



DATE	October 11, 2023
TIME	12:00 pm
LOCATION	CAPK Administrative Office 5005 Business Park North Bakersfield, CA 93309

Program Review & Evaluation Committee Agenda

1. Call to Order

2. Roll Call

Ana Vigil (Chair)
Jimmie Childress

Mia Cifuentes
Gina Martinez

Yolanda Ochoa

3. Public Comments

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

4. Program Presentation

- a. Friendship House Community Center (FHCC), Lois Hannible Program Manager – Special Presentation
(p. 3-17)

5. New Business

- a. September 2023 Program Reports – **Action Item (p. 18-52)** Pritika Ram, Chief Business Development Officer
1. Housing & Supportive Services
 - Coordinated Entry Services (CES)
 - M Street Homeless Navigation Center
 - CalAIM – Homeless Services
 2. Health & Nutrition Services
 - CalFresh Healthy Living
 - Food Bank
 - Migrant Childcare Alternative Payment (MCAP)
 - Women Infant and Children (WIC)
 3. Youth & Community Services
 - East Kern Family Resource Center (EKFRC)
 - Oasis Family Resource Center
 - Energy, Weatherization & Utility Assistance
 - Friendship House Community Center (FHCC)
 - Shafter Youth Center (SYC)
 - Volunteer Income Tax Assistance (VITA)
 4. Operations
 - Maintenance
 - Information Technology
 - Data Services
 - Risk Management
 5. Community Development
 - Grant Development

- CAPK Foundation
- Outreach & Marketing
- 211 Kern Call Center
- Community Schools Partnership Program (CSPP)

- | | |
|---|---|
| b. September 2023 Application Status Report & Funding Profiles –
Action Item (p. 53-55) | Vanessa Mendoza, Grant Administrator |
| 1. Application Status Report | |
| 2. Small Funding Profiles (\$50,000 and under) | |
| c. September 2023 Head Start/State Child Development Program
Activity Report - Action Item (p. 56-57) | Robert Espinosa, Program Design and
Management Administrator |
| d. 2022-2023 Head Start and Early Head Self-Assessment - Action
Item (p. 58-61) | Sylvia Ortega, Quality Assurance Administrator |

6. **Committee Member Comments**

7. **Next Scheduled Meeting**

Program Review & Evaluation Committee
12:00 pm
November 8, 2023
5005 Business Park North
Bakersfield, CA 93309

8. **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, October 6, 2023. Sara Elias, Assistant to the Chief Program Officer.



Helping People... Changing Lives.



The Promise of Community Action:

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



Mission: Providing & advocating for resources to empower the people and communities we serve towards self-sufficiency.

Vision: At CAPK we envision a future where communities are economically stable centers of potential with abundant resources for all people.



Established in 1965 – CAPK offers assistance & support to individuals and families at their point of need across Kern County.

Guiding Principles: Leadership, Commitment, Quality Service Delivery, Respect & Honor, and Communication.



Friendship House Community Center:

- Afterschool Program
- Summer Program
- Summer Food Service Program
- FHCC Science Explorers Program *New grant**
- Positive Youth Mentor Program
- Health Navigator Medi-Cal Program
- CalVIP Mentor Program
- CalVIP Outreach Worker Program *New Grant**

Afterschool Program

- Homework Assistance
- Recreational Activities
- STEM
- Mentor Services
- Free Dinner (KCSOS)



Summer Program

- STEM (*Science Explorers Program- KHS*)
- Recreational Activities
- Mentor Services
- Free Breakfast & Lunch (KCSOS)
- Fieldtrips: San Simeon Beach, Hearst Castle, CALM, *CA Science Center*



Positive Youth Mentor Program

Program Provides:

- Individual Mentoring Services
- Group Mentoring
- Tutoring
- Behavioral Intervention Groups
- Enrichment Activities

Mentees:

- Ages 6-18
- On-campus mentoring activities
- Parent registration is required for participation

Mentors:

- 18 or older
- Complete a mentor application & interview
- Pass a criminal background check
- Commit to being a mentor for 1 hour/week for 1 year
- Complete mentor training
- Follow all rules pertaining to the program



Health Navigator Medi-Cal Program

Services provided by the Following CAPK Programs:
Friendship House Community Center (outreach)
2-1-1 Kern County (enrollment)

What is Medi-Cal?

Medi-Cal is an insurance for low-income individuals and families in California, which pays for health care services.

How can people verify eligibility and apply?

Eligibility and applications can be done over the phone by calling 2-1-1 or 1-800-273-2275, or by visiting www.BenefitsCal.com.



CalVIP (Mentor) Program



CA Violence Intervention & Prevention Program To Improve Public Health & Safety

Program Provides:

- Mentoring services for those effected by violence
- Linkages to CAPK programs



CalVIP Outreach Worker Program

Provides:

- Incident response
- Conflict resolution/mediation
- Case management
- Safety meetings & Call-Ins



New Projects

- Fence and Lighting Campaign
- Girls Leadership Development Program with BPD





Additional Services at CAPK Friendship House

- ☐ On-site CAPK WIC
- ☐ On-site MCAP
- ☐ CAPK VITA

Coming Soon:

- ☐ AYSO Soccer

• **QUESTIONS?**



Lois Hannible
Program Manager

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**Helping People...
Changing Lives.**



September 2023 Program Monthly Reports

PRE Committee October 2023



Housing and Supportive Services

Coordinated Entry Services

M Street Homeless Navigator Center

CalAIM - Homeless Services

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit	Coordinated Entry Services (CES)		
Division/Director	Rebecca Moreno	Program Manager	Joseph Aguilar		
Reporting Period	January 1, 2023 - December 31, 2023				
Program Description					
Coordinated Entry Services (CES) is the system to assist communities in ending homelessness by providing a clear and systematic pattern for helping individuals to quickly access the most appropriate services available through standardized access, a standardized assessment process, and a coordinated referral (match) process for individuals to preventions, housing, and/or other related services. The following counties are currently being served by CAPK CES, Kern County.					
Homeless Referrals/Assessments (SRV 7c)	Month	YTD	YTD Goal	Month Progress	Annual Progress
Kern County	2,537	17,325	14,000	217%	124%
Pending Assessments	Month	YTD	YTD Goal	Month Progress	Annual Progress
Kern Pending contact/call back	0	0	15	0%	0%
Performance: Number of applicants who received a response within 24 Hours	Month	YTD	YTD Goal	Month Progress	Annual Progress
Kern County	2,054	13,533	11,000	224%	123%
Explanation (Over/Under Goal Progress)					
Program Strategic Goals		Progress Towards Goal			
1. Make CES more accessible for rural and non-shelter homeless individuals		No new updates with the Drop-In Center.			
2. Increase staff recruitment and retention.		CES is currently in the process of recruiting a Program Specialist and Navigators.			
3. Build provider network support with KHS-CES		Cal Aim expansion, hiring two more FTEs for Cal Aim			
Program Highlights					

