Kern County homeless shelter discussions and coordinate with county staff on public process. • Attended City of Bakersfield homelessness shelter public meetings. • Attended Kern County Board of Supervisors Meeting on Dec. 17 where CAPK was named as homeless shelter operator. Coordinated media interest.	
Outreach	• Developed and shared CAPK Holiday message video with CEO Jeremy Tobias. • Promoted open positions on the CAPK Governing Board and new AmeriCorps program. • Did social media promotion of financial donations to the CAPK Food Bank.	
Special Events	• Delivered a public presentation on the 211 Kern Homeless Coordinated Entry System (CES) at Philanthropy on Tap on Dec. 3rd. • Coordinated media interest in CES program resulting in a story in The Bakersfield Californian. • Attended many holiday events at Head Start centers promoting giving by a host of community partners and the fun enjoyed by our children.	
Grants-In Progress	• JP Morgan Chase: “Advancing Cities,” Low-Income Housing Project Development. • California State Board of Community Corrections: Youth Diversion Services.	
Research	• Complete Count Census. • CRM Project Phase 1 funding. • Affordable housing for low-to-moderate income families.	
Projects	• Head Start Community Assessment. • Youth Centers Policy & Procedure Manual. • 2020 Census, Kern County Census Committee. • CAPK 2019 program CSBG data has been collected and is ready for submission to CSD. • Completing ROMA Certification to become CAPK ROMA Certified Trainer, per CSD requirements. • CAPK’s Kern County Housing Needs Assessment (Survey).	

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Nutrition Services/Carmen Segovia		Month/Year: Nov & Dec/ 2019
Program/Work Unit: East Kern Family Resource Center	Total Program Staffing: 5	Program Manager/Supervisor: Tavia Wooley
Program/Work Unit Description: Serves low-income individuals and families residing in East Kern County communities of Boron, California City, Mojave, North Edwards, Rosamond, and Tehachapi. Services include case managing families with children who are at risk of abuse and neglect (Differential Response); preparing children to enter kindergarten (School Readiness Initiative); parenting education; emergency supplies closet for immediate basic needs such as clothing, food, diapers, infant formula, bus passes, and gas vouchers.		

Activities	Description	Status	
		Month	YTD
Referrals for services Case Managed Families	Differential Response	47	281
	F5K School Readiness	6	40
	Economic Empowerment	0	47
Children enrolled in center-base program		3	21
Adults in Court Mandated Parenting Classes			23
Services to Walk-ins	Services e.g., faxing and photocopying legal documents (such as birth certificates, Social Security cards, immigration status information needed to receive public assistance), food, clothing, referrals to other support services, and ongoing case management	127	815
Emergency Supplies Closet and Other Services	Food (individuals)	20	133
	Clothing (individuals)	40	246
	Photocopies (individuals)	704	6124
	HEAP Application Supporting Docs	199	849

Other: EKFRFC hired a new program Supervisor during this reporting period.

COMMUNITY ACTION PARTNERSHIP OF KERN
DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Operations/Emilio Wagner		Month/Year: November & December 2019
Program/Work Unit: Energy	Total Program Staffing: 38	Program Manager/Supervisor: Todd Payne
Services: Residential weatherization, utility bill payment assistance, and energy efficiency education for low-to-moderate-income Kern County residents. Also, installation of interim water tanks for low-income households affected by the drought.		

Activities	Description	Status	
		Households Served	
		Month	YTD
1. Low Income Home Energy Assistance Program (LIHEAP Utility Assistance -2019)	Utility bill payments	1084	7514
2. Low Income Home Energy Assistance Program (LIHEAP Utility Assistance – 2020)	Utility bill payments	210	210
3. Low Income Home Energy Assistance Program (LIHEAP) Weatherization Assistance (2019)	Residential repair/weatherization (e.g., weather stripping, thermostats, door/window replacement, etc.)	27	231
	Energy-efficient appliance installation	55	328
4. Department of Energy Weatherization Assistant Program (DOE-WAP) (2018)	Residential repair/weatherization (e.g., weather stripping, thermostats, door/window replacement, etc.)	10	66
	Energy-efficient appliance installation	7	30
5. Total Value of Services (utility payments only)		\$743,971	\$4,627,693
		Results	
6. Energy calls received (from 2-1-1)		9472	
		HEAP	Wx
7. Number of LIHEAP applications Received		2254	123
8. Number of LIHEAP applications Completed		1294	37
9. Number of LIHEAP applications in Progress		960	62
10. Outreach Events attended	12/16 – Head Start Parent Meeting - Willow 12/17 – Head Start Parent Meeting - Fairfax	Give presentations, distribute brochures, applications, tote bags, ink pens and energy savings wheels.	

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Nutrition Services/Carmen Segovia		Month/Year: November 2019	
Program/Work Unit: Food Bank	Total Staffing: 18	Program Manager: Jaime Orona	
Services: Partners with 147 food distribution sites throughout Kern County to provide food assistance to low-income families and individuals.			
		Status	
Activities	Description	Month	YTD
USDA Commodities	Individuals Served (October)	39,035	383,154
	Poundage Received all Programs	1,596,442	18,722,708
	Total Poundage Distributed, All Sites	1,564,832	18,506,251
	Total Distributed pounds 2018	1,123,131	12,110,393
Food Sourcing	Produce Received: 165,682 pounds of produce (donated or purchased) & 9 different produce items: • Bolthouse: Carrots • Country Sweet Produce: sweet potatoes & yams • Grimmway: cabbage, broccoli & cauliflower • Kingsburg Orchards: plums • Target: Mixed produce • Tasteful Selections: potatoes • Walmart: Mixed produce • Wonderful: Citrus		
Food Drives: KGET, Bakersfield City • Received: 5,623 LBS. • Monetary Donations: \$7,527.35	Farmers Markets: 1. Delano Regional Med Center: 510 Families/ 2020 Individuals-/distributing 38,400 lbs. of fresh produce & bread. 2. St. John’s Arvin: 82 Families/410 Individuals-received a box of fresh produce, bread & canned food. CSFP: 350 Seniors at Shafter Youth Center, Plaza Towers & Harmony received 3,000 lbs. of watermelon.		

Other:

- This month we continued our Backpack Buddies program; which provides breakfast and lunch items for children on the weekend. We are delivering a total of 300 bags between Buttonwillow, Greenfield, and now Standard School.
- On November 2nd we participated in the Health and Resources Fair in Arvin. Providing produce, canned and dry goods.
- On November 4th we provided a one-time donation of bread and produce to Hillcrest SDA.
- On November 7th we had a volunteer group from the company Aera come to help us bag produce and dry goods for distribution.
- On November 12th we provided a one-time donation of produce, bread, canned and dry goods to EDD for their Farm Workers Appreciation Day event.
- November 13th was the annual KGET Food Drive, collected 5,623 lbs. of food and received \$7,527 in monetary donations.
- On November 15th we received a donation of canned goods from the food drive put on by San Lauren Elementary School.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

- November 18th, we picked up cans and dry goods from the Bakersfield City's annual food drive.
- On November 19th we partnered with the Bakersfield Condors and the Salvation Army on Wilson and donated 25 Thanksgiving food boxes and turkeys to families in need.
- On November 21st we provided bread, canned and dry goods for the monthly homeless Pocket Park event.
- On November 21st we provided and one-time donation of produce, canned and dry goods to Word of Life for their Thanksgiving event.
- On November 22nd, we provided and one-time donation of bread and dry goods to Nueva Creacion Church for their Thanksgiving event.
- On November 26 we participated in the in the annual World Aids Day Resource Fair, providing: bread, produce, dry and canned goods.
- Our CSFP program held 35 distributions for the month of November and distributed 30 pound boxes of healthy and non-perishable food to 4,305 seniors throughout Kern County.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Nutrition Services/Carmen Segovia		Month/Year: December 2019	
Program/Work Unit: Food Bank	Total Staffing: 19	Program Manager: Jaime Orona	
Services: Partners with 147 food distribution sites throughout Kern County to provide food assistance to low-income families and individuals.			
		Status	
Activities	Description	Month	YTD
USDA Commodities	Individuals Served (November)	36,780	427,323
	Poundage Received all Programs	1,997,419	20,720,171
	Total Poundage Distributed, All Sites	1,821,699	20,339,603
	Total Distributed pounds 2018	1,210,566	13,571,152
Food Sourcing	Produce Received: pounds of produce (donated or purchased) & different produce items: • Bolthouse: Carrots • Grimmway: cabbage, potatoes, carrots, & leafy greens • Target: Mixed produce • Walmart: Mixed produce • Wonderful: Citrus		
Food Drives:	Farmers Markets:		

Other: For 2019, the Food Bank distributed **20,339,603 lbs. of food, an increase of 6,768,451 from the previous year!**

- Backpack Buddies program 0151—which provides breakfast and lunch items for children on the weekend—provided 300 bags between Buttonwillow, Greenfield, and now Standard School.
- December 5th: we received misc. canned goods from a holiday food drive hosted by IES Office.
- Also, on December 5th, we dropped off bread, produce, and misc. dry goods to the Southside SDA church for a holiday food give-away.
- On December 12th, Aera Energy group came in to help us sort through our misc. and canned food items received from our KGET Food Drive.
- Also, on December 12th, we provided bread, produce, misc. dry and canned goods, as well as all the gingerbread house kits for the Beale Library's Holiday Gingerbread House Event.
- On December 13th, we received 2,524 lbs. of misc. dry and canned goods from a holiday food drive hosted by Williams Elementary.
- Also, on December 13th, we began our new weekly Ridgecrest Relief program; dropping off food to our Ridgecrest pantry locations.
- On December 18th, we received misc. canned goods from a holiday food drive hosted by CNJ Well Services.
- Also, on December 18th, we provided turkey breasts, bread, oranges and misc. dry goods to the Kern High School District to aid in their holiday baskets food give-away.
- On December 19th, we provided misc. dry and canned goods, bread and produce for the monthly Pocket Park program which helps to feed the homeless.
- On December 23rd we partnered with Wonderful Citrus for a special holiday food distribution. We provided bread, oranges, canned and dry goods.; and Wonderful Citrus donated 579 boxes of canned food for the distribution.
- Our CSFP program held 35 distributions for the month of November and distributed 30 pound boxes of healthy and non-perishable food to 4,315 seniors throughout Kern County.

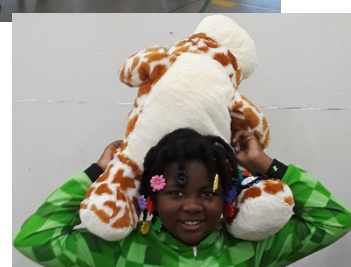
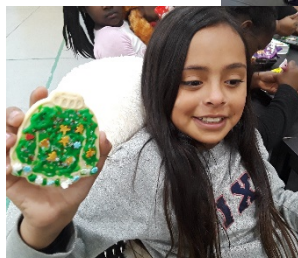
COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Carmen Segovia:		Month/Year: November/December 2019
Program/Work Unit: Friendship House	Total Program Staffing: 3	Program Manager/Supervisor: Lois Hannible
Services: After-school and summer programs, pre-employment program for youths, parenting classes, nutrition education, sports, gang prevention, and access to social services.		
Activities		Participants
Description		Month YTD
After-School Program Tutoring, homework assistance, recreation.		9 83
Summer Program Recreational activities, educational games, and activities.		130
Gang Prevention Program Aggression Replacement Training (ART), Nurturing Parenting and Parents on Mission (POM) parenting classes are provided at local school sites, correctional facilities, at the Friendship House and other community centers, to prevent at-risk youths from joining gangs.		26
STEM (Science, Technology, Engineering, Math) Program Chevron STEM teaches robotics, coding, engineering, and mathematics to program youth, engaging them in hands-on science focused learning.		0
Mobile Mexican Consulate -Consular services are provided at FHCC every Tues. & every other Wed., providing passport renewals, assistance with obtaining important documents, and providing DACA & protection information.		230 3919
PREP Works Program Pre-employment program for at-risk youth that provides them with financial literacy; skills and knowledge to conduct job searches and plan for college/career; and an incentivized savings program. Participants also have an opportunity to gain paid work experience.		109
Positive Youth Development Services- Mentor program for at-risk youth.		60

Other:

- The Friendship House was the excited recipient of 150 teddy bears from the Bakersfield Condors Teddy Bear Toss. The teddy bears, which were distributed to organizations by United Way, were used by the Friendship House as gifts for the youth during the holidays and will also be used as awards throughout the school year. Special thanks to the Bakersfield Condors and United Way for their ongoing support!
- Westchester Kiwanis provided a Christmas shopping spree for six Friendship House Afterschool Program participants, on Sat., Dec. 7. Each of the youth were allowed to spend \$150 at Walmart, filling their shopping carts with clothes, toys and much more.
- The Kern High School District alternative high schools hosted a basketball tournament at the Friendship House on Dec. 6th. This was a great opportunity for the youth to show off their athletic ability and also served as a great time for them to learn of the services and activities offered by the Friendship House and other CAPK programs.
- The Friendship House hosted a holiday party for program youth on December 20. The youth received sweet treats, toys, and teddy bears (thanks to United Way & the Condors Teddy Bear Toss), and had fun decorating their own holiday cookie. To top it off, there were smiles all around, as the youth posed for their personal photos, which they were able to take home with them, courtesy of Christa Hunt Photography.



COMMUNITY ACTION PARTNERSHIP OF KERN
DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Tracy Webster		Month/Year: Nov & Dec 2019
Program/Work Unit: HR/Staffing	Total Division Staffing: 5	Program Manager/Supervisor: Dawn Bledsoe
Services: All functions and activities related to staffing, employee benefits (including the pension plan) administration, labor law compliance, human resources management, and SEIU Contract.		