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit		M Street Navigation Center		
Division/Director	Rebecca Moreno		Program Manager	Laurie Hughey		
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
CAPK operates the 147-bed homeless Low Barrier Navigation Center in partnership with the County of Kern. This 24-hour shelter offers housing, meals and an array of mental health, medical care and economic resources to unsheltered individuals with pets and partners.						
Shelter Services		Month	YTD	YTD Goal	Month Progress	Annual Progress
Overnight Residents (Assigned Beds) (FNPI 4a & SRV 7b, SRV 4m)		105	1,126	1,000	126%	113%
Total Clients Served		207	2,016	2,400	104%	84%
Pets (i.e., kennel, emotional support assistance and service pet)		7	60	100	84%	60%
Residents Under 90 days length of stay		68	693	700	117%	99%
Exits to Permanent Housing (FNPI 4b)		7	89	100	84%	89%
Exits-Self		24	173	150	192%	115%
Exits-Involuntary		71	685	700	122%	98%
Case Management Services (SRV 7a)		996	6,584	8,000	149%	82%
Critical Incidents		34	336	250	163%	134%
Shelter Residents Meals (SRV 5ii)		5,401	57,610	60,000	108%	96%
Number of Volunteers (<i>duplicated</i>)		96	1,096	100	1152%	1096%
Volunteers Hours (<i>duplicated</i>)		264	2,640	1,500	211%	176%
Safe Camping		Month	YTD	YTD Goal	Month Progress	Annual Progress
Total clients served (SRV 7b)		64	596	500	154%	119%
Current client census		50	390	300	200%	130%
Meals (SRV 5ii)		2,186	21,801	15,000	175%	145%
Pets		14	123	75	224%	164%
Clients moved to Shelter (SRV 4m)		1	9	50	24%	18%
Exits to Permanent Housing (FNPI 4b)		3	17	40	90%	43%
Exits-Self		4	41	50	96%	82%
Exits-Involuntary		9	91	75	144%	121%
Critical Incidents		2	28	100	24%	28%
Safe Parking		Month	YTD	YTD Goal	Month Progress	Annual Progress
Total clients served		4	72	50	96%	144%
Current client census		4	72	50	96%	144%
Clients moved to Shelter (SRV 4m)		0	0	25	0%	0%
Explanation (Over/Under Goal Progress)						
Program Strategic Goals		Progress Towards Goal				

**Community Action Partnership of Kern
Monthly Report 2023**

1. Number of clients participating in job training program, (i.e. Project Hire-Up, financial Literacy, Recycling Lives, Open Door Network)	15 clients are participating in work program or job out in the community. One completed the BC Project Hire Up and one completed in ETR's Recycling Lives.
2. Increase job retention/recruitment at M street by (1) developing job descriptions that accurately reflect job performance and (2) regrading/classification of job descriptions.	Job descriptions have been completed, Program Coordinators as well as Volunteer Coordinator have changed from grade 6, to grade 7 as of 8/2023.
3. Amend M Street policy & procedure manual, intake packet post Covid.	Program Administrator is reviewing P & P manuals.
4. Increase the number of clients who transition to permanent housing by 15% from the prior year (2022 - 99) to 114 clients.	89 clients from LBNC have received permanent supportive housing since January of 2023.

M Street Navigation Center - Client Demographic Information

Race Demographic	Month
18 - 24	19
25 - 34	42
35 - 44	53
45 - 54	42
55 - 61	33
62+	18
Total:	207

Race Demographic	Month
American Indian or Alaska Native	13
Asian	3
Black or African American	43
Native Hawaiian or Other Pacific Islander	0
White	145
Multiple races	3
Client Don't know / Refused	
No Answer	
Total:	207

Gender	Month
Female	84
Male	121
Trans Female (MTF or Male to Female)	1.00

Zip Code	Month	Zip Code	Month
93301	35	94964	1
93304	20	93263	1
93305	16	93268	1
93306	10	93291	1
93307	17	93285	1
93308	33	63132	1
93309	9	73065	1
93311	4	74764	1
93312	3	98371	1
93313	2	93203	1
93314	2		
90212	1		
93206	1		
92234	1		
93726	1		
93240	1		
93241	1		
93250	2		
93501	1		
91768	1		
93555	2		
Not specified	34		
Total			207

**Community Action Partnership of Kern
Monthly Report 2023**

Trans Male (FTM or Female to Male)	1.00
Gender Non-Conforming (i.e. not exclusively male or female)	
Client doesn't know	
Client refused	
No Answer	
Total:	207

Safe Camping - Client Demographic Information

Race Demographic	Month
18 - 24	5
25 - 34	11
35 - 44	20
45 - 54	15
55 - 61	8
62+	5
Total:	64

Race Demographic	Month
American Indian or Alaska Native	3
Asian	0
Black or African American	9
Native Hawaiian or Other Pacific Islander	1
White	47
Multiple races	4
Client Don't know / Refused	
No Answer	
Total:	64

Gender	Month
Female	31
Male	33
Trans Female (MTF or Male to Female)	
Trans Male (FTM or Female to Male)	
Gender Non-Conforming (i.e. not exclusively male or female)	
Client doesn't know	
Client refused	
No Answer	
Total:	64

Zip Code	Month	Zip Code	Month
93301	12		
93304	2		
93305	7		
93306	2		
93307	5		
93308	9		
93309	7		
93312	1		
93313	1		
93238	1		
93240	1		
90013	1		
93555	1		
93556	1		
93268	1		
75014	1		
79701	1		
Not specified	10		
Total			64

Program Highlights

3 clients moved into permanent supportive housing and one client transferred into M Street.

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit		California Advancing and Innovating Medi-Cal (Cal AIM)	
Division/Director	Rebecca Moreno Director of Community Services	Program Manager	Joseph Aguilar		
Reporting Period	January to December 2023				
Program Description					
Cal AIM is a new initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of Medi-Cal beneficiaries by implementing broad delivery of system, programmatic, and payment system reforms. A key feature of Cal AIM is the introduction of a new menu of "in lieu of services" (ILOS), or Community Supports, which, at the option of a MediCal managed care health plan (MCP) and a Member, can substitute for covered Medi-Cal services as cost-effective alternatives. MCPs will be responsible for administering Community Supports. For this partnership, CAPK would serve as a Community Support providing rental assistance.					
Housing Transition Navigation Services	Month	YTD	YTD Goal	Month Progress	Annual Progress
Housing Navigator to client ratio 1:75	292	589	300	1168%	196%
Housing Deposits	Month	YTD	YTD Goal	Month Progress	Annual Progress
One time use up to \$5000 per client	9	28	25	432%	112%
Housing Tenancy and Sustaining Services	Month	YTD	YTD Goal	Month Progress	Annual Progress
Housing Navigator to client ratio 1:75	9	45	150	72%	30%
Explanation (Over/Under Goal Progress)					
Program Strategic Goals			Progress Towards Goal		
Milestone 1: 2 FTE HN to establish caseload (1:35) by 3/31/23			Completed		
Milestone 2: 2 FTE HN to establish caseload (1:35) by 6/30/2023			Completed		
Milestone 3: 4 FTE HN to increase to full capacity (1:75) by 7/31/2023			Completed		
Program Highlights					



Health and Nutrition Services

Cal-Fresh Health Living Program

Food Bank

Migrant Childcare Alternative Payment

Women, Infant, and Children

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit		CalFresh Healthy Living		
Division/Director	Susana Magana		Program Manager	Alan Rodriguez		
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
The CalFresh Healthy Living (CFHL) program, Funded by the USDA and administered by CDSS, improves the nutritional health of low-income Kern County residents by providing access to nutrition education, physical activity education, and leadership within community collaboratives that focus on health and nutrition. The program does this by providing Direct Education classes, Indirect Education materials and resources, and Policy Systems and Environmental Changes (PSE's). CFHL has 3 subcontractors that assist in carrying out the goal of educating the student population.						
Supplemental Nutrition Assistance Program-Education(SNAP-Ed) eligible participants, receiving Nutrition Education 10/1/2022-9/30/2023 (FNPI 5a) (SRV 5ff).	Month	YTD	YTD Goal	Month Progress	Annual Progress	
Community Action Partnership of Kern (CAPK) Direct Education provided.	45	890	2,000	27%	45%	
Kern County Superintendent of Schools (KCSOS) Subcontractor Direct Education provided.	925	3,519	2,000	555%	176%	
Kernville Unified School District (KUSD) Subcontractor Direct Education provided.	205	1,137	1,000	246%	114%	
Lamont Elementary School District (LESD) Subcontractor Direct Education provided.	835	1,714	1,000	1002%	171%	
Complete the Healthy Food Pantry Assessment Toolkit (HFPAT) to identify potential growth opportunities for 6 different food pantries.	2	6	6	400%	100%	
Cumulative Indirect Education: Indirect education, for SNAP-Ed purposes, is defined as the distribution or display of information and resources which involve no participant interaction with an instructor or multimedia.	2179	19,020	30,000	87%	63%	
Explanation (Over/Under Goal Progress)						
The Subcontractor Numbers are on the rise as schools have reinitiated and services have been reinstated for the CFHL program inside the school districts. Funding was increased for the new Fiscal Year which will also include increasing numbers on the PRE report for CAPK and the subcontractors with the exception of KCSOS. Their funding remained the same but the numbers were also realigned with the new agreements for the fiscal year. The YTD goal will be adjusted in the October 2023 report when all agreements are executed.						
Program Strategic Goals		Progress				

**Community Action Partnership of Kern
Monthly Report 2023**

Minimize staff turn-over and become fully staffed.	The CalFresh Healthy Living Program is fully staffed! This is the first time in the last few years there is a full team in this program. However, in August 2023, CFHL staff proposed an addition for an Outreach Specialist position to the Board of Directors which was approved. Recruitment started for this new position in September 2023 and interviews will be held in October 2023.
Partner with community agencies and collaboratives that are SNAP-Ed approved, including other CAPK Programs, to increase the amount of Direct Education, Indirect Education, and PSE's which improve the opportunities for the SNAP-Ed eligible population to have healthy food choices, physical activity, and nutrition information.	In September 2023, CFHL conducted Direct Education classes in, MCAP, BGLAD, and Greenfield Family Resource Center. CFHL Started September 2023 by attending the California City Farmers Market which will be implementing the Food Navigator Program. Then the program attended community events at Rexland, BC Farmers Market, South High School, Apple Core Project, and Cirujias Sin Fronteras. These events also focused their efforts in the Hispanic community to Celebrate Hispanic Heritage Month.
Progress with assessing Food Pantries and the progress in partnering in implementing improvement measures based on the data of the Healthy Food Pantry Assessment Toolkit (HFPAT).	The CFHL team conducted 2 HFPAT's in the Month of September 2023 at the Vineland and Delano Food Pantry's. Both sites are looking forward to receiving assistance in expanding their food pantries and keep a Trauma-Informed approach when organizing their efforts.
Creative a new Food Pantry Collaborative in Kern County where Pantries can collaborate, plan, and discuss ideas to improve services and strategically plan for encouraging Nutrition based decisions for clients.	The CFHL hosted the 3rd Kern County Food Pantry Collaborative (KCFPC) meeting on August 28, 2023, with a total of 24 participants. The next meeting will be held Virtually in November 2023.

Program Highlights

The month of September 2023 was another busy month for the CFHL Program. While partnering with 3 community agencies to provide direct education, we also closed out the Fiscal Year for the program. While closing the fiscal year includes some year end program requirements, the program still attended 6 community events and were able to hand out 1390 pieces of education such as cook books, recipe cards, and flyers. The program supported events that support Hispanic Heritage month at South High Schools and Cirujia Sin Frotnera's event. by providing nutrition education and Hispanic Centered resources.

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit		Food Bank		
Division/Director	Health & Nutrition, Susana Magana		Program Manager	Kelly Lowery		
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
The Food Bank provides food assistance to low-income families and individuals through a network of more than 150 agency partner distribution sites across Kern County.						
TEFAP		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		33,597	448,435	500,000	81%	90%
Pounds Distributed		797,246	6,862,979	9,500,000	101%	72%
Pantry Program		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		16,283	492,053	500,000	39%	98%
Pounds Distributed		287,217	2,433,421	3,000,000	115%	81%
Fresh Rescue		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		17,823	165,846	150,000	143%	111%
Pounds Distributed		171,097	1,592,121	2,000,000	103%	80%
CSFP		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		5,012	43,591	57,600	104%	76%
Pounds Distributed		160,384	1,394,912	1,843,200	104%	76%
Free Farmers Markets		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		11,171	91,128	150,000	89%	61%
Pounds Distributed		68,389	772,629	1,000,000	82%	77%
Brighter Bites		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		4,816	34,914	80,000	72%	44%
Pounds Distributed		24,897	176,285	300,000	100%	59%
Snack Attack		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		1,860	6,755	2,000	1116%	338%
Pounds Distributed		952	8,719	10,000	114%	87%
Community Events & Other		Month	YTD	Annual Goal	Month Progress	Annual Progress
Individuals Served		1,654	15,928	20,000	99%	80%
Pounds Distributed		198,446	1,911,325	1,000,000	238%	191%
Totals		Month	YTD	Annual Goal	Month Progress	Annual Progress
Total Individuals Served		92,215	1,303,923	1,459,600	76%	89%
Total Pounds Distributed (SRV 5jj)		1,708,628	14,297,725	22,000,000	93%	65%
Volunteers (SRV 6f)		Month	YTD	Annual Goal	Month Progress	Annual Progress
Volunteers who received job skill training (e.g., paid partnership though service providers, duplicated)		54	334	250	259%	134%
Other Volunteers (i.e., general public, duplicated)		192	1,348	1,500	154%	90%