		Status	
Activities	Description	Month	YTD
Employee Count	Regular	871	
	Subs/Temps	21	
	Total Staff	892	
New Hires	All divisions and programs		
	Regular	22	253
	Subs/Temps	9	101
	Total New Hires	31	354
Leaves of Absence	Full-time Leave	38	
Terminations	All divisions and programs		
	Voluntary	23	280
	Involuntary	2	118
	Total Terminations	25	398
Staffing	Vacancy	63	522
	Total Paper Applications Received	275	3,683
Payroll	Total Hours Paid	273,625	
	Total Gross Payroll	\$5,217,917	
Projects: ADP Recruitment Employee Survey	Completed:		

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Health & Nutrition Services/Carmen Segovia		Month/Year: Nov/Dec 2019	
Program/Work Unit: Migrant Childcare AP Program (MCAP)	Total Staffing: 19, <i>Vacancies-3 1 Family Specialists, 1 Admin Clerk, & 1 Reimbursement Specialist</i>	Program Manager/Supervisor: Susana Magana	
Services: The Migrant Childcare Alternative Payment Program is a voucher-based childcare program for migrant agriculturally working families. The program has six entry counties: Kern, Kings, Madera, Merced, Tulare, and Fresno. Once enrolled, families can continue childcare services as they migrate throughout the state following agricultural work. The program’s current Fiscal Year is July 1, 2019, to June 30, 2020. <i>*This report is for the service month of November 2019, which was processed in the month of December 2019.</i>			
Activities	County	Total	% by County
Active Enrollments	Kern*	478	43%
	Madera	110	10%
	Merced	0	0
	Tulare	235	21%
	Kings	88	8%
	Fresno	202	18%
	Total	1113	100%

*Kern totals include services provided outside of the six entry counties. The case management for those families working and residing outside the six entry counties are handled by the regional office in Bakersfield.

Current Activities:

Staff continues to promote the program and is accepting applications in all entry counties. We are currently building our waiting lists in Kern, Tulare, Kings and Fresno. All eligible families in Merced and Madera are still being authorized immediately. The program manager continues to meet with different community agencies to promote and educate them about the program.

The program continued to recruit for program vacancies. Three new staff joined the MCAP team, but we are still actively recruiting for the 3 current vacancies.

On 12/17 Program Manager met with Dignity Health staff to exchange outreach materials. Dignity Health has been trying to reach the migrant community in Kern County who have children that need their immunizations brought up to date. Dignity Health staff will be providing copies of their mobile immunization clinics calendar, so they can be available to MCAP clients.

On 12/19 MCAP had their staff development day. The staff meet up at the Tulare County satellite office where they decorated gingerbread cookies, shared a meal and played board games.

On 12/23 MCAP staff attended the CAPK foodbank food distribution in Delano. Staff provided information on the program.

For the month of November, the MCAP program reimbursed childcare providers a total of \$750,789.73 for their services. This is the highest amount that the program has ever reimbursed in a single month. The program is right on track to earning the current contract amount.

Upcoming Activities

On 1/28 family services staff will be having their monthly department meeting in the Tulare office satellite office.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Operations/Emilio Wagner		Month/Year: November & December 2019
Program/Work Unit: Business Services/ Maintenance & Operations/Information Technology/Risk Management	Total Division Staffing: 23	Program Manager/Supervisor: Dan Ripoli, Douglas Dill, Kerri Davis, Laurie Sproule
Services: Facility repair and maintenance, procurement, information technology, risk insurance, vehicle registration, contracts, facility leases and facility planning.		

		STATUS	
Activities	Description	Received	Completed March 1, 2019 to Date
Business Services			
Purchase Orders Processed		277	1668
Contracts/Leases Processed		52	233
Request for Proposals (RFP)	Auto Mechanic Intrusion and Fire Alarm Systems Construction Manager at Risk (HS) Architectural Services (HS) St. Mary's Renovations (EHS)	Completed Completed Completed In Progress In Progress	
Leases	Chrisman Road (Head Start) 701 S. Hutchins Street (Head Start) 277 E. Front Street. Buttonwillow (WIC) 11336 Bartlett Ave. (WIC) 8401 California Ave. (WIC)	In Progress In Progress In Progress In Progress In Progress	
Contracts	Primarius Wipfli LLP Florida State University – HS PLC System Services – HS Rice Agency – CD Michael K. Brown – Operations Kings United Way Addendum II – 211 Action Glass – 211, Energy, VITA Ready Rosie – HS GameTime Change Order No. 1 – HS Kings United Way Employment Contract – 211 Computer Linx – Shafter Youth Premiere Services – Energy Abila – Operations Sierra Sands Unified School District – HS United Refrigeration – CK Premiere Services – HS Three Way Chevrolet (2) Energy Great Western Installations (Head Start)	Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed Completed	

COMMUNITY ACTION PARTNERSHIP OF KERN DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

	Exact Staff Maintenance Primarius (Food Bank) United Refrigeration (Central Kitchen) CSET (Vita) Escuelita Hernandez (Partnership) ACI (Head Start) Teachstone Addendum Turk's Kern Copy (Finance) GameTime (Head Start) Reliable Janitorial (Cal Fresh) Sarana Educational Consulting, LLC (Head Start) BioMetrics4 All (Executive) ACS Amendment I (Energy) HSI Amendment I Stine & Oswell (Head Start) HSI Amendment I Broadway (Head Start) Trans West Amendment I (Operations) Wellworks For You (Finance) Econo West, Inc. Amendment (Energy) Colombo Construction (Head Start) Tel-Tec Security (Operations) Turks Kern Copy (Cal Fresh) S.U.S.D. Food Service Contract (Head Start) MOU Cal Fresh (Head Start-SJ) Blue Ribbon Automitive (Head Start) McWilliams and Walden, Inc. (Head Start) Motor City (Head tart) Big O Tires	Completed Completed Completed Completed In Progress		
Maintenance & Operations		Work in Progres s	03/01/2019 to Date Closed	
Facility Work Orders Processed	Repair and maintenance of CAPK facilities and vehicles.	83	3371	
Projects	- Demolition is completed at the "Jewett" facility and we have started construction of the walls, plumbing and electrical. We are doing construction in two phases, phase one Head Start and Early Head Start and phase 2 Home Visiting Initiative (HVI) Painting is complete and flooring is in the process. - Cleo Foran Renovation: Interior construction has been completed to add EHS and includes restroom reconfiguration, addition of walls, kitchen FRP new flooring throughout. Exterior construction, new sheds, hardi-board siding (complete), concrete ramps, pour downplay surface (complete), paint of exterior building (complete) and wrought iron railings. - East Cal: We have started on the EHS renovations. Exterior fencing, shade structure and sod are complete.	In Progress In Progress In Progress		

**COMMUNITY ACTION PARTNERSHIP OF KERN
DIVISION/PROGRAM MONTHLY ACTIVITY REPORT**

Information Technology		Received	03/01/2019 to Date Closed
Help Desk Work Orders Processed	Technical assistance to employees, repairs, troubleshooting, coordination of services with IT services subcontractor	2773	2723
Projects	• AT&T E-rate Category 1 Installation • Mitel Upgrades • WIC Computer upgrades • WIC Wise • CalFresh new office • Energy Computer upgrades	In Progress In Progress Completed In Progress Completed Completed	
Risk Management		Reported	01/01/2019 to Date
Workers Compensation Incidents	• For Report Only • First Aid • Medical Treatment • Modified Duty • Lost Time • Non-Industrial (not work related) • Under Investigation	5 1 0 0 0 0 0	97 31 6 10 3 4 1
General Liability		0	1
Property Incidents		2	29
Vehicle Incidents		1	19
Projects	Charter for Operational Risk Mgmt Advisory Committee Safety & Security Policies for Front Desk Workplace Violence Prevention Program Operational Risk committee Update Vehicle Safety Program Safety Meetings Monthly Maintenance & Energy Homeless Shelter Liability and W/C Insurance New safety Program for Homeless Shelter ATD Update safety programs to include Homeless Shelter & Staff	In progress In progress In progress In progress In progress In progress In progress In progress	

- **OTHER:** Reduced Workers' Compensate Rate from 108% to 104%
- **Other:** E-rate Program Year 2019-2020 was approved AT&T has completed Alicante, Central Kitchen, Heritage, Harvey Hall, Mojave, Primeros Pasos, Rosamond, and San Diego. November completed – Fairfax, Shafter, Tehachapi. We are continuing to install the internet service at sites and will continue to turn up sites as AT&T completes the install.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Director of Health & Nutrition Services, Carmen Segovia		Month/Year: November/December 2019
Program/Work Unit: Shafter Youth Center	Total Program Staffing: 2.5	Program Manager/Supervisor: Angelica Nelson
Services: Summer and after-school tutoring, homework assistance, educational, recreational, and social enrichment activities and services for children ages 6-18. Evening programming is offered Monday through Friday, 5:00 to 9:00 pm; activities include basketball, ancestry class, and various local groups who utilize the meeting space.		
Activities		Participants
Description		Month YTD
After-School Program Tutoring, homework assistance, recreation, health & nutrition education.		4 new 35
Teen Pregnancy and Sexually Transmitted Infections Prevention (Information and Education) (#'s as of 7/1/2019) Informing and educating teens ages 12-19 years on preventing pregnancy and the spread of sexually transmitted infections.		GRANT ENDED June 30, 2019 109
Evening Program Open Basketball, Zumba, Fitness Boot Camp, Mental Health Support Group Mtg		20 – 45 per night
Summer Program Academics, sports, recreation, health & nutrition education, themed weeks with coordinated guest speakers.		92

Other:

- MAKE Bakersfield - Kids at Shafter Youth Center completed their art sessions by MAKE Bakersfield. The 8-week sessions were made possible by a mini grant from Kern Health Systems. Kids learned how to relieve stress and express themselves through art. Art also increases the development for cognitive and sensory motor functions as well as provides lots of fun.
- Dignity Health Community Health Initiative held a second community workshop in November, and it was such a success. Dignity is now holding Mental Health Support Group Sessions at SYC, twice per month. Dignity Health also held two more community events on December 13th and 17th, on Dealing with Holiday Stress. The events have been well received by the community. Dignity plans on providing Tai Chi session in January.
- Shafter has the new Walmart Distribution Center in its Industrial Park. Walmart Distribution employees were given holiday turkeys and hams as a gift from Walmart. 5 employees chose to donate their turkeys and hams to Shafter Youth Center families. Staff was able to attain some more goodies from Food Bank to make a nice box of holiday food for the families. A few days later, Walmart called again with an additional 3 turkeys to be donated to families.

COMMUNITY ACTION PARTNERSHIP OF KERN DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

- Each year, the Shafter Depot Museum holds their Annual Christmas Tree Decoration Contest. The theme this year is “Lights, Camera, Christmas!”, aimed to portray your favorite Christmas movie. Shafter Youth Center kids have participated in the past and have won a few trophies along the way. This year, The kids chose to decorate as The Nightmare Before Christmas. The kids made their own decorations to hang on the tree. This is a fun activity that the Depot Museum hosts and gets a big following from the community. Many agencies, businesses, service clubs and even members of the community take part. The trees will be on display the entire month of December. Museum visitors are encouraged to vote for their favorite tree to determine the winners. Museum will be open Saturdays from 10 am until 3 pm. Winners will be announced in February.
- Shafter Youth Center staff attended their Winter Staff Development with the WIC Program. Staff had a nice time learning about WIC, co-workers and customer service. Lunch and games were provided.
- Shafter Youth Center received a toy donation from Iglesia del Senor Jesus. Iglesia del Senor Jesus had held an event at Shafter Youth Center in September, where Shafter had been selected as the host for their semi-annual all area service. Congregation members from as far away as Mexicali and San Jose, CA came for the giant church service and luncheon. They collected and donated the toys as a thank you to SYC.



COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Director of Administration, Pritika Ram			Month/Year November/December 2019		
Program/Work Unit: VITA		Total Program Staffing: 4	Program Manager/Supervisor: Jackie Guerra		
Services: Train and certify volunteers, provide free tax preparation and electronic filing for low-moderate income individuals and families and assist clients with ITIN (Individual Tax Identification Number) applications.					
		Results			
Activities	Description	Month		YTD	
		Dollars	# of Tax Returns	Dollars	# of Tax Returns
Refunds	Federal Refunds	\$13,332	26	\$4,679,891	
	Federal EITC	\$23,531	12	\$3,108,836	1,584
	Federal Total	\$36,863		\$7,788,727	
	State Refunds	\$2,978	26	\$683,341	
	California EITC	\$7,981	7	\$319,801	1,429
	State Total	\$10,959		\$1,003,120	
Total Credits & Refunds	State & Federal	\$47,822	55	\$8,882,378	5,113

Additional Comment/Notes:

- Taxes were on hold during the transition to the new software, Taxslayer, which is now activated and ready to use for the 2019 tax season.
- Two Administrative Assistants position were filled under the VITA IRS grant, including additional staff to work alongside the 211 programs for VITA specific call handling and scheduling.
- Due to staffing issues surrounding hiring qualified Outreach Specialist positions, we are currently in the process of connecting with a non-profit Agency by the name of Vision y Compromiso to be contracted for the duties of these positions. They are a great candidate for the scope of work due to their experience in outreach throughout the community for varied services and large geographic footprint. We hope to have a contract set and start date for them of Feb 1st, 2020.
- Two tax preparation trainings were provided in the month of December in collaboration with the United Way of Kern. There were about 23 new volunteers who attended and about 20 returning volunteers. Testing and certification will be completed by 1/18/20.
- Our final tax training will begin next week 1/7/20 and end on 1/17/20.
- CAA certifications for Jackie Guerra and Irene Alonzo are now complete, the application was submitted by mail to IRS on 12/10/19 with a turn around of about 6-8 weeks.
- Staff are currently working to create a CAPK Mobile site to reach communities we have been unable to assist in the past (rural, elderly etc.) This would allow CAPK to go to them and provide tax preparation services instead of requiring them to come to one of our locations.
- The program received all new materials for VITA (brochures and flyers), as well as identified locations for billboards that will promote CAL EITC and VITA no cost tax preparation.
- Staff continues to connect with CAPK Head Start programs to promote and inform that there are new credits that parents with children under 6 years of age may be eligible for under CAL EITC program.

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Nutrition Services/Carmen Segovia		Month/Year: Nov/Dec 2019
Program/Work Unit: WIC	Total Program Staffing: 68 staff 1 vacancies	Program Manager: Kathlyn Lujan
Services: Nutrition education, breastfeeding support, and food vouchers for families with infants, children up to age 5, and women who are pregnant, postpartum or breastfeeding. Services provided at 21 sites in Kern County, 5 sites in San Bernardino County.		

			Participation 10/1/18 – 9/30/19			
Description			Case Load	Month	Central Valley Avg.	State Avg.
Total	All services	December 2019	16,160	13,885 86%	N/A	N/A
Participation by WIC site	Location	Participants	Location		Participants	
Note: The * indicates that the participants served at this site are included in the count for other sites. IT Equipment from other WIC site was used to issue food vouchers.	Arvin	*	Mojave		98	
	Bakersfield		Oildale		377	
			Ridgecrest		533	
	E. California	1610	Rosamond		495	
	Niles Street	1856	Shafter		1196	
	Montclair	316	Tehachapi		337	
	Friendship House	79	Wasco		1656	
	Panama	1324				
	Boron	*	<u>San Bernardino County</u>			
	Buttonwillow	64	Adelanto		1639	
	California City	618	Big Bear		218	
	Delano	900	Crestline		277	
	Edwards Air Force	*	Needles		171	
	Lost Hills	121	Phelan		*	
	*** state ave					
*included in Ridgecrest number	unable to calculate		<u>Mobile WIC</u>		*	

Projects

CAPK WIC continues to exceed the State average in participation.

CAPK WIC continues to have a Facebook and Instagram presence. Facebook has 713 followers and Instagram has 724 followers. This is up from last month.

The WIC Staff enjoyed an All staff Inservice and team building day on 12/19/19. Activities included a “Getting to know you” game, and a craft that was worked on as teams. A presentation by Jackie Byrd was given on improving customer service. This will be the emphasis for this year. The staff also had a presentation on saying goodbye to our old WIC MIS system as we prepare for the roll out of WIC WISE and the WIC Card coming in February, 2020. WIC was happy to have the staff from Shafter Youth Center join us.

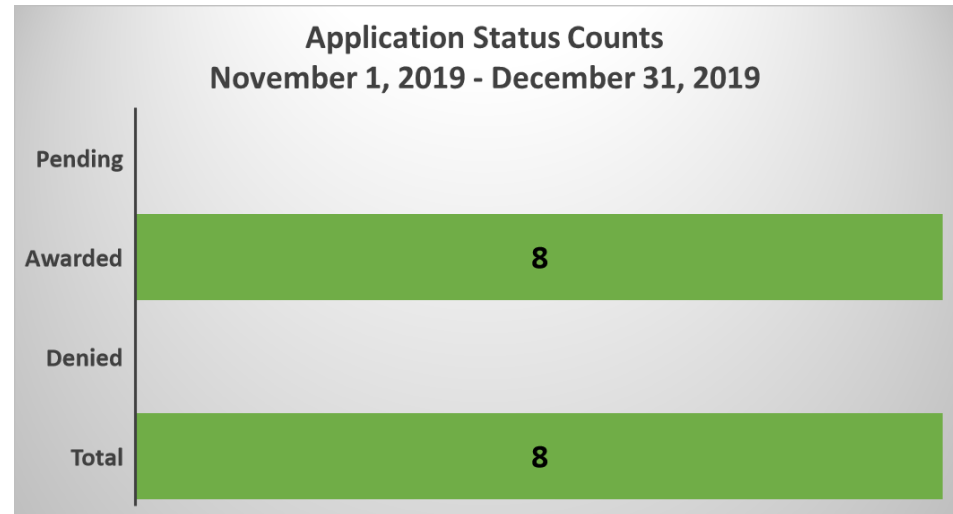
The Outreach and Public Relations Coordinator attended 3 outreach events: World AIDS Day Resource Fair, Rapid Response Kern County Job and Resource Fair, and Beale Library’s Gingerbread Day Christmas Event. The Coordinator is working with First 5 Kern on increasing WIC presence in their “Help Me Grow” program.

CAPK WIC continues to prepare for the “roll out” of eWIC on 2/18/20 when we change operating systems and begin issuing the WIC Card instead of food vouchers.

**Community Development Division
Application Status Report
November and December 2019**

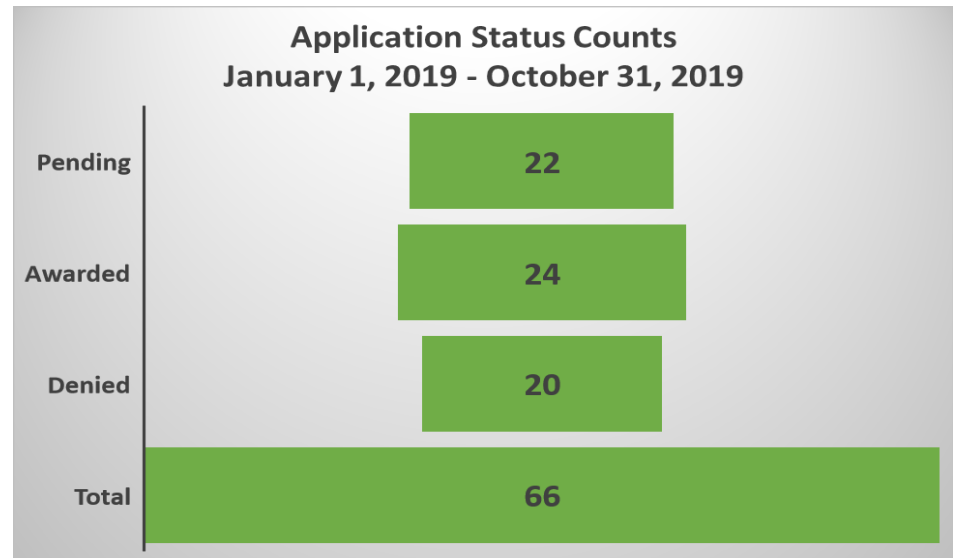
November 1, 2019 - December 31, 2019

Status	Dollars	Count
Pending	None	0
Awarded	\$2,538,075	8
Denied	None	0
Total	\$2,538,075	8
Win Percentage		100%

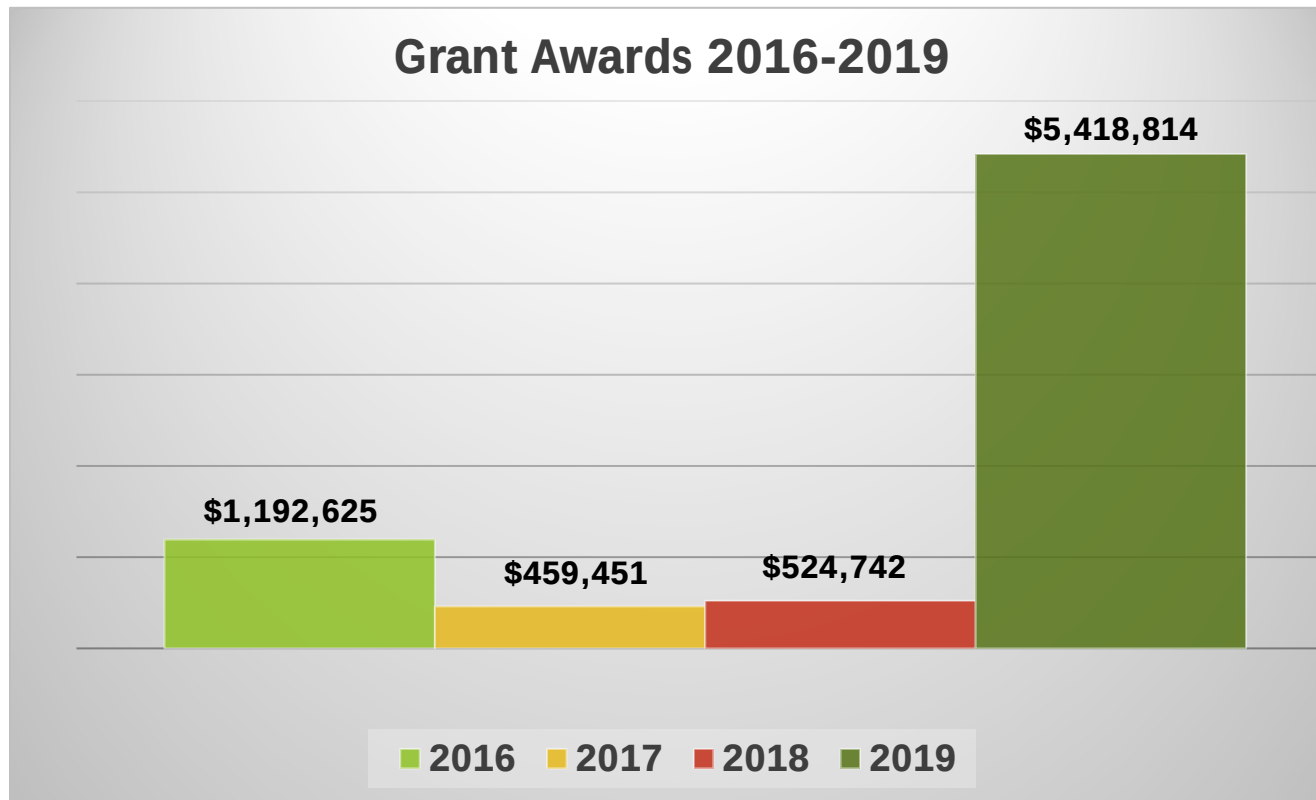


January 1, 2019 - October 31, 2019 (YTD)

Status	Dollars	Count
Pending	\$2,625,786	19
Awarded	\$5,418,814	31
Denied	\$8,064,964	20
Total	\$16,109,564	70
Win Percentage		61%



**Community Development Division
Application Status Report
November and December 2019**



**Community Development Division
Application Status Report
November and December 2019**

Application Status Detail November and December 2019

Funder	Program	Amount Requested	Amount Awarded	Decision Date	Deadline	Submitted Date	Status
Citizens Bank	CAPK	\$5,000.00	\$5,000.00	12/30/2019	10/4/2019	10/2/2019	Awarded
SoCal Edison International	211 Kern/CRM	\$35,000.00	\$35,000.00	12/27/2019	12/18/2019	12/6/2019	Awarded
Sierra Health Foundation	EKFRC	\$40,000.00	\$40,000.00	12/20/2019	10/31/2019	10/4/2019	Awarded
Pacific Gas and Electric Company	Food Bank	\$5,000.00	\$5,000.00	12/12/2019	11/22/2019	11/22/19	Awarded
Bank of the West	CDD	\$25,000.00	\$25,000.00	11/15/2019	9/30/2019	9/30/2019	Awarded
First 5 Kern	EKFRC	\$808,863.00	\$725,000.00	10/14/2019	7/30/2019	7/30/2019	Awarded
First 5 Kern	211 Kern	\$892,242.00	\$850,000.00	10/14/2019	7/30/2019	7/30/2019	Awarded
First 5 Kern	211 Kern	\$726,970.00	\$450,000.00	10/14/2019	7/31/2019	7/30/2019	Awarded

Community Action Partnership of Kern Funding Request Profile

Source of Funds: Private
Project Name: *AdvancingCities*
Funder Name: JP Morgan Chase & Co
Program Name: CAPK Multi-Story Housing Initiative
Funding Period: 9/1/2020-8/31/2024

Award Amount: \$5MM
CFDA: N/A
Division Director: Pritika Ram
Program Manager: Emilio Wagner
☒ **New Funding**
☐ **Re-Application**

A. Narrative description of funding request, including goals:

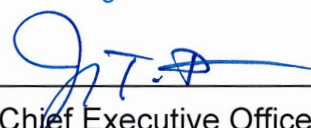
CAPK is applying to JP Morgan Chase and Company for up to \$5 MM for a 3 year construction project for a multi-family affordable housing complex on the CAPK owned land at the southwest corner of Feliz Drive and South Washington Street. The completed project will be approximately 112 new housing units including retail space for a fresh food market & grocery store for local residents.

This area has begun to see recent growth including development of a new high school and planned improvements for Belle Terrace Park. New housing provided by this grant opportunity will be a natural extension of a community revitalization that has begun and align with CAPK's commitment to provide affordable housing as surveyed from clients and detailed from CAPK's 2019 Community Action Needs Report.

B. Use of Funds:

The requested funds of up to \$5MM (\$2.5 MM for Capital and \$2.5 MM for operations) will be utilized for Phase 1 Development to cover the costs of design and technical assistance provided by an Architect/Civil Engineer for construction and engineering documents, environmental studies as well as meet building code standards and other regulatory County, City and State compliance requirements. Additional Technical Support will be provided by CCEDA and Project Evaluation will be provided by a local Community College/University.