**Community Action Partnership of Kern
Monthly Report 2023**

Explanation (Over/Under Goal Progress)	
In the volunteer category, we have experienced a spike in engagement from both short-term and long-term volunteers. This is due in large part to the hard work and dedication of our Agency Relations team.	
2023 Program Strategic Goals	Progress Towards 2023 Strategic Goals
Cultivate strong relationships with organizations working on food insecurity including the food policy council.	Attended multiple meetings in conjunction with other organizations to discuss the development of the food policy council.
Re-configure the pantry program from on-site shopping to online ordering.	Goal Reached.
Create additional access points in the county by adding new pantries as well as providing night and weekend pantry access.	We added 5 pantries this month. Our total pantry partner count is 148. We started the year with 119 pantry partner agencies.
Develop a classification system for measuring, tracking and increasing the nutrition level of the food distributed.	Classification of food in nutritional categories will begin in Q4 after the completion of the expansion project.
Develop a direct to client home delivery program for emergency food assistance.	Development of this program is set to begin in Q4 after the completion of the expansion project.
Program Highlights	
Feed The Need Food Drive at the Kern County Fair this month raised 30,000 pounds of food versus 21,000 in 2022. This month, Jeff Marsh joined the Food Bank Team as the Operations Supervisor. He brings a wealth of warehouse knowledge and experience that will continue to help the Food Bank become more efficient and accomplish more.	

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit	Migrant Childcare Alternative Payment (MCAP)		
Division/Director	Susana Magana	Program Administrator	Laura Porta		
Reporting Period	January 01, 2023 to December 31, 2023				
Program Description					
The Migrant Childcare Alternative Payment (MCAP) program provides childcare subsidy to migrant, agriculturally working families. Families can apply for child care services in six entry counties: Kern, Kings, Madera, Merced, Tulare, and Fresno. Once a family is enrolled in the program, the family can migrate anywhere in California to follow agricultural work and their childcare services can continue.					
Services	Month	YTD	Goal	Month Progress	Annual Progress
Number of Child Enrollments	4	1,809	500	10%	362%
Childcare Providers (SRV 7f)	8	184	120	80%	153%
MCAP Subsidies (SRV 7e)	Month of Dec processed in Jan	YTD	Goal	Month Progress	Annual Progress
Provider Payments-Subsidies Expended	\$2,862,529	\$ 19,463,802	\$14,000,000	245%	139%
MCAP FY 2022 / 2023 Progress	Current Month	FYTD	Goal	Month Progress	Annual Progress
Child Enrollments	4	344	300	1.33%	114.67%
Provider Payments-Subsidies Expended	\$2,862,529	\$ 25,110,815	\$21,500,000	160%	117%
Explanation (Over/Under Goal Progress)					
For the month of September 2023, MCAP continued at full child enrollment, serving a total of 3033 children and issuing a record total reimbursement amount of \$ 2.86 million dollars in provider reimbursements for this month. MCAP staff is fully focused in the review of our current policies and procedures to ensure our program quality and compliance as are above current field standards. Further, we are also focused on the review of our program needs for personnel, office space and team building and strengthening activities.					
Program Strategic Goals		Progress Towards Goal			
1. Fill Staff Vacancies.		Management is working with facilities / operations team to secure additional office space in Tulare County. We need to hire an additional specialist and securing office space has been a significant challenge. Additional support in this area is necessary.			

**Community Action Partnership of Kern
Monthly Report 2023**

The Migrant Childcare Alternative Paymen	The management team will be implementing a full program requirement review training program to promote program compliance and professional development in our team.
3. Contingency Staffing Plan & Solidify Program Growth.	Management is currently working with our Finance Director to properly budget for positions identified as necessary for our MCAP's efficient operation and continued growth.
Program Highlights	
<p>For the month of September 2023, MCAP continued to be at full enrollment capacity. We are currently serving a total of 1500 families and 3033 active children, per month. Our provider reimbursements have reached record numbers for our program, increasing provider participation, and service satisfaction among our participant families. Based on our current enrollment and reimbursement totals, MCAP is projected to earn 100% of our increased contract amount.</p>	



Youth and Community Services

East Kern Family Resource Center

Oasis Family Resource Center

Energy, Weatherization, and Utility Assistance

Friendship House Community Center

Shafter Youth Center

Volunteer Income Tax Assistance

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit	East Kern Family Resource Center (EKFRC)			
Division/Director	Youth & Community Services	Program Manager	Anna Saavedra			
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
East Kern Family Resource Center (EKFRC) is a regional resource center based in Mojave, Ca. The EKFRC assists individuals and families from the desert and Tehachapi Mountain communities. The primary focus is on referred families with children who are at risk of abuse and neglect, and families unprepared to enter kindergarten successfully. The EKFRC also assists walk-in clients with basic needs, clothing, faxing/copying services, HEAP applications and referrals.						
Differential Response		Month	YTD	Annual Goal	Month Progress	Annual Progress
DR Referrals - Received from DHS		0	201	125	0%	161%
Case Management-Families (SRV 7a)		0	41	50	0%	82%
Case Management-Children (SRV 7a)		0	115	125	0%	92%
Differential Response Total		0	357	300	0%	119%
First 5		Month	YTD	Annual Goal	Month Progress	Annual Progress
Parents Receiving Case Management Services (SRV 7a)		0	36	30	0%	120%
Children Receiving Case Management Services (SRV 7a)		0	58	30	0%	193%
Parents Participating in Court Mandated Classes (FNPI 5d & SRV 5mm)		5	9	10	600%	90%
Children Educational Center Base Activities (FNPI 2b)		2	13	30	80%	43%
Children Educational Home Base Activities (FNPI 2b)		2	47	30	80%	157%
Children Summer Bridge Activities (FNPI 2b)		0	12	15	0%	80%
Family Support Services for non-clients with children 5 and under		67	391			
Collaborative Meetings Participated		1	9	12	100%	75%
First 5 Total		77	575	157	589%	366%
Walk-In Community Services (Duplicated Clients & Case		Month	YTD			
Food Assistance		202	1146			

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House Hold Items	21	84	
Hygiene Kits	15	150	
Referrals	65	374	
Emergency Clothing	64	441	
Administrative Services & Copies	160	2436	
Transportation Services	0	26	
Education Supplies	18	71	
Covid - 19 Supplies	15	92	
Baby Supplies	20	144	
Explanation (Over/Under Goal Progress)			
Program Strategic Goals		Progress Towards Goal	
1. Find additional funding.	In the month of September we submitted 2 Grant requests from First 5. One grant in the amount of \$2500 for program supplies and one grant for \$10K for Court Mandated.		
2. Participate in community events.	EKFRC did not participate in any community events this month.		
3. Expand our reach across the East Kern Communities.	We held our monthly East Collaborative meeting. Our guest speaker was Diana Fonseca from Independent Living.. Diana explained her program and eligibility requirements.		
Program Highlights			
EKFRC is adjusting well to our new building . Our new location is accessible to the community as many are in walking distance, this has increased our numbers. In the month of September we provided 262 walk-in services and provided 202 emergency food boxes.			