C. Approvals:

1. _____ Division Director Date	3.  Chief Financial Officer Date
2.  1/2/20 Director of Community Development Date	4.  1/3/20 Chief Executive Officer Date

D. Board:

☐ Policy Council	☐ PRE Presentation	☐ B&F Approval	☐ Board Approval
Date: _____	Date: _____	Date: _____	Date: _____

**Community Action Partnership of Kern
Consent Funding Request
January 2020**

Funding Type	Private	CAPK Program	CAPK Administration
Funding Agency	So. Cal Edison	Project Name	Customer Relationship Management (CRM) Project
CFDA	N/A	Target Population	N/A
Request	\$35,000	Division Director	Pritika Ram
Award Period	1/1/2020-09/30/2020	Program Manager	N/A
Description	Funding towards Phase 1 of the CRM software implementation.		
Funding Type	Private	CAPK Program	Community Development
Funding Agency	NALEO Educational Fund	Project Name	NALEO California Regrant
CFDA	N/A	Target Population	Hard-to-Count Latino population for 2020 Census
Request	\$15,000	Division Director	Pritika Ram
Award Period	December 18, 2019 – September 30, 2020	Program Manager	James Burger
Description	Supplement CAPK's outreach efforts to encourage participation in the hard-to-reach Latino community by providing tablets for CAPK kiosk sites and printed educational materials.		

Date Presented/Approved

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

COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Head Start/State Child Development/Yolanda Gonzales	Month/Year: November 2019
Program/Work Unit: Head Start/Early Head Start	Program Manager/Supervisor: Ginger Mendez/Donna Holland
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	Enrollment	Funded	Actual	Percentage
Head Start Kern		1317	1317	100%
Early Head Start Kern		446	386	87%
Early Head Start Partnership		152	80	53%
Early Head Start San Joaquin		313	313	100%
TOTAL Funded Enrollment		2228		
Children with Disabilities		Goal	Percentage	
Head Start Kern	Identified as having an IEP	10%	8.7%	
Early Head Start Kern	Identified as having an IFSP	10%	11.9%	
Early Head Start Partnership	Identified as having an IFSP	10%	4%	
Early Head Start San Joaquin	Identified as having an IFSP	10%	18.5%	
Over Income		Goal	Percentage	
Head Start Kern		<10%	9.7%	
Early Head Start Kern		<10%	4.7%	
Early Head Start Partnership		<10%	7.2%	
Early Head Start San Joaquin		<10%	8.9%	
Average Daily Attendance (Program Wide >85%)			95%	

Enrollment Highlights:

Staff participated in the Dia de los Muertos recruitment event.

DIVISION STAFFING:

Currently Employed	Vacant Positions	Continuous Family Leave	Intermittent Family Leave
635	8	14	131

COMPLIANCE:

302 Family Engagement child file reviews were completed.
 230 Disabilities child file reviews were completed.
 101 Comprehensive child file reviews were completed.

Follow-up is ongoing for any identified needs improvement.

Central Kitchen

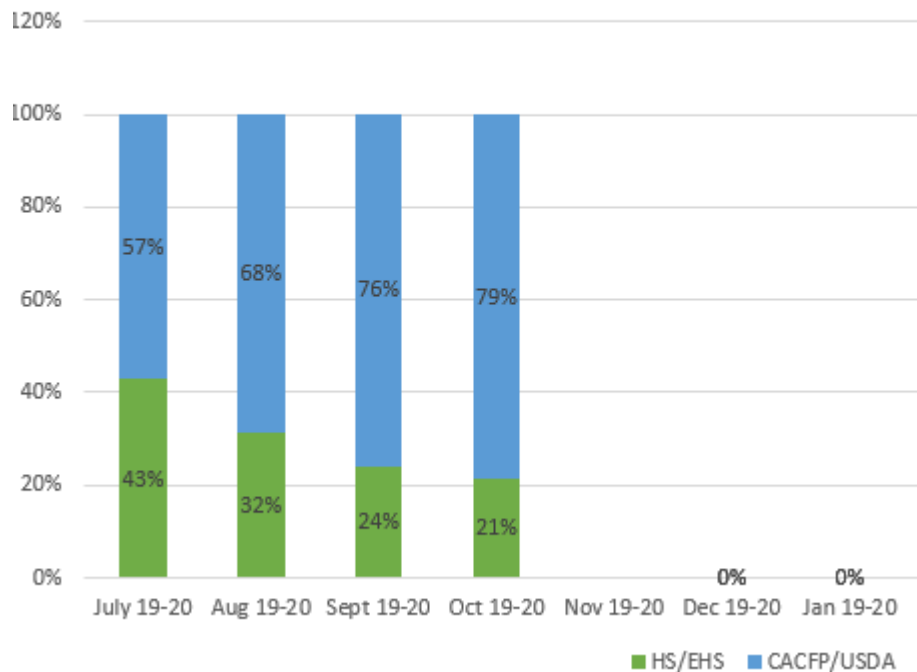
November 2019 Activities	Status			
Meals & Snacks	Total # Prepared	Breakfast	Lunch	Snack
Central Kitchen prepared for the HS/EHS centers	64,307	23,044	20,781	20,482
Home Base Meals	91	48	13	30
Total	64,398	23,092	20,794	20,512

Due to program options, and additional food delivery route was necessary. In order to address this additional food route, one food production driver position was converted from part-year to full year.

CACFP October 2019

Total Meals Requested			Meals Allocated		% of Meals
Central Kitchen	Vendor Kitchen	Total Meals	CACFP/USDA	HS/EHS	October 2019
78,898	18,805	97,703	76,738	20,965	87%

Meals Allocated 2019-2020



COMMUNITY ACTION PARTNERSHIP OF KERN

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Head Start/State Child Development/Yolanda Gonzales	Month/Year: December 2019
Program/Work Unit: Head Start/Early Head Start	Program Manager/Supervisor: Ginger Mendez/Donna Holland
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	Enrollment	Funded	Reportable	Percentage
Head Start Kern		1317	1317	100%
Early Head Start Kern - EHS Center Based - EHS Home Based - EHS Home Based-Interim	210—Fully Enrolled 124—Fully Enrolled 112—61 Enrolled	446	396	89%
Early Head Start Partnership - Bakersfield College - Blanton - Garden Pathways - Taft College - Jewett - In Process	32—26 Enrolled 16—16 Enrolled 11—11 Enrolled 42—24 Enrolled 24—0 Enrolled 27—0 Enrolled	152	77	51%
Early Head Start San Joaquin		313	313	100%
TOTAL Funded Enrollment		2228		
Children with Disabilities		Goal	Percentage	
Head Start Kern	Identified as having an IEP	10%	9.3%	
Early Head Start Kern	Identified as having an IFSP	10%	11.4%	
Early Head Start Partnership	Identified as having an IFSP	10%	4%	
Early Head Start San Joaquin	Identified as having an IFSP	10%	19.2%	
Over Income		Goal	Percentage	
Head Start Kern		<10%	9.6%	
Early Head Start Kern		<10%	4.5%	
Early Head Start Partnership	(101---130% 5.3%)	<10%	5.3%	
Early Head Start San Joaquin		<10%	8.9%	
Average Daily Attendance (Program Wide >85%)			99%	

Enrollment Highlights:

Recruitment and Selection Committee met to review and revise the Annual Recruitment and Selection Plan for 2020—2021. We will be bringing the 2020-2021 Recruitment and Selection Plan forward to the PRE committee for approval.

We met with Ms. Jaquelin Byrd, Outreach & Public Relations Coordinator for WIC and we will be working collaboratively for recruitment to benefit both Head Start and WIC.

DIVISON STAFFING:

Currently Employed	Vacant Positions	Continuous Family Leave	Intermittent Family Leave
630	13	11	135

COMPLIANCE:

Preparing for Kern Early Stars quality rating assessment of four (4) additional sites. Kern Early Stars comes along side of programs to help support them in helping prepare children for success in kindergarten and beyond. Individualized support will be provided.

Central Kitchen:

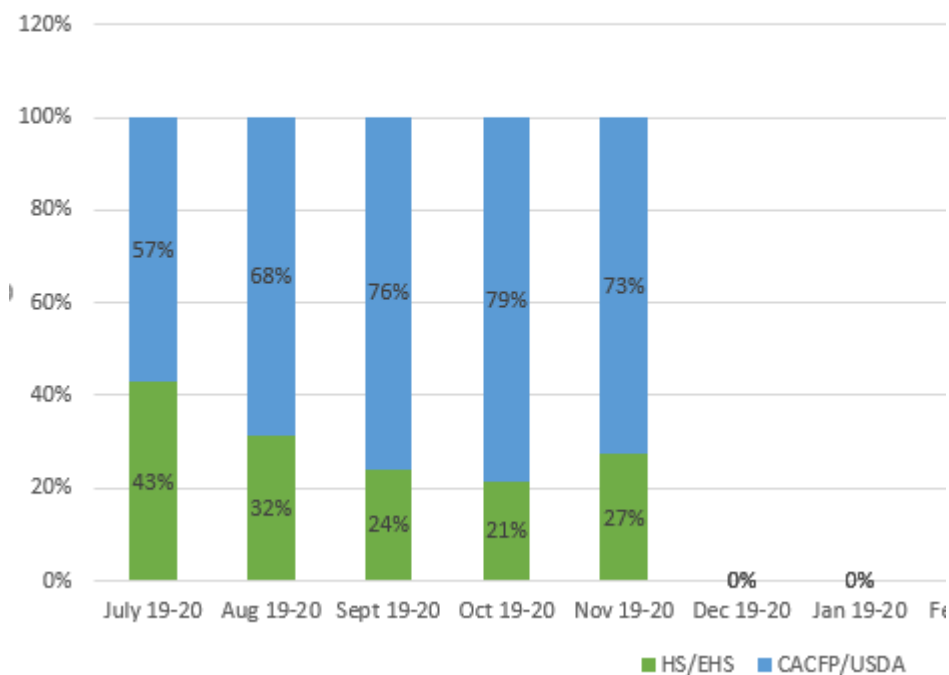
December 2019 Activities		Status		
Meals & Snacks	Total # Prepared	Breakfast	Lunch	Snack
Central Kitchen prepared for the HS/EHS centers	58,209	20,879	18,770	18,560
Home Base Meals	49	35		14
Total	58,258	20,914	18,770	18,574

During the month of December, all part-year children are off on Winter break resulting in fewer meals prepared.

CACFP November 2019:

Total Meals Requested			Meals Allocated		% of Meals
Central Kitchen	Vendor Kitchen	Total Meals	CACFP/USDA	HS/EHS	October 2019
61,895	14,164	76,059	55,209	20,850	84%

Meals Allocated
2019-2020



COMMUNITY ACTION PARTNERSHIP OF KERN

MEMORANDUM

To: Program Review & Evaluation Committee

From: Ginger Mendez, Enrollment and Attendance Manager
Date: January 15, 2020
Subject: *Agenda Item 6d:* Summary of Changes to the 2020-2021 Recruitment and Selection Plan – **Action Item**

Head Start Performance Standards require that each program annually review and revise, if necessary, its Recruitment and Selection Plan. CAPK engages a committee of staff, parents and community partners in this process. The committee members come together to review the current plan, make recommendations, and provide feedback on the revisions once discussed.

This year the Recruitment and Selection Plan committee members included staff representing governance, program, enrollment, our Partnerships, and administration; including the Director of Head Start and State Child Development, Yolanda Gonzalez. Seven (7) committee members represented Panama Buena Vista Unified School District's special education department, Taft College Child Development Center, Assistant Director from the Department of Human Services, Case Counselor and Program Specialist from Owens Valley Career Development Center and Tribal TANF, Community Connection for Child Care Resource & Referral, and Lecturer of Communications from California State University Bakersfield.

Also participating were CAPK Board member Ana Vigil and Policy Council member Andrea Martinez.

The 2020-2021 Recruitment and Selection Plan was revised in December 2019. The committee made the following revisions:

- Increased points for children with disabilities and children transitioning from Early Head Start to Head Start to ensure continuity of care.
- Revised definition of Teen Parent.
- Revised Foster Care to include Kinship Care as outline in the Head Start Information Memorandum 19-03.
- Removed "in absence of childcare would be eligible for Public Assistance" as the agency requires proof of Public Assistance.

The process of selection remains unchanged. The point system which the agency has identified as an effective process to ensure Head Start meets the needs of the most vulnerable families in our community remains intact.

The Selection Criteria Verification Form known as the “point sheet” is used to place the applicant child on the waitlist to be selected in accordance with priority points was updated to support the above-mentioned changes. (See Attached).

Recommendation:

Staff recommends the PRE Committee approve the 2020—2021 Recruitment and Selection Plan with the adjustments to the Selection Criteria Verification Form.

Attachments:

2020—2021 Selection Criteria Verification Form

2020—2021 Selection Criteria Verification Guide

2020—2021 Selection Criteria Verification Form

Applicant Name: _____ **DOB:** _____

Program: ☐ HS ☐ EHS ☐ EHS-SJ ☐ EHS Partnership

Option: ☐ HB ☐ PD ☐ FD/PY ☐ FD/FY **Center/HB Educator:** _____

Eligibility Type: (select only one)	Documentation	Examined
☐ Homeless*	☐ Public Assistance (TANF)	☐ Pay Stub/W2
☐ Foster Care	☐ Foster Care Reimbursement	☐ 2019 Taxes-Form 1040
☐ Income Eligible	☐ SSI	☐ Employer Statement
☐ Public Assistance (TANF—SSI)	☐ EDD-Unemployment	☐ Other:
☐ Over Income		

CRITERIA***	POINTS	CRITERIA***	POINTS
ELIGIBILITY		OTHER FACTORS (Circle all that apply)	
Homeless*/Foster-Kinship Care**	500	Disability (IFSP/IEP)	150
Income/Public Assistance		Public Assistance (Valid Aid Code or SSI)	50
75—100% Below Poverty	155	Caregiver-Kinship care in process (GBLA letter)	15
50—74% Below Poverty	150	Transitioning from EHS/HS 3 rd year enrollee	350
25-- 49% Below Poverty	145	Child on Waitlist prior year—not enrolled	50
0—24% Below Poverty	140		
Over-Income	5	Parents(s) work FT/Attend school FT or CalWorks	50
AGE		Court Ordered Family Maintenance	50
HS: 4 yr old (on Sept. 1)	60	Medical/Social Service Referral	20
3 yr old (on Sept. 1)	15	Sibling enrolled EHS or HS	15
		Primary Language in home other than English	10
EHS: Pregnant Woman	25	First Time Pregnancy	30
Infant	25	High Risk Pregnancy	50
Toddler	20	Teen Parent (19 yrs or under at time of applicant's birth)	30
		One Parent	20
* Homeless according to McKinney-Vento Act Definition		***Refer to descriptors on backside for clarification	
** Kinship Care according to ACF-IM-HS-19-03			

Residential Verification: ☐ Dept Human Services ☐ Utility Bill ☐ Other: _____

Staff Verifying Eligibility--Printed

Signature

Date

Guidance for Selection Criteria Verification Form

Participant Name and DOB: The name and date of birth (DOB) that is on the child's birth certificate or other document used to verify legal name and age.

Program: The program which the family is applying for HS, EHS Kern, EHS SJC, or EHS Partnership

Option: Select the program option which the family is applying: Home Based (HB); Part Day (PD); Full Day/Part Year (FD/PY); and/or Full Day/Full Year (FD/FY).

Center/Educator Name: Name of Center or Home Based Educator for which they are applying.

Eligibility Type: Only one type of eligibility may be selected. Choose the most applicable to the highest need.

Documentation Examined: To determine eligibility, select all that apply. For documentation not listed, please indicate such on the "other" line. All documents used to determine eligibility MUST be attached to the application.

Eligibility: Applicants are considered eligible if Homeless (as defined by the McKinney-Vento Homeless Assistance Act), in Foster Care-Kinship Care, or are Income/Public Assistance eligible.

Income: Income points are determined by the Federal Poverty Guideline and Family size, even those that are categorically eligible.

Age: Select the classroom age of the child. For Pre-K (HS) children, if the child turns 4 years old after cutoff of September 1, the child is considered 3 years old. If the child turns 5 after September 1, they are considered a 4-year-old. (Based on cut-off age for Kindergarten.)

Other Factors:

Disability: ONLY if current Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP) is provided.

Public Assistance (TANF with valid Aid Code or SSI): Documentation provided must have valid Aid Code.

Caregiver in process: Caregiver does not yet have legal documentation; however, is in process and has letter stating as such from Greater Bakersfield Legal Assistance, Inc.

Transitioning (EHS to HS or 3rd year enrollee): Select only if currently enrolled EHS participant or 3rd year HS applicant.

Child on waitlist prior program year: The applicant was on the waitlist the previous program year and was not enrolled.

Parent Works/Attends School: Documentation must be provided, and Case note must include that the parent(s) is employment and/or attending school. (Documents must be provided.)

Court Ordered Family Maintenance: Family is engaged in court-ordered program/classes. (Court documents must be provided.)

Medical Referral: A medical referral from the physician must be provided.

Social Service Referral: A social service agency referral must be provided.

Sibling Enrolled: Must have a sibling currently enrolled in Head Start/Early Head Start.

Home Language is other than English: Any language other than English spoken in the home.

At-risk Pregnancy and First Pregnancy: Pregnant women applying for EHS Home Base only.

Teen Parent: Parent was/will be 19 years or under at time of applicant's birth. (Including currently pregnant women.)

One Parent: Family size is one parent.

Residential Verification: Must provide proof of residency in Kern County or San Joaquin County.

Signature: The staff member who verified eligibility must print their name and sign the Selection Criteria Verification Form.

COMMUNITY ACTION PARTNERSHIP OF KERN

MEMORANDUM

To: Program Review and Evaluation Committee

From:  Sheila Shegos, Outreach & Grants Administrator / Homeless Shelter Project Lead

Date: January 15, 2020

Subject: *Agenda Item 6e*: County of Kern Low Barrier Navigation Center Draft Policy and Procedure Operations Manual & Project Update – **Info Item**

Staff have been working with the County and service providers on developing a manual for operations of the County of Kern Low-Barrier Homeless Navigation Center, located at 2900 M Street in Bakersfield. The manual is in the framework stages and is based on the operator contract agreement and best practices in providing support and services to homeless individuals.

Prior to approval and implementation of the Center policies and procedures, the draft manual will be shared for review and input with the CAPK Board of Directors and staff, to include new Navigation Center staff leadership, once the operator agreement is fully executed.

Staff provided an update to the Executive Committee on Monday, January 13th about the status of the Low Barrier Navigation Center agreements, capital and site improvements, and recruitment and staffing.

Attachment

1. Low Barrier Navigation Center/LBNC “DRAFT” Policy & Procedure Operations Manual

County of Kern Low Barrier Homeless Navigation Center

Policy & Procedure Handbook

The low barrier navigation center model is successful in breaking the cycles of chronic homelessness, instability and substance use for clients by providing assertive interventions within a high tolerance environment.

LOCATION & HOURS OF OPERATION

The County of Kern Low-Barrier Homeless Navigation Center, located at 2900 M Street, Bakersfield, CA is open 24 hours, 365 days per year.

7:30 AM	Staff Arrival/Prepare for Opening
8:00 AM - 9:00AM	Breakfast - Shelter Clients
10:00 AM	Day Services – Center Open to Public
12:00 AM-1:00 PM	Lunch – Open to Walk-Ins
4:30 PM	Bed Assignments - Completed
6:00-7:00 PM	Dinner – Open to Walk-Ins
8:00 PM	End of Day Services – Center Closed
10:00 PM	Lights Out Sleeping Areas

ADMISSION

Criteria –

Clients must have no home or permanent place of residence in Kern County and be considered homeless or near homeless to access services.

Clients will be admitted through the Homeless Management Information System (HMIS), the local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals, families and persons who are at risk for homelessness.

The following admission procedure is followed for OVERNIGHT SHELTER CLIENTS:

- Must present for intake by 4:30pm for entrance/bed assignment, based on bed availability;
- Ask clients to identify themselves and provide date of birth (check ID, if available);
- Determine if the person is barred (through HMIS);
- Wand and ask if the person has any weapons to turn in or medication (check in weapons, read med

- labels, refrigerate meds, as appropriate);
- Administer client intake forms, including services and resources;
- Present Client Rights & Responsibilities information;
- Assign ID, bed, personal storage and offer shower and laundry;
- Access to services.

WALK-IN CLIENTS admission procedure:

- Ask clients to identify themselves and provide date of birth (check ID, if available);
- Determine if the person is barred (through HMIS);
- Wand and ask if the person has any weapons to turn in or medication (check in weapons, read med labels, refrigerate meds, as appropriate);
- Administer walk-in client forms, including services and resources, present “House Rules” and Client Rights & Responsibilities information;
- Access appropriate services.

AFTER-HOURS CLIENT admission procedure:

After the Center doors close for the evening at 8pm, admission may occur for provider and law enforcement client referrals on a first-come, first-serve basis.

- Ask clients to identify themselves and provide date of birth (check ID, if available);
- Determine if the person is barred (through HMIS);
- Wand and ask if the person has any weapons to turn in or medication (check in weapons, read med labels, refrigerate meds, as appropriate);
- Administer walk-in client forms, including services and resources, present “House Rules” and Client Rights & Responsibilities information;
- Access appropriate services.

A form of official identification is requested to verify identity. Those who do not currently possess a California ID will not be denied services. Overnight shelter clients will receive a photo ID upon admission to the Center.

Clients must follow program expectations and maintain appropriate behavior with consideration for staff, clients and others. Overnight clients must review and sign the “House Rules” and “Shelter Program Expectations” document prior to entry/bed assignment. Intake staff will assist clients who may have difficulty understanding or reviewing forms and information provided at intake. The Client must be able to demonstrate that they know where they are and are willing to participate with the shelter admissions procedure. Staff may use their discretion about admission and if an individual is not “received”, a referral may be made to another agency or service provider. Self-referral information and resources may also be provided. If behavioral problems arise with program entrance denial, security will ask the client to leave and if needed, will call the police/9-1-1 for assistance.

Orientation of those being served begins at intake. Each new client will be asked to sign a copy of the “House Rules” and “Shelter Program Expectations” agreement.

The following will be covered during intake using the “Intake and Orientation Guide Form”:

- Assigned worker and their role (Homeless Navigator);
- General information about how the program works;
- Mission, program and services of the Center;
- Clients Rights, Responsibilities & Complaint Procedures – Clients are advised of their rights and responsibilities and provided this information in writing.

Policy –

Homeless individuals, both men and women ages 18 and up, are welcome to access Center services unless they have been banned due to violence towards staff or others or dealing drugs on the property. (Weapons and illegal drugs are not allowed on Center premises.)

Clients are encouraged but are not required to be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support. They are welcomed to a community of people experiencing similar challenges with access to various supports and services to increase health and self-sufficiency such as food and personal hygiene care/items, overnight beds and personal storage, laundry, pet kennels, outreach and housing assistance, mental health and primary medical care services, job training as well as employment assistance.

The goal is to get people off the streets and into a supportive low-barrier environment where they can build trust, increase life skills and move forward with their lives. By providing a client-centered atmosphere there is increased opportunity for change and healing.

DISCHARGE

Policy --

When service to a client is terminated, voluntarily or involuntarily, employees will follow an orderly and respectful process.

Discharge may occur when a client:

- Achieves goal/s and is ready to discontinue service;
- No longer wants to stay at the Center and receive service;
- Refuses to adhere to the policies and procedures of the Center:
 - Basis for involuntary discharge-
 - violent behavior
 - weapons possession on premises
 - dealing drugs on premises
- Has needs that exceed the resources and expertise of the Center.

Procedure --

Using Discharge Checklist

- Wrap up case plan/s with client;
- Ask client to voluntarily complete Satisfaction Survey;
- Make appropriate referrals;
- Ensure all personal property is returned to client;
- Enter closing summary in client record:
 - o Reason for discharge;
 - o Service goal outcomes;
 - o Other notes/comments, as appropriate.

Involuntary Discharge

The Center may require a client to be discharged on an involuntary basis. The Program Manager or designee must sign off on the decision to ask a client to leave. Employees may assist clients in linking to other appropriate services prior to leaving the Center. This may include providing resources to self-refer. Staff and security should be non-judgmental and honest with the client about the reason they are being asked to leave.

The client may react angrily to the involuntary discharge. Staff and/or security should ensure they are not alone during the involuntary client exit process.

Appeal Process

If a client expresses a concern or makes a complaint concerning their involuntary discharge, they will be provided information to complete/file a Client Grievance (Form), following established Client Rights & Responsibilities and Grievance Policy/Procedures. Assistance to complete the form and process will be offered, as needed.

SECURITY

Substance Use

Policy --

Possession, use or distribution of alcohol or illegal drugs is prohibited on Center premises. Clients will be given the opportunity to dispose of prohibited substances or if they chose not to, will be required to leave the Center for the night. Clients who are actively using substances off-site will be allowed access to services and beds. Being under the influence, substance use or possession alone may not be the basis for discharge. Discharge must be based on specific behaviors described under “Discharge Policy”.

Center staff and others providing services and support will use an approach that attempts to meet clients “where they are at” with their substance abuse in order to help them move forward towards improved health and self-sufficiency.

Procedure --

- Security/staff will inform clients of no illegal drugs or alcohol use on Center premises.
- All medication/swill be checked by security/staff at entrance.
- Staff information and training will include how to support clients in decreasing substances use.

- When clients are inebriated (high) in the common areas of the Center, security/staff will ask them to stay in assigned areas for safety. A client may be asked to stay in their assigned sleeping quarters. Security/staff will monitor.

Weapons

Policy --

Weapons are not allowed on the Center premises and will be checked in by security/staff and locked in a secure place in the facility. Security/staff will make the determination as to what constitutes a weapon. Attempts to bring weapons into the facility will result in an immediate denial of service. Work tools, which may be used in a manner that could cause serious bodily injury, must be checked in at entry and appropriately stored, before the client is allowed in other areas of the Center.

Procedure --

- Items requiring check-in must be tagged with client name and check-in date.
- Check-in items must be stored in a locked cabinet in a secure area of the facility.
- Clients may retrieve checked-items when they are ready to leave the facility during daytime hours of operation.

Banned Weapons

- Guns (includes homemade firearms and BB guns)
- Knives
- Spears and swords
- Clubs, sticks and staves
- Explosive devices
- Martial arts weapons
- Brass knuckles
- Pepper spray/mace
- Stun guns
- Tasers
- Razors (straight razors and those with removable blades)
- Slingshots

Items Requiring Mandatory Check-In

- Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.)
- Sports Equipment (golf clubs, baseball bats, etc.)
- Camping Equipment (hatchets, tent spikes, etc.)
- Knives (culinary)
- Heavy flashlights (i.e. police style Maglite flashlights)
- Canes (must be checked-in by clients who are not mobility impaired)
- Large metal crosses
- Jewelry with studs, spikes and/or other protrusions
- Scissors

Violent Behavior

Policy --

A client will be asked to leave the Center due to violence or physically intrusive behavior on premises. This includes:

- Hitting, kicking, slapping, pushing
- Spitting or throwing objects at someone
- Any unwanted physical contact
- Being verbally abusive repeatedly to the same person
- Client animals displaying aggression or violent behaviors will be banned

Procedure --

1. During conflict, staff will encourage those involved to work things out respectfully and mediate, if necessary.
2. Security/staff will prioritize being in common areas with clients.
3. When a client has violated the Violent Behavior Policy, they will be asked by security/staff to leave.
4. The client may react angrily, and security/staff may be the target of that anger. If there is concern about personal safety, notify the police/call 9-1-1.
5. Notify Program and Risk Managers immediately and complete a Critical Incident Form.