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Month	September-23	Program/Work Unit	Oasis Family Resource Center		
Division/Director	Fred Hernandez	Program Manager	Eric Le Barbe		
Reporting Period	January 1, 2023 - December 31, 2023				
Program Description					
The Oasis Family Resource Center provides resources, education, and crisis assistance to individuals, families, and children in Ridgecrest and surrounding communities. They focus on providing case management and educational support to families to build resilience					
First 5 Kern (Unduplicated Services)	Month	YTD	Annual Goal (12 Mo)	Month Progress	Annual Progress (12 Mo)
Parents Receiving Case Management Services (SRV 7a)	4	36	30	160%	120%
Children Receiving Case Management Services (SRV 7a)	4	35	30	160%	117%
Parents Participating in Court Mandated Classes (FNPI 5d & SRV 5mm)	0	12	10	0%	120%
Children Educational Home Base Activities (FNPI 2b)	2	30	15	160%	200%
Children Summer Bridge Activities (FNPI 2b)		19	10	0%	190%
Family Support Services for non-clients with children 5 and under	29	205			
First 5 Total	39	337	95	123%	355%
Walk-In Community Services (Duplicated & Non First 5 Kern Clients)	Month	YTD			
Food/Household Items (SRV 7c)	100	831			
Household Items (SRV 7c)	115	944			
Baby Supplies	91	694			
Referrals/Administrative Services (SRV 7c)	60	520			
Court Mandated Correspondence	6	55			
Emergency Clothing (SRV 7n)	17	133			
Copies	20	165			
Educational Supplies	51	261			
Transportation Assistance (SRV 7d)	24	179			
COVID-19 Supplies (SRV 5oo)	0	65			
Total Community Services	484	3847			
Explanation (Over/Under Goal Progress)					
The Oasis FRC is on track to meet First 5 Kern goals for the fiscal year 2022-2023.					
Program Strategic Goals		Progress Towards Goal			
1. Offer Court Mandated Nurturing Parenting Class every other quarter.		Fall class is in progress, guest speakers from the Women's Center High Desert presented on the topic of Domestic violence for week 7.			

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2. Apply for three funding opportunities that would help extend range of services outside First 5 clients for under served families (Parenting, Children 6-18, seniors, and homeless individuals).	The Oasis FRC applied for three sources of funding this month with Kern Health Systems for the Community Based Initiative grant, First 5 Kern for the DHS-F5K Family Resource grant, and the F5K mini-grant.
3. Participate in community outreach activities to promote CAPK & Oasis FRC services and seek donations from local business partners (in-kind and monetary).	The Oasis Family Resource Center participated in the Ridgecrest Veterans Stand Down Resource Fair. The Oasis FRC also received a large in kind donation of baby items from the Ridgecrest Salvation Army.
Program Highlights	
The Oasis Family Resource Center provided community services responding to a total of 228 inquiries in the month of September 2023. The Oasis FRC received great participation from volunteers in September, an intern from PathPoint program started an assignment volunteering one morning per week. Two volunteers from the LDS Church started an assignment in September and will be volunteering on a weekly basis. 18 volunteers from the Kiwanis Key Club spent an afternoon sorting and folding children clothing.	

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Month	September-23	Program/Work Unit		Energy & Utility Assistance	
Division/Director	Fred Hernandez		Program Administrator	Wilfredo Cruz Jr.	
	January 1, 2023 - December 31, 2023				
Program Description					
The Energy Program assists income-eligible Kern County residents with utility bill payment, free weatherization, and energy education at no cost to the participant. Weatherization services include weather stripping; repair or replacement of windows and doors, heating/ cooling appliances, stoves, refrigerators, and more.					
Low-income Home Energy Program (LIHEAP) 2022 Ends December 2023		Month	YTD	Goal	Month Progress Annual Progress
Households Served - Utilities Assistance			42		100%
Utility Payments			63,947		100%
Households Served - Weatherization			64	64	0% 100%
American Rescue Plan Act (ARPA) 2021 Ends September 2023		Month	YTD	Goal	Month Progress Annual Progress
Households Served - Utilities Assistance		68	2,956	2,000	41% 148%
Utility Payments		\$ 100,000	3,556,377	\$ 2,565,058	47% 139%
Low-Income Household Water Assistance Program (LIHWAP) 2021 Ends December 2023		Month	YTD	Goal	Month Progress Annual Progress
Households Served - Utilities Assistance		196	1,205	2,000	118% 60%
Utility Payments		\$ 152,000	859,572	\$1,972,332	92% 44%
Low-income Home Energy Program (LIHEAP) 2023 Ends June 2024		Month	YTD	Goal	
Households Served - Utilities Assistance		135	3,671	1,900	85% 193%
Utility Payments		\$ 179,214	5,344,179	\$ 2,587,322	83% 207%
Households Served - Weatherization		15	88	106	170% 83%
Supplemental Low-Income Home Energy Assistance Program (SLIHEAP) 2023 Ends May 2024		Month	YTD	Goal	Month Progress Annual Progress
Households Served - Utilities Assistance		9	125	145	74% 86%
Utility Payments		\$ 11,590.00	188,826	\$217,540	64% 87%
Emergency Supplemental Low-Income Energy Assistance Program (ESLIHEAP) 2023 Ends May 2025		Month	YTD	Goal	
Households Served - Utilities Assistance		582	1,484	1,000	698% 148%
Utility Payments		\$ 839,522	1,719,286	\$ 799,736	1260% 215%
Households Served - Weatherization		0	0	0	N/A N/A
Totals		Month	YTD	Goal	Month Progress Annual Progress
Total Households Served - Utility Assistance (FNPI 4z, SRV 4i, SRV 7b)		990	9,505	5,900	201% 161%
Total Utility Payments		\$ 1,282,326	11,772,651	\$ 7,124,712	216% 165%
Total Households Weatherized (FNPI4h, FNPI 4z, SRV 4q, SRV 7b, & SRV 4t)		15	157	170	106% 92%
Explanation (Over/Under Goal Progress)					
1) 2021 ARPA - we have moved additional funds to UA over the last 6 months (\$1,206,000) to help assist more clients, hence the big difference between our YTD and goal. 2) 2022 LIHEAP and 2021 ARPA have been fully expended. 3) 2023 ESLIHEAP - we do not expect to complete any weatherization under this contract in 2023.					

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Program Strategic Goals	Progress Towards Goal
1) Fully implementing online client self-application for Utility Assistance	Currently in process of testing self-application system. Identifying issues and ongoing discussions with Hancock. □
2) Become fully staffed and trained in Weatherization and Utility Assistance	Fully staffed in both UA and WX.□
3) Fully expend 2022 LIHEAP and 2021 ARPA contracts by end of contract dates	Both contract have been fully extended - ahead of schedule.
Program Highlights	
1) We have ongoing community, after-normal business hours, LIHWAP events in the community - to help spread the word on the water utility contract. We are working together with Cal Water and other local water districts. 2) We have seen an unprecedented need for utility assistance and our contracts are being expended at record paces.	

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Month	September-23	Program/Work Unit		Friendship House Community Center (FHCC)			
Division/Director	Fred Hernandez		Program Manager	Lois Hannible			
Reporting Period	January 1, 2023 - December 31, 2023						
Program Description							
Located in Southeast Bakersfield, the program serves children, adults, and families through after-school, summer and mentor programs, nutrition education, sports, access to social services, and more.							
Youth Programs		Current Enrolled	Month (Added)	YTD	YTD Goal	Month Progress	Annual Progress
Youth Mentoring (FNPI 2c.2., FNPI 2c.3, SRV 2p) Reporting ends June 30, 2023		40	0	44	100	0%	44%
Summer Program (Max Capacity due to COVID) (SRV 2m)		N/A	N/A	69	35	0%	71%%
After School/Learning Pods Enroll (FNPI 2c.2., FNPI 2c.3, SRV 2p)		7		16	50	0%	32%
Medi-Cal Outreach			Month (Added)	YTD	YTD Goal	Month Progress	Annual Progress
Social media emails and impressions			1012980	11,202,744	14,000,000	87%	80%
Canvasing phone calls and flyers			932	8,997	10,000	112%	90%
Explanation (Over/Under Goal Progress)							
The FHCC summer program ended on August 4th, The FHCC is currently facilitating an afterschool program and mentor program for community youth. The Medi-Cal program continues to provide community outreach and is utilizing billboards and GET to advertise Medi-Cal.							
Program Strategic Goals			Progress				
Plan and facilitate Friendship House (FHCC) Advisory Board fundraising event to benefit the Friendship House .			The FHCC Passport to Success fundraiser will be October 5th at The Collective. Sponsorships and tickets are still available.				
Recruit and secure staffing for the Friendship House.			There are no vacant positions at the FHCC.				
Work with the CAPK Executive Team to increase the number of grants researched/submitted for the CAPK Friendship House.			The FHCC was recently awarded another CalVIP grant for an Outreach Worker Program, through the City.				
Program Highlights							
The Friendship House playground is being upgraded with a poured in place rubber surfacing. The durable soft surface will provide a layer of safety for the youth and will require less maintenance. This project is part of the Friendship House fence & lighting campaign.							

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Month	September-23	Program/Work Unit			Shafter Youth Center (SYC)		
Division/Director	Fred Hernandez			Program Manager	Angelica Nelson		
Reporting Period	January 1, 2022 - December 31, 2023						
Program Description							
The Shafter Youth Center (SYC) serves children, adults, and families through youth after-school, summer and pre-employment programs, parenting classes, nutrition education, sports, access to social services, and more.							
Youth Programs		Current Enrolled (duplicated)	Month (unduplicated)	YTD (unduplicated)	Goal	Month Progress	Annual Progress
Summer Program starting in June (Max Capacity due to COVID) (SRV 2m) June/July		-	-	43	40	0%	108%
After School Program Enroll (FNPI 2c &SRV 2l) (hours of operation: 2-5pm; 1230p - 5pm for minimum day)		21	4	33	35	137%	94%
Community Programs			Month				
Energy Program (Utility Assistance), Fitness Boot Camp, Zumba and Adult Basketball			4 groups				
Outreach Activities			Month	YTD	Goal	Month Progress	Annual Progress
Outreach Events (presentations/informational updates)			0	9	6	0%	150%
Community Events (i.e., diaper, food, PPE distributions)			0	3	6	0%	50%
Adult basketball 4x per week; Energy Program hosts appointments on site, 1x per month; Fitness Boot Camp meets 1x per week; Zumba class has been happening 2x per week. Zumba and Fitness Boot Camp have been drawing crowds of 25-30 people. Adult basketball is increasing with the weather changing and affecting outdoor play. Some nights hosts 20-25 players.							
Program Strategic Goals			Progress				
1. Increase youth program registration as COVID restrictions ease up while maintaining a safe environment.			Registration for After School Programming has increased more since the public sees the SYC is picking up students at the schools.				
2. Increase attainment of program funding to provide larger variety of program offerings.			SYC is actively applying for funding opportunities in order to provide more services.				

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3. Increase community engagement, including volunteers, social media, program participation.	SYC has attracted an CSUB intern for the After School Program.
Program Highlights	

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Month	September-23	Program/Work Unit	Volunteer Income Tax Assistance (VITA)		
Division/Director	Fred Hernandez		Program Manager	Jacqueline Guerra	
Reporting Period	January 1, 2023 - December 31, 2023				
Program Description					
VITA offers no-cost tax preparation and e-filing for low and moderate-income individuals and families. VITA also assists eligible clients to take advantage of the Earned Income Tax Credit (EITC), increasing their tax return and boosting the local economy. All VITA services are provided by IRS-certified staff and volunteers.					
Completed Tax Returns (SRV 3o) 10/01/2022 to 09/30/2023	Month	YTD	Goal Adjusted	Month Progress	Annual Progress
Federal	81	6,273	6,000	16%	105%
State	83	4,820	6,000	17%	80%
Refunds and Credits (SRV 3o) 10/01/2022 to 09/30/2023	Month	YTD			
Federal Refunds	\$75,563	\$3,368,641			
State Refunds	\$28,559	\$1,176,539			
Federal EITC (income limit \$57,414/household)	\$22,405	\$2,083,936			
CalEITC (income limit \$30,000/household)	\$6,445	\$482,186			
Total Refunds and Credits	\$132,972	\$7,111,302			
Individual Taxpayer Identification Number (ITIN) (SRV 3o) 10/01/2022 to 09/30/2023	Month	YTD	Goal Adjusted	Month Progress	Annual Progress
Applications (New/Renewal)	11	178	150	74%	119%
Explanation (Over/Under Goal Progress)					
The difference in state vs federal returns is a result of credit eligibility for families with zero income. CA offers the Young Child Tax Credit to zero income families with a child under 6 in the amount of \$1,083. The IRS does not require or allow e-filing of returns with zero income unless it results in a refund.					
Program Strategic Goals			Progress Towards Goal		
Continue to build relationships in rural communities in order to reach more clients.			VITA staff and volunteers are attending school and fall events throughout Kern County to raise awareness of the VITA program		
Program Highlights					
CAPK VITA in partnership with United Way of Kern County has surpassed the Tax Return Goal Requirement set by the IRS. The set goal was 8,470 and we completed 8,649, with CAPK taking the lead and completing 6,498. This number is slightly different from the YTD on PRE reports because paper returns are not trackable monthly. They are provided to us during our close out meeting with the IRS which took place on 8/10/23.					