Dealing with Inappropriate Behavior

Policy --

Helping clients live within program guidelines is necessary for maintaining the communal environment of the Center. This can sometimes be a difficult task, especially when clients act out in loud, rude or aggressive ways towards staff, clients or others. It is up to staff (and in working with security) to find a balance between ensuring the safety of the Center staff, clients and others and ways to assist clients in maintaining appropriate levels of behavior.

Procedure --

If a client has repeated instances of inappropriate behavior that jeopardizes the safe and communal atmosphere of the Center, a client may be given warnings, be evicted or barred for a period of time.

- **Warning**
It is important that the client be made aware of the reason for a warning. If the client receives too many warnings about the same unacceptable behavior, they may be asked to leave the Center.
- **Eviction**
Series of warnings, followed by a final warning for inappropriate behavior will lead to an eviction. A clear time limit for the client to leave the premises is given at this time. Extremely threatening behavior towards staff, clients or others will result in immediate eviction. If a client is out of control to leave the Center on their own, security and/or the police will be called to remove them.
- **Barring**
Once a client has been evicted, assessment by management to determine if a barring is necessary, and for how long is established.

Cameras and Security

Policy –

Safety at the Center is the number one priority. Upon entry Clients will be checked for ID/intake information, illegal substances and weapons. Volunteers and other guests will sign in at the front desk.

Procedure –

The Center will operate 24/7 and 365 days. Hours are 8am to 8pm for walk-in clients. Overnight clients will need to register and be in the shelter by 8pm, prior to Center doors closing.

The following measures are in place to ensure security:

- Security cameras placed throughout the Center premises (inside/outside);
- Monitoring equipment with storage up to 30 days;
- Access to Center areas will be limited to clients (and others) based on day activities with staff/volunteer oversight, as applicable;
- Laundry and showers will be offered at scheduled times and will be monitored, along with restroom areas;
- No less than two paid staff/security personnel will be on premises day/eve shifts;
- Program leadership team members will be on-call for emergencies 24/7, with rotating on-call schedules;
- Two paid Security Officers and local Law Enforcement will be on premises and monitoring day/eve shifts;
- Call 9-1-1 in cases of emergency!

Complaints

Policy --

Center clients must be provided with an opportunity to express their concerns and/or complaints. Staff will follow written grievance and complaint protocols provided to clients at intake.

Procedure—Follow Client Grievance Policy/Procedures (use of Forms).

Conflict Resolution

Policy --

Living in a communal environment can be challenging at times and conflict happens. As part of the Center's commitment to providing a safe environment, we encourage clients to participate in conflict resolution and/or request mediation when they are experiencing issues with anyone in the Center.

Procedure --

- As a first step, clients should talk together to find some resolution. If mediation is needed, a Center support worker, supervisor or manager can assist.
- Clients need to agree to abide by the conditions of the solution.
- Each person involved in the conflict should have a chance to tell their side of the story in a respectful way without interruptions from the other person.

- Clients should be encouraged to suggest compromises that could solve the situation. If they are unable to come up with constructive solutions, Center staff should make suggestions to compromises that might work for all involved.
- Clients involved may need to stay away from each other for a time or even the duration of their stay. It must be made clear that if the people involved continue to engage in behavior that is aggressive, threatening or disruptive to other clients/others, then one or both people may be asked to leave.

CLIENT RECORDS

Policy –

The confidentiality of client information is to be safeguarded appropriately by staff and others providing services or volunteering at the Center. Protected health information will not be used or disclosed other than as permitted by contract or required by law.

Procedure –

Access to Client Information and Records

Access to client information and records is only permitted to appropriate, authorized persons. Authorization to see specific information will be on a need-to-know basis and to those whose access is permitted by law.

Working Notes and Off-Site Documentation

Where client contact is off-site or where client working notes must be secured outside of the Center's regular office, it is important to ensure confidentiality both verbally and in written form.

- Whenever possible, off-site information will have minimal identifying information;
- If confidential material is kept in a vehicle during working hours, the vehicle must be locked at all times and the material stored out-of-view. No confidential material is to be left in a vehicle overnight.
- No confidential information is to be stored on home or personal computers.
- All client information must be returned to the Center and/or appropriate provider for secured filing.

INFORMATION TECHNOLOGY

Policy --

Confidentiality of client and business data by maintaining computer security meets or exceeds industry standards and complies with all applicable law. Security includes hardware and software applications as well as limited security access through user names and passwords.

Information handled by computer systems must be adequately protected against unauthorized access, modification, disclosure, or destruction. Effective controls for logical access to information resources minimize inadvertent employee error and negligence and reduce opportunities for computer crime.

Fulfillment of security responsibilities is mandatory, and violations of security requirements may be cause for disciplinary action, up to and including dismissal, civil penalties, and criminal penalties.

Procedures --

Access Codes and Passwords

- The confidentiality and integrity of data stored on Center computer systems is protected by security controls to ensure that only authorized users can gain access. Access privileges are restricted to only those capabilities that are appropriate to each user's job duties (this includes limiting the installation of software to IT staff).
- Each user is responsible for the security of his or her assigned passwords. Passwords should not be written down. Users must not disclose passwords to others and must immediately change passwords if it is suspected that they have become known to others.
- Where possible, passwords must be a minimum of seven characters in length and be comprised of a combination of letters, numbers and special characters. The use of proper names, dates, phone numbers and words that can be found in a dictionary must be avoided.
- Passwords must be changed at least every 90 days, if not prompted automatically by the system.
- Some systems provide the ability to save a password so that it does not need to be entered the next time the application is run. This can provide easy access to systems for an unauthorized user. Under no circumstances should passwords to Center systems be saved in an unencrypted format.
- When a user walks away from a computer they are logged on to, they must either log off or lock the computer. This applies even if the user is only leaving the computer unattended for a short period of time.

Computer Viruses

- Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of Center resources and are much easier to prevent than cure. Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources of data and programs, and maintaining virus-scanning software.
- Users must not knowingly introduce a computer virus into computers used to provide the Services under this Agreement.
- Users must not load diskettes, CD-ROM's, USB memory devices or other portable media of unknown origin.
- All incoming diskettes, CD-ROM's, USB memory devices and other portable media must be scanned for viruses before the files that they contain are opened.
- Any user who suspects that his/her laptop or workstation has been infected by a virus must immediately power off the workstation and contact the IT Department.

Bypassing or breaching security measures

- Attacks against Center systems come from many sources both internal and external to Contractor computer networks. Security measures, such as a firewall and intrusion detection system, have been put in place to protect the Facilities from breaches that originate from outside sources.
- Any activity that bypasses or is intended to bypass the security measures that are in place to protect Contractor networks is in contravention of this policy and may lead to disciplinary action.

Inappropriate use

Inappropriate use of the Center's information technology includes, but is not limited to:

- Unauthorized access, alteration, destruction, removal, and/or disclosure of data, information, equipment, software, or systems;
- Deliberate over-extension of the resources of a system or interference with the processing of a system;
- Disclosure of confidential passwords and/or access devices or information for accounts, equipment, and telephone voice mail;
- Unauthorized use of Center Facilities and resources for commercial purposes;
- Theft of resources;
- Malicious or unethical use; and
- Use that violates provincial or federal laws.

Monitoring system use

- Contractor is responsible for monitoring the system for security. In the course of monitoring individuals improperly using the system, or in the course of system maintenance, the Contractor may also monitor the activities of authorized users.
- Anyone using the Center's system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials and management for disciplinary action.

WORKPLACE SAFETY

Policy --

The Center understands the importance of hygienic, sanitary environments for all at the facility and maintains a consistent and high standard of housekeeping. Staff and others, as appropriate, are provided training and education for any hazardous materials they may come into contact with when carrying out their assigned work.

Procedure --

The Center maintains written, standardized housekeeping procedures and trains and monitors staff implementation and effectiveness. (Client participation in housekeeping tasks follows Center guidelines.)

Particular attention is paid to the primary sources of biohazards in kitchens, showers and restroom areas and steps are taken to prevent the spread of infection.

To prevent cross-contamination, clients are required to store personal toiletries in their sleeping quarters when not in use. Clients are assigned a set of linens at intake for their use while in the Center. Center workers and volunteers are responsible for washing shower and bed linens in hot water and/or bleach. At discharge, linens are laundered by an outside service.

Hazardous Material

All hazardous materials (cleaners, solvents, etc.) must be stored in a designated locked and secured location. All highly flammable or combustible materials are stored separate from the sleeping and programming areas, kept secure in a locked and ventilated space.

Flammable or combustible materials may not be stored longer than one year. Upon opening the container, staff and others, where appropriate, will clearly mark the discard date on the container. Disposal takes place at a designated depot site.

Staff are trained in the reading of labels and Material Safety Data Sheets for safely using the hazardous material and responding to a spill, release, fire or poisoning on any hazardous material at the Center.

An up-to-date inventory of hazardous materials kept at the Center is maintained. The hazards of the controlled products are identified and evaluated on an ongoing basis. Whenever possible, less hazardous materials will be substituted. Procedures for using hazardous materials will be developed, as appropriate. Protective equipment and clothing will be provided and worn as required/needed.

Basic instruction and emergency procedures for dealing with hazardous materials will be provided to staff and/or updated when new products are received, or new hazard information becomes available.

Poison Control

The phone number for local Poison Control Center is posted in Center facilities and is included in staff health and safety information materials.

CRITICAL INCIDENTS

Policy --

All critical incidents must be documented.

These include, but are not limited to:

- incidents where the County or Contractor has been exposed to potential liability,
- where outside intervention has been sought (police, fire, emergency services, etc.), or,
- where an act of physical violence has occurred or been threatened.

Procedure --

- 1) Inform the Program Manager and Risk Manager as soon as possible. Complete a Critical Incident Report Form in detail. Stick to the factual information.
- 2) The Program Manager and/or Risk Manager will initiate a critical incident stress debriefing session, as appropriate.
- 3) Risk Manager will notify Director, Director will notify Executive Director, County and Board, as appropriate.

In Case of Fire – Fire Procedures

- 1) Pull the fire alarm, if not already sounding (the Fire Department monitors/responds).
- 2) Alert clients, staff and visitors and immediately evacuate the Center.
- 3) Direct clients to a safe place outside.
- 4) If possible, collect logs and access keys.
- 5) At outside safe-place, confirm all clients, staff and visitors have evacuated the building.
- 6) When the Fire Department arrives, speak to the officer in charge. (Officer may need access codes or keys).
- 7) If the weather is inclement and if the evacuation will not be short, request the Fire Department

- provide provision for immediate short-term shelter.
- 8) Determine assistance of others in providing temporary shelter for clients, as appropriate.
 - 9) For a false alarm or other short-term evacuation, direct occupants back into the building once the Fire Department has authorized an all clear.

Smoke Alarm & Smoke Detector

Smoke alarms and Carbon Monoxide detectors are installed at the Center according to CA health and safety codes and regulations.

Fire Extinguishers

Fire extinguishers are only to be used when the fire is small and contained (e.g. kitchen area fire). In all other situations, staff are expected to inform clients and visitors and evacuate the Center premises immediately.

Fire Exit Procedure

- 1) Roll out of bed (clients).
- 2) If the fire alarm is not sounding, pull the nearest fire alarm.
- 3) Exit the building/premises.
- 4) Check to see if everyone is out and DO NOT GO BACK IN THE BUILDING.
- 5) Follow the directions of Center Staff and Emergency Services, once they arrive.

Earthquake Procedure

- 1) In the event of an earthquake, direct all persons in the Center to seek protection under tables, counters, door frames and other protected areas.
- 2) When the earthquake has subsided assess the situation and if there are injuries, damage, fire, a natural gas leak or a natural gas odor or a heavy water leak, Call 9-1-1.
- 3) Evacuate the building if there is a fire, a natural gas leak or odor, hot water or steam leak or other hazardous objects or obstacles. Be aware that aftershocks could occur.
- 4) To evacuate — alert clients, staff and visitors and immediately leave the Center. Direct everyone to a safe gathering place outside.
- 5) If possible, collect logs and access keys. Do not enter any unsafe or hazardous areas.
- 6) Confirm that all clients, staff and visitors have evacuated the building.
- 7) Follow the directions of Center Staff and Emergency Services, once they arrive.

First Aid

Policy --

The Center provides First Aid assistance. If a Center worker and/or security believes a client is in need of hospitalization 9-1-1 will be called. A client's decision not to go to the hospital will be respected, where possible.

Procedure --

Sufficient on-site staff will be trained in administering basic First Aid. First Aid kits are available at designated Center locations i.e. kitchen area, front desk and sleeping quarters.

Applying First Aid

- Wear disposable latex/vinyl gloves to minimize the risk of contact with pathogens.
- Record all incidents requiring First Aid.

Calling an Ambulance

- Call 9-1-1.
- Call Security, Program Manager or Supervisor if you need support.

Shelter Client Death

In case of client death:

- 1) Call 9-1-1.
- 2) DO NOT move the client or touch anything in the vicinity of the body.
- 3) Call Security, Program Manager or Supervisor.
- 4) The Program Manager or Risk Manager will initiate Critical Incident Debriefing for staff and clients as needed/required.
- 5) The Program Manager or Risk Manager will notify Director; Director will notify Executive Director; Executive Director will notify Board of Directors and the County of death as soon as possible, within 48 hours.

Threat and Assault to Staff, Clients and Others

Policy --

The Center encourages a team approach, whenever possible, to defining, assessing and acting on violence and the potential for violence in the workplace. Violence is defined as physical or verbal actions that result in another person feeling intimidated, uncomfortable, unsafe, threatened or harassed. As many of the people we serve live with mental illness and addictions, the cause of violent behavior may be complex.

The Center assures staff, client and others' safety in the following ways:

- Critical Incident Reporting
- Tracking of important data, issues and clients with a violent history
- Weekly team and ongoing safety meetings
- Regular checks on the Center environment
- Security, cameras and monitoring of clients, staff and others', as well as premises
- Staff orientation and professional development
- Non-violent communication and other job-related training

Procedure --

When possible, staff and security should use practiced words and phrases to redirect aggressive/violent behavior to create respect and empathy. However, at times direct action and intervention may be required. Although there is no specific formula for when to take direct action, there are certain circumstances when it becomes time to act. These may include:

- Danger to yourself/others
- Property is being damaged
- Your feelings of personal safety have been violated
- You are no longer in control of the situation
- The person is fixated on you
- Things appear to be escalating
- You have exhausted all other options

Before taking direct action, assess your own personal safety and possible escape routes. Involve security or another co-worker to assist you or to act as another set of eyes. Ask the person who is acting out violently to stop and/or leave the Center. If the individual will not leave, explain that the police will be called.

Post-Violent Incident Procedure

Depending on the situation and immediately after an act of violence occurs in the workplace:

- Ensure the (violent) person has left the building
- Call police, if you have not already done so
- Ensure the assaulted person is in a safe place
- Call for an ambulance if someone has been physically assaulted
- Administer First Aid if necessary
- Support the injured person and others affected in the area
- Communicate with staff on and off site (management, risk personnel)
- Follow-up with a discussion in team meetings

Infectious Disease Outbreak

Policy --

The Center is committed to protecting staff, guests and clients receiving services from risk to include infectious diseases. Observing visible symptoms and asking questions to identify whether individuals may have infections or other communicable diseases is necessary.

If a person's condition is questionable, staff should take preventative actions. Where serious infection or communicable disease is suspected, staff are to immediately refer the individual to medical services. Where the infection/disease is determined to be a reduced risk, staff are to provide clear instructions to the individual about any restrictions that may be temporarily implemented to reduce the spread of disease.

At no point is staff to put any individual at risk by placing a person with an infection or communicable disease in the Center without direction from a trained medical professional. Staff are to make sure that all symptoms and actions are clearly documented and communicated to management and/or medical partners as instructed.

Procedure to reduce/eliminate risk from infections and infectious diseases

- 1) Wash hands frequently. (Reminder signs are posted in kitchens, showers, restrooms and other areas, where applicable).
- 2) Where more than two people have cold/flu symptoms within a 48-hour period, the Program Manager is to be informed.
- 3) Where any serious risk of infection/disease is identified or suspected, and it cannot be assessed by a medical professional immediately, isolate the individual. Where this is impractical, temporary restriction from the service may be required.
- 4) At the earliest possible time, have the individual assessed by a trained medical professional and request the medical personnel provide an appropriate medical plan within the context of the Center services.
- 5) When an individual is referred to the Center, ask questions regarding the person's exposure to communicable disease/infection and their condition.
- 6) Be alert to any emerging signs or symptoms of illness, such as diarrhea, fever, general malaise, excessive tiredness, changes in behavior, etc.
- 7) If symptoms are noted, refer at once to medical services. Notify the Program Manager and maintenance staff and ensure detailed documentation to ensure that future shifts become aware and continue observing the situation.
- 8) Communication is the key to prevention and timely management of these challenges. Make sure that all appropriate parties are aware of the situation and that all actions are clearly documented. Ensure that confidentiality and privacy are respected.

Procedure for an Outbreak

- 1) Notify staff and clients, post signs.
- 2) Hand sanitizer and sanitary wipes will be left at the front desk to ensure an adequate supply is available to everyone.
- 3) The following contact surfaces are to be cleaned with bleach and water (three tablespoons to one litre of water (1:45 strength)). Gross contamination may require a bleach solution of 1:10 strength, including:
 - All door knobs
 - Phone key pads and mouth pieces
 - Toilet seats and flush handles
 - Shower handles/areas
 - All taps and areas around sinks
 - Beverage container taps and condiments or food containers
 - Gathering/seating areas/surfaces
- 4) Where an outbreak is declared by a medical professional, the Director, Program Manager and/or Risk Manager may authorize additional cleaning staff to intensify the cleaning regime. Staff should consider wearing a mask when cleaning to avoid the inhalation of contaminants.
- 5) Cleaning is to be done as often as possible especially during times when people are using common areas.
- 6) All clients, staff, providers and volunteers are to wash their hands before eating.
- 7) Staff may need to have extra fluids available for ill clients.
- 8) Dining areas are to be cleaned between sittings with a bleach solution; consider closing the dining area between meals or have clients leave the area and go outside for one hour after meals for deeper cleaning.
- 9) Screen kitchen staff and volunteers before allowing them in the kitchen.

- 10) Deliver food to clients if a quarantine is established.
- 11) Monitor/coordinate movement of individuals in and out of quarantine areas.
- 12) Keep up-to-date records of individuals who present with symptoms using a quarantined persons sheet.
- 13) Designate and apply signage to “sick” areas/washroom. Where this is not possible, staff will need to clean as often as possible, or have client report usage for cleaning.
- 14) Document and discuss the situation at each shift and update the Program Manager and/or Risk Manager.
- 15) Notifications to others i.e. County Public Health, medical, etc., as appropriate.

Pest Control

Policy -

The Center is committed to maintaining a pest free environment. Staff will be trained in identifying pests. In the event that pests are reported, the following control procedures will be initiated as promptly as possible. (Contact Program and/or Risk Manager and complete Incident Report Form).

Procedure -

Lice

Lice are small insects that feed on human blood and lay their eggs on body hairs, or on clothing fibers. Bites cause a mild irritation and a purplish spot.

To control the spread of lice, clients should be encouraged not to share hats, helmets, brushes, combs, towels and linens etc.

- When lice are detected on a client, contact designated Medical Provider and follow established safety protocols.
- Post notice at Center.

Scabies

Scabies is a skin condition caused by microscopic mites that burrow under the skin causing itchiness and inflammation.

- When scabies are detected on a client, contact Medical Provider and follow established safety protocols.
- Post notice at Center.

Bed Bugs

Bed bugs are parasitic reddish-brown, oval, flattened insects about a quarter of an inch long that feed on human blood. Their bites produce itchy bumps.

When bed bugs are detected in the Shelter the following procedure is to be followed:

- Immediately contact a licensed Pest Control Company to eradicate the bed bugs.

- Follow the Pest Control Company's instructions for how to prepare the Center for bedbug treatment.
- Ensure the Pest Control Company treats all crevices, baseboards, window sills, bed frames, mattresses, box springs, furniture and closets. Garbage storage rooms, hallways, laundry rooms and common rooms should also be treated.
- Bed bug infested materials designated for disposal should not be removed from the Center until after being treated by the Pest Control Company.
- Clothes and linens to be laundered may be removed in sealed plastic bags and washed in hot water and dried on the hottest setting of the dryer.
- Small non washable items are to be put in a freezer for a period of 48 hours to kill eggs.
- All discarded clothing or other materials should be enclosed in plastic bags and marked "bed bug infested" for disposal.
- All vacuumed refuse in bed bug infested rooms should be double bagged in plastic bags and given to the pest control company for appropriate treatment and disposal.
- All furniture and mattresses for disposal should be treated and if possible labelled as bed bug infested before placing in a dumpster. Such materials should not be recycled or allowed to be picked up from the sidewalk or dumpster.
- Continue Pest control treatments every two weeks until there are no new signs of bed bugs (minimum two treatments).
- Post notice at Center.

FOOD SERVICES

Food Service/Kitchen Sanitation

To provide guidance to staff involved in meal prep and handling to avoid contamination of food, staff and volunteers must:

1) **Personal Hygiene**

- Maintain adequate personal cleanliness (clothes, nails, hair, overall good hygiene & grooming practices).
- All hair must be confined to a hairnet during food prep and meal service.
- Gloves must be worn when contacting food and food contact surfaces. Gloves must be changed and replaced as often as hand washing is required. Single gloves shall be replaced after removal.

2) **Hand Washing**

Must occur:

- Immediately before engaging in food preparation.
- During food preparation or more often to prevent cross contamination when changing tasks.
- When switching between working with raw foods and working with ready-to-eat foods.
- After touching hair or body parts.
- After using the restroom (toilet).
- After coughing, sneezing, using a handkerchief or disposable tissue.
- Smoking, eating or drinking.

Proper hand washing is vigorously rubbing together the surfaces of soap lathered hands/arms for at least 20 seconds and thoroughly rinsing with clean running water.

Hands must be dried with a clean "one use" paper towel.

Food Preparation

- All hot food must be transported in Cambro carriers.
- All hot food must be maintained at 140 degrees, by warmer.
- All food temps of hot and cold foods must be taken when received and served, and recorded on the Food Transport Record.
- All leftover food items must be thrown away after meal service. Prepackaged items can be stored for use at another time, as applicable.

Refrigerator

- Don't overfill the refrigerator. Cool air must circulate to keep food safe.
- All foods must be labeled, covered, dated and checked for expiration date.
- No staff foods or drinks should be stored in the service kitchen refrigerator.

Freezer

- All foods must be covered labeled and dated.
- No staff foods or drinks should be stored in the service kitchen freezer.

Dry Food Storage

- All dry storage foods must be organized so that the first-in first-out inventory is being used.
- All dry storage foods must be stored in the designated kitchen dry storage area/s to avoid contamination and remain at least 6 inches off the floor.
- All foods must be labeled.

Equipment Storage

- Clean utensils must be properly stored.
- Plastic dishes must be inverted i.e. serving and plastic bowls.
- All equipment must be cleaned and free of debris and spills.
- All plastic cutting boards must be covered when not in use.

Cleaning & Sanitizing Kitchen Areas

A QUAT sanitizer will be used to clean all areas in the kitchen. (Safety Data Sheets will be needed for all chemicals used)

Meal Service Silverware/Service ware

Rinse prior to placing in dishwasher. If washing by hand, place cleaned items in basket and allow to air dry.

Methods of Washing Dishes

Using 3-compartment sink as follows:

Compartment 1 – Wash

Compartment 2 – Rinse

Compartment 3 – Sanitize

- Pre-rinse food to remove food/particles.
- Use detergent according to manufactures instructions.
- Wash water should be hot and changed frequently.
- Rinse dishes in second compartment with clean water.
- Sanitize dishes by submerging in hot water with 1/3 cup of household bleach.
- Dishes must be air dried and inverted.

Cleaning & Sanitizing Common Area Eating Tables

Cleaning of tables/benches/chairs: Before/after meal service

- Fill labeled spray bottle with ¼ of a pump of sparkle dish soap to 32 ounces of warm water.
- Wash tables using paper toweling.
- Dry table

FOOD SERVICE REMINDERS

CLEANLINESS IS KEY!

WASH YOUR HANDS before preparing and serving food.

FOOD SERVICE GLOVES must be used when food is touched, during meal service when abrasion is present or acrylic nails.

HAIR NET must be worn while in the kitchen, all hair must be completely covered.

HOT & COLD FOODS – Hot above 140 degrees, Cold below 40 degrees.

FOOD TEMPS to be taken at time of delivery and time of service.

FOOD THERMOMETERS sanitized after each use.

PERISHABLE FOOD – Refrigerated immediately upon delivery.

ALL FOOD ITEMS – labeled, dated.

WASHING DISHES BY HAND – follow procedures.

ONLY BLUE WIPES or PAPER TOWELS – can be used for kitchen cleaning.

SPONGES are not allowed!

Meal Patterns

Following guidelines established by Serv-Safe, meal plans/menus will be displayed in areas visible to program staff, such as the food service area.

Weekly Food and Supplies

Central Kitchen Food Production Supervisor will train Center staff on food and supplies ordering, food preparation and service delivery to Center clients.

Contact Information:

Central Kitchen at 661-872-6507

Center staff will complete a weekly requisition form (see attached) for orders and delivery by Central Kitchen staff and food vendors.

Requisitions must be submitted by Friday to the Central Kitchen and for delivery the following week.

Deliveries will be made by the CAPK Central Kitchen staff Mon – Fri, with cold meal selections being served by Center staff and volunteers on the weekends. (See attached sample menu) Center staff will ensure dry and cold storage items, cleaning supplies and other food-prep/service/storage items are always ordered in advance and kept on hand – as to not run out prior to the next weekly order/delivery.

Food Transport / Records

A Food Transport Record (attached) must accompany all meals delivered by the CAPK Central Kitchen and food vendors. Upon arrival, Center staff must check off and sign for all food items received. Staff must contact the Central Kitchen Food Production Supervisor for all food and temperature concerns. Food Transport Records will be kept on file at the central Kitchen and Shelter.

PET POLICY

The Center allows residents to have pet(s).

- Pet owners must cooperate with the animal care provider at the designated hours to handle the intake and discharge of pets from the Center.
- Pet owners must provide proof of a current rabies vaccination upon entering the Center. A pet must not have any communicable diseases, which creates a risk for other pets. Kern County Animal Services (“KCAS”) will assist pet owners to get vaccinations for pets that need them.
- Residents must provide animal care provider with necessary information to maintain records concerning veterinary care records, incident reports, etc.
- Only dogs including service animals are welcome at the Center.
- Pet owners are responsible for taking care of their pet. This includes:
 - o The animal must have food and fresh water.
 - o Dogs must be walked on a daily basis.
 - o Waste material is to be picked-up and properly disposed.
 - o The pet must be kept clean – e.g. bathed one time per week or as needed; the participant is responsible for cleaning the bathroom tub or sink if used for animal washing.
 - o Crate/carriers must be washed on a weekly basis or as needed.
 - o Pet owners must keep their animal current with any required vaccinations (proof is required) and attend to any medical needs that their animal may have.
- A pet must be caged or on a leash at all times in all areas of the Center. When on a leash, pet owners must stay with their pet at all times.
- Pet owners are responsible for the care, feeding, health, clean-up and control of their pet at all times. KCAS will assist in ensuring that pet owners care and have food for their pet.
- Pet owners are responsible for ensuring that their pet does not cause any kind of disturbance at the Center, including noise, odor or infestations. A pet should not create excessive or disruptive noises, which causes significant discomfort to other residents.