Operations

Data Services

Facilities & Maintenance

Information Technology

Risk Management

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Month	September-23	Program/Work Unit	Operations Division	
Division/Director, Assistant Director	Emilio Wagner Director of Operations, Maria Contreras Assistant Director	Program Managers	Douglas Dill, Ryan Dozier, Laurie Sproule	
Reporting Period	January 1, 2023 - December 31, 2023			
Division Description				
Facility repair and maintenance, information technology, risk insurance, and facility planning.				
Data Services				
Activity	Requested	In-Progress	Processed	Processed YTD
Dynamic 365 Fixes	0	0	0	3
Dynamic 365 Enhancements	0	0	0	1
Projects				
Universal Intake	Develop intake for programs that don't have an electronic process.		60%	60%
Contract Management System	Track and manage contracts within the Agency		90%	90%
In-kind Management	Application is used to track the total number of in-kind hours with built in automation. This application will eliminate the current paper process.		70%	70%
Cal AIM - KHS	New grant form Kern Health Systems for the CALAIM funding. IS part is to generate flat files used to data upload and verifying SFTP is working correctly.		85%	85%
Referral Management Enhancements	1. Build the 3 referral contact attempt. 2. Build the process to close out Approval Emails 3. FRC process needs to bridge their Inquiry Process to Referral System (*This is a wish item, FRC do double work) 4. Add mentor program and medical program as new delivery frameworks and incorporate them into the workflows		100%	100%
FRC Platform Updates	Many enhancements and process updates to how the FRC capture data from walk in clients and their grant obligations.		100%	100%
Feeding America Service Insights Project	Effort to digitize the intake process for our Food Bank and partner sites.		20%	20%
Facilities				
Activity	Requested	In-Progress	Processed	Processed YTD
Facility Work Orders	312	515	307	2575
Construction Projects				

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Head Start Expansion		Harvey Hall, Pete Parra,	99%	
Food Bank Expansion		Access Road & Site Utilities	83%	
Major Maintenance Projects				
Oasis Renovation			75%	
Angela Martinez			15%	
Stockdale HS			80%	
Friendship House Lighting/Pour-in-place			60%	
Playgrounds		Sterling, Angela Martinez, Pete Parra EHS	60%	
Information & Technology				
Activity	Requested	In-Progress	Processed	Processed YTD
Help Desk Work Orders				2268
Information & Technology Projects				
Description		% Completed	Comments	
SJC WIFI Replacement		80		
SJC Firewall Replacement		100		
Head Start Expansion		60		
Risk Management				
Workers Compensation Claims		Reported	Reported YTD	
For Report Only		18	73	
First Aid		3	16	
Medical		0	8	
Modified Duty		1	6	
Lost Time		0	4	
Under Invest / Non-Ind / Students / Parents / Volunteers / Clients		0	6	
Property		2	15	
Vehicle Incident / Grand Theft Auto		3	12	
Motor Vehicle Accident		0	8	
Work Place Violence / ODs / Death		0	3	
Total		27	152	
Program Strategic Goals		Progress Towards Goal		
Develop a facility deferred maintenance program.		Initiated planning discussion for new work order system. The system will be designed to capture all deferred maintenance of facilities, incorporate associated budgets, and schedule remediation.		
Develop and implement a Data Governance		TBD		
Enhance customer experience —measured		TBD		
Program Highlights				



Community Development

Grant Development

CAPK Foundation

Outreach & Marketing

2-1-1 Kern Call Center

Community Schools Partnership Program (CSPP)

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Month	September-23	Program/		Community Development		
Division/Director	Pritika Ram		Program Manager			
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
The services under the Executive Division range from fund and grant development/research to outreach and						
Outreach Social Media		Month	YTD	Annual Goal	Month Progress	Annual Progress
Website User Sessions		21,192	198,851	230,000	111%	86%
Facebook Impressions (i.e., number of times users see content)		161,000	863,955	600,000	322%	144%
Other Social Media Impressions		26,000	187,917	150,000	208%	125%
Outreach Advocacy		Outreach Special Projects				
Attended CalCAPA webinar		Assisted FHCC with the development of canvases for FHCC mixed				
Attended NCAF Webinar		Hosted feed the Need event at the Kern County fair and successfully collected 30,000 pounds of food with over 90 volunteers.				
Susana Magana Attended Sacramento for MCAP		Presentation of CAPK programs at Kern County Child Support Administrative Office				
Toured Kim Salas from Assembly woman Jasmeet Bains at the Food Bank		CSUB Outreach at Volunteer Day Fair				
		Energy Water Bill Assistance Event in partnership with Vice Mayor Gonzales at MLK Recreation Center				
		Outreach Table at Catholic Charities				
		Energy Water Bill Assistance Event in partnership with The City of Wasco				
		Community Outreach Presentation to CAPK Managers and Supervisors group				
		Developed Billboard & Bus ads for CAPK Energy Water Bill Assistance Campaign				
		Attended region 9 meeting in Las Vegas				
		Attended MCAP Quadrilla's Outreach Event				
Grants In Progress/Research		Projects				
In progress- Emergency Solutions Grant, Homeless Prevention funding opportunity for CES to provide rapid rehousing and homeless prevention measures.		Kern Food Policy Council - Technical Assistance meetings to design a council were scheduled in September and will begin in October. HeySalty has completed the draft of our feeding kern website that will house policy info and our food insecurity assessment.				
In progress- CA Recycle SB 1383 Local Grant Assistance program. The Community Development team is working on identifying a local government entity interested in applying for this opportunity as nonprofit agencies are ineligible to apply. The CAPK Food Bank aims to have a on-site composting ground to eliminate food waste.		The Community Resilience Economic Fund (CERF) continues to conduct monthly community-based and industry meetings. There is a new grant cycle, Catalyst Fund, that has opened and will be lead by the Kern Coalition in addition to Phase I Planning. The grant portion continues to be refined and the group is in the process of finalizing the Governance voting component.				
In progress- Whale Tail application from the California Coastal Commission for SYC and FHCC. This opportunity will allow students to learn more about marine life.						
In progress- City of Bakersfield grant to fund furniture and site improvements for our new admin building.						
Research- Developing a funding report on 211 and food bank. Report will outline community needs and funding gaps so that it can be presented to potential funders.						
Community Services Block Grant (CSBG)		ROMA				