- Pet owners must take pets with them when they leave the Center during the day unless they make arrangements with the on-site animal care provider. Certain arrangements may be made for residents with employment.
- Pet owners must take pets with them if owner is discharged from the Center for any reason. Pet owner understands that in the event a pet is deserted and/or neglected, the KCAS will have the authority to find alternate housing or temporary foster care for the pet.
- If a pet inflicts injury on any other animal or person, it must be reported to the Program Manager and Supervisor immediately. Contractor staff will complete an Incident Report, report the incident to the appropriate animal control authorities, and/or require the removal of the pet from the Center. The Contractor's Risk Manager and County's Risk Manager will be notified the next morning and given a copy of the Incident Report. Contractor's Risk Manager will notify Director and/or Executive Director, as appropriate.
- No Center operation staff are responsible for providing any care for any animals.

I have read and understand Center's Pet Policy and agree to abide by it. I understand that if I violate the agreement, I may be asked to remove my pet from the Center premises.

Resident Signature **Date:** _____

Trailer# **Pet Name** **Type of Animal** _____

Description (color, breed, etc.)

Has your animal ever been registered as a "Vicious & Dangerous Dog" by Animal Control and has to wear a special pet tag?

☐ Yes ☐ No

Vaccination Date **Name of Veterinarian** _____

(Please attach a copy of verification for vaccination)

CLIENT PROPERTY

Client Money

Policy --

Clients are responsible for their personal belongings and money. To avoid theft and any resulting conflict, Center staff will encourage clients to lock up items of value, including cash, in their assigned storage bin.

Procedure –

60-gallon storage bins with lock and key access and bedside storage with camera and security monitoring will be assigned to overnight shelter Clients at intake for safe-keeping of valuables.

Medication

Policy --

Prescription medication is the property of the client. Administration of medication is the responsibility of the client. Center staff will have access to First Aid kits on premises, which will include basic pain relievers such as aspirin and Ibuprofen for Client and staff use, as needed.

Procedure–

- Prescription medication will be checked by security at intake for client name, pharmacy, and physician.
- There will be access to a refrigerator for storage in secure location for medications that require refrigeration.
- The client will administer the medication according to the time, route and frequency of the prescription.
- Staff are not responsible for ensuring clients' adherence to the medication regimen.

GOOD NEIGHBOR PLAN

Good Neighbor Policy – Community Coordination and Communication

Neighborhood, Businesses and Public

Communication with neighbors will be on an ongoing basis. As part of this commitment, prior to commencement of any services at the Center, Contractor and County partners will invite the community to the Center for an Open House event to tour, meet staff and partners and answer any questions that members of the surrounding community might have. Visits by members of the community and tours of the facility will be available by scheduling an appointment.

A public inquiry phone number and contact information will be posted. Community stakeholders may call this number for information about the site or to have any questions answered. The phone number will be retained as a resource for community members while the Center is operational. All community complaints and/or inquiries about the Center will be recorded and forwarded to the appropriate staff for follow up response. The Center will be fully committed to an appropriate customer service response and will consider the resolution of community complaints a high priority.

Navigation Center fliers will be available on-site to highlight the various services at the facility and will include admission and eligibility criteria. Volunteer, in-kind and donation opportunities will also be listed for those who wish to support the program.

Media guidelines and requests will be coordinated between Contractor and County marketing and public relations teams and engagement with media outlets will be ongoing to ensure the public is regularly updated on progress and success of the Center program.

Local Police and Fire Departments

The Center is committed to working collaboratively with local police and fire departments. The intention is to coordinate efforts to act as self-sufficiently as possible and minimize the Center's impact on the local police and fire departments. This includes ensuring that staff and security are trained to properly manage and respond to an array of difficult situations that may occur at the Center.

The Contractor and County will provide an array of services and support that will be beneficial to local police and fire departments. These services include, but will not be limited, to:

- Security Officers stationed on-site;
- On-site Medical facilities to respond to medical needs of the clients;
- Creation of an on-site police substation, if desired;
- Designated beds reserved each night for law enforcement referrals;
- Security, staff and volunteers will monitor surrounding area to deter and control issues of loitering, encampment, abandoned property, and other blight;
- Training opportunities on mental illness, homeless sensitivity or other topics of interest to supplement existing program trainings;
- Direct referral access to a coordinated entry system to assist local law enforcement officers connect homeless individuals with housing opportunities;
- Statistical reports on number of clients served, length of stay and/or demographic information.

Additionally, Contractor and County will meet with local law enforcement. Initially, it is suggested to meet once a month when the Center opens.

1. City, County, and Service Providers

Operation of the Center will be for the public good and to move the homeless Continuum of Care system, as a whole, forward. As such successful implementation of the program/s will require the partnership of various stakeholders including the City, County and other Service Providers.

The Center will be committed to working cooperatively with numerous other service providers, community, and government organizations to serve the needs of the homeless population in Kern County.

In order to effectively manage and operate a robust low barrier navigation center that provides an array of services for Center clients, the Contractor must maintain its strong history of collaboration and willingness to engage other service providers.

Additionally, Center staff will be responsive to and provide support to the County Board of Supervisors and the City Council Members as needed, in relation to the outcomes and operation of the program.

2. Policies for Community Involvement

Center staff will be committed to active participation in city and county-wide community events. To the extent reasonable and feasible staff representatives will attend meetings of the local Neighborhood Association(s) and local Chamber of Commerce(s) when invited, and communicate with neighborhood and business participants.

Additionally, the Center may sponsor special events, such as community resource fairs, which will include the community and the neighborhood on various occasions.

3. Policies for Neighborhood Patrol

A staff and volunteer led Neighborhood Patrol will assemble to monitor the immediate radius around the Center perimeter. The role of this patrol group is to collect litter, promote cleanliness, engage with neighbors, and enhance safety and cleanliness of the immediate vicinity.

Additionally, they will prevent and control issues of loitering, unauthorized parking of client vehicles in the neighborhood, abandoned property, shopping carts and other blight. A log will be kept of the ongoing patrols. The following actions will be completed by the Neighborhood Patrol:

- All litter and trash items will be removed from the area and properly disposed of;
- Clients found loitering will be issued a warning. Violations of this rule may cause a client to be exited from the facility;
- Unauthorized parking of client vehicles in the neighborhood are subject to towing;
- Staff and volunteers will contact city designated shopping cart retrieval program to collect all shopping carts found that do not contain items of personal property;
- Staff and volunteers will follow city codes for removing personal property found in surrounding area.
- Navigation Center staff will work with law enforcement, service providers and volunteers to conduct outreach and engagement activities to homeless in surrounding community such as parks, river bottoms, etc.

COORDINATION WITH COUNTY & AREA SERVICE PROVIDERS

Policy –

In addition to coordination and collaboration with the County in providing homeless support and services at the Navigation Center, services delivery will include working closely with area homeless and services providers, City and County government and agencies, corporations, businesses, communities, individuals and others to address the homelessness crisis and needs in Kern County.

Procedure – In process of development with County and Providers...

VOLUNTEER AND DONATION MANAGEMENT

Policy –

The Navigation Center and County team will work together to organize activities associated with funds, goods, services, time, and/or talent offered by a variety of sources in response to the needs of the homeless and near homeless and during an emergency or disaster, and to make the best use of these offered items if, and when, they are received.

Volunteers 18 years and older will be encouraged to participate at the Center on a regular and ongoing basis and will follow established safety and confidentiality policies and protocols. The Center Volunteer Coordinator will assist volunteers with scheduling, training and assigned duties while providing non-paid service at the Center.

Procedure – In process of development internally and with County...

REPORTING

Policy –

Reporting will follow established and new Contractor requirements of services delivery to the homeless and providers to include, but not limited to Elder Abuse and Mandated Reporting, monthly and quarterly programmatic and financial invoicing and reports, audit and record requirements, including site visit/ follow up and/or corrective action plans.

Procedure -- In process of development internally and with County and Providers...

ELDER ABUSE REPORTING CERTIFICATION

HEREBY acknowledges that this contract for services will bring Contractor in contact with dependent adults or elders, and that Contractor has received from County a copy of Welfare & Institutions Code Section 15659 as required by the Elder Abuse and Dependent Adult Civil Protection Act (Welfare & Institutions Code Sections 15600, et seq). Contractor certifies that it has knowledge of the provisions of the Act, and will comply with its provisions which define a mandated reporter, and requires that reports of abuse or neglect be made by a mandated reporter when, in his or her professional capacity, or within the scope of his or her employment, he/she observes or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, isolation, financial abuse, or neglect.

Form SOC 341, Report of Suspected Dependent Adult/Elder Abuse, and General Instructions are available on the California Department of Social Services website:
<http://www.dss.cahwnet.gov/cdssweb/entres/form s/English/SOC341 .pdf>

Contractor further gives assurance that all of its employees, consultants, and agents performing services under this Agreement, who are mandated reporters under the Act, sign statements indicating that they know of and will comply with the Act's reporting requirements.

Form SOC 341A, Statement Acknowledging Requirement to Report Suspected Abuse of Dependent Adult and Elders, is available on the California Department of Social Services website:
<http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/SOC341A.pdf>

To Report Suspected Dependent Adult/Elder Abuse during regular business hours, call 1 (800) 510-2020
To Report Suspected Dependent Adult/Elder Abuse after hours, call 911

WELFARE AND INSTITUTIONS CODE SECTION 15659

15659.

(a) Any person who enters into employment on or after January 1, 1995, as a care custodian, health practitioner, or with an adult protective services agency or a local law enforcement agency, prior to commencing his or her employment and as a prerequisite to that employment shall sign a statement on a form, that shall be provided by the prospective employer, to the effect that he or she has knowledge of Section 15630 and will comply with its provisions. The signed statement shall be retained by the employer.

(b) Agencies or facilities that employ persons required to make reports pursuant to Section 15630, who were employed prior to January 1, 1995, shall inform those persons of their responsibility to make reports by delivering to them a copy of the statement specified in subdivision (a).

(c) The cost of printing, distribution, and filing of these statements shall be borne by the employer.

(d) On and after January 1, 1995, when a person is issued a state license or certificate to engage in a profession or occupation the members of which are required to make a report pursuant to Section 15630, the state agency issuing the license or certificate shall send a statement substantially similar to the one contained in subdivision (a) to the person at the same time as it transmits the document indicating licensure or certification to the person.

(e) As an alternative to the procedure required by subdivision (d), a state agency may cause the required statement to be printed on all application forms for a license or certificate printed on or after January 1, 1995.

(f) The retention of statements required by subdivision (a), and the delivery of statements required by subdivision (b) shall be the full extent of the employer's duty pursuant to this section. The failure of any employee or other person associated with the employer to report abuse of elders or dependent adults pursuant to Section 15630 or otherwise meet the requirements of this chapter shall be the sole responsibility of that person. The employer or facility shall incur no civil or other liability for the failure of these persons to comply with the requirements of this chapter.

AUDIT & RECORD REQUIREMENTS

CPA Audit on Termination

1. Audit Requirement. At the request of County, Contractor shall give to County audit reports covering the term of this Agreement, prepared by an independent Certified Public Accountant. The audit requirement is for the purpose of determining whether the reported costs have been computed in accordance with Generally Accepted Accounting Principles, within the provisions of this Agreement, and with all applicable County requirements. Such audit shall be performed in accordance with the Standards for Audit of Governmental Organizations, Programs, Activities, and Functions as published by the Comptroller General of the United States, and in accordance with Generally Accepted Auditing Standards. County reserves the right to require a program specific audit at County's discretion.
2. Audit Submission /Fiscal Year-end. Contractor shall provide County with the audit reports required herein no later than One Hundred Twenty (120) days after the close of Contractor's Fiscal Year or 120 days after end of contract period whichever occurs first. In the case where providing the required audit within the specified time period represents an unreasonable hardship, Contractor shall alert County and request an extension. Additional documentation may be requested by County in order to grant the extension. The submittal of the audit will continue to be required and due no later than six (6) months after the close of Contractor's fiscal year-end.
3. Payment for Audit. Contractor shall bear all costs in connection with, or resulting from, any audit and/or inspections including, but not limited to, actual cost incurred and the payment/repayment of any expenditures disallowed by County, State or Federal government entities, including any assessed interest and penalties.
4. If Contractor is exempt from federal audit procedures, then payment for this audit shall be made by Contractor with resources other than grant funds, or those used for matching purposes. If Contractor is not exempt from federal audit procedures under Uniform Guidance, the cost of audits made in accordance with the provisions of this part are allowable charges to County. The charges may be considered a direct cost or an allocated indirect cost, as determined in accordance with the provisions of applicable OMB cost principles circulars, the Federal Acquisition Regulation (FAR) (48 CFR parts 30 and 31), or other applicable cost principles or regulations.

Contractor Records

Contractor shall maintain and make available to County accurate books and records related to the Services in accordance with Section 13 of the Agreement. Subject to the requirements of Section 13 of the Agreement, Contractor shall permit County to audit, examine, and make excerpts and transcripts from its records and to conduct audits of all invoices, materials, records of personnel, or other data related to the Services under this Agreement. Contractor shall maintain its data and records in an accessible location and condition for a period of not less than three years from the date of final payment under this Agreement, or until after the conclusion of any audit, whichever occurs last. The State of California and/or any federal agency having an interest in the subject of this Agreement shall have the same rights as County.