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Programs are working towards end of year reporting with the IS department.	Staff (cohort of 4 individuals) have started the ROMA courses.
	CCAP candidates are in the process of application review.
Foundation	
Developed personalized photo Plaques to recognize Food Bank sponsors	Discovery meeting with marketing team from Clinica Sierra Vista, Followed up with \$5,000 sponsorship ask for M Street Holiday Meal.
Meeting with organizer to hold Halloween dinner fundraiser to benefit M Street	Collaborated on CARE FOR KIDS grant in the amount of \$5,000 for EKFC
Attended Bakersfield Chamber Mixer at Jim Burke Ford	Attended Bakersfield West Rotary luncheon representing the SYC funding from their grant
Meeting with M Street staff to coordinate Thanksgiving Luncheon	Submitted Proposal to Clinica Sierra Vista for sponsorship of Holiday Luncheon at M Street
Submitted Take Flight grant in the amount of \$1,500 to support M Street Navigation Center.	Participated in California Assoc. of Food Banks call to collaborate on fund development.
Coordinated "Round-Up For Charity" fundraising campaign with Macy's for October launch.	Attended Gala Event for Mora Partners
Explanation (Over/Under Goal Progress)	
Program Strategic Goals	Progress Towards Goal
1. Customer Relationship Management Projects, including Volunteer Management, inter-agency Referral Management, and contract management.	Continual Need: There is a low utilization of the inter-agency referral system. Staff plans to work with IS on how to best address this issue. Contract management has not been implemented.
2. Increase grant development and marketing activities, which are aligned with the 2021-25 Strategic Plan.	Monthly Reporting by Goal leads continue. Progress is reported monthly to designated Board-Committee.
3. Agency-level adoption of Results Oriented Management & Accountability (ROMA) and Patient-Centered Data Driven Principles to programmatic and operational use.	As reported above, cohort # 3 began this month.
Program Highlights	

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Month	September-23	Program/Division		2-1-1 Call Center Program		
Division/Director	Pritika Ram		Program Manager	Sabrina Jones-Roberts		
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
The 2-1-1 Kern is a 24/7 information and referral service that provides local residents with comprehensive information and links to community health and human services at no cost. The 2-1-1 Kern has a database of 1,500 social service agencies that are available to the public through the 2-1-1 Kern Online Resource Directory at www.211KernCounty.org. The program has over 15 years of experience in providing and linking community members to vital services, and currently serves multiple communities in the Central Valley including Kings, Tulare, Stanislaus, Fresno, and Madera through the United Way partnerships.						
Most Requested Services	Homeless Diversion Programs		Utility Service Payment		Food Pantries	
Top 3 Unmet Needs	Food Stamps		Rent Payment Assistance		Homeless Shelter	
Information and Referral Services Calls Handled		Month	YTD	Annual Goal	Month Progress	Annual Progress
Kern County (SRV 7c)		6,955	53,582	90,000	93%	60%
Kings County (SRV 7c)		270	2,274	4,000	81%	57%
Tulare County (SRV 7c)		788	7,872	18,000	53%	44%
Stanislaus County (SRV 7c)		796	7,621	19,200	50%	40%
Fresno & Madera		2,545	19,629	20,000	153%	98%
Merced & Mariposa (effective March 2022)		64	798	500	154%	160%
Total I&R Calls Handled		11,418	91,776	151,700	90%	60%
Staffing vs. Call Volume				Current Staff	Staff Needed Per Call	Staff Over/ Short
2-1-1 staff designated for calls handled across all counties contracts with the expectation of 42 calls per staff for an 8-hour shift.				12	26.7	(14.72)
Grant Funded Services		Month	YTD	Annual Goal	Month Progress	Annual Progress
CalFresh Application (SRV 7b & SRV 7c)		6	66	300	24%	22%
Medi-Cal Application (SRV 7b & SRV 7c)		5	42	100	60%	42%
First 5 Help Me Grow (HMG) Ages & Stages New Children Screened (SRV 5c, SRV 7b & SRV 7c)		27	281	300	108%	94%
2-1-1 Website Visitors		Month	YTD	Annual Goal	Month Progress	Annual Progress
Duplicated Visitors (i.e., accessing 2-1-1 e-services and database resources)		24,331	203,059	225,000	130%	90%
Other Calls		Month	YTD	Annual Goal	Month Progress	Annual Progress
LIHEAP (SRV 7b & SRV 7c)		5,749	49,985	45,000	153%	111%
Mental Health (SRV 7c)		379	3,382	3,700	123%	91%
Health and Human Service Referrals		9,176	78,710	110,000	100%	72%
Total Other Services		15,304	132,077	158,700	116%	83%

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Explanation (Over/Under Goal Progress)	
2-1-1 consistently aims to meet or exceed monthly and annual goals for all counties. The call volumes fluctuates throughout the year depending on weather conditions, special programs, or occasions. In previous months, the program experienced high call volumes attributed to callers request for tax preparation services and associated appointment needs. Calls have decreased in recent months and have a more predictable range. Although, Kern, Kings, Tulare, and Stanislaus are under the monthly goal, call handling continues to be a necessity for all counties served. □	
Program Strategic Goals	Progress Towards Goal
1. Recruitment	2-1-1 is recruiting for 4 Information & Referral Specialists. The program conducted interviews on 9/1 and 9/26/23 with an objective to fill vacancies. The program transitioned 2 temporary employees to permanent. The program is recruiting for 1 Program Specialist and has conducted interviews on scheduled interviews for 9/7 and 9/21/23. The program onboarded its Supervisor on 9/7/2023.
2. Retention of staff □	2-1-1 program offers database support, schedule accommodations, basic technical assistance and opportunities to recognize special occasions for existing employees to align with its overall objective of staff retention. The program also recognizes individuals for exemplary work and communicates appreciation.
3. Contract Retention	2-1-1 aims to achieve strengthened partnerships by effectively communicating, and meeting with partners and contract grantors to share performance data and discuss progress relative to its objectives, deliverables, and goals. The program is consistently working on meeting the reporting expectations of all funding sources and maintaining a trusting relationship to increase the opportunity for existing contracts to be retained.
Program Highlights	
The program has met with the appointee for the new Medi-Cal Redetermination grant and began its routine of reporting obligations to determine progress in assisting community members by guiding them on renewing their health insurance coverage.	

**Community Action Partnership of Kern
Monthly Report 2023**

Month	September-23	Program/Work Unit	Community School Partnership Program			
Division/Director	Pritika Ram	Program Manager	Que'Mesha Banner			
Reporting Period	January 1, 2023 - December 31, 2023					
Program Description						
The Community School Partnership Program provides direct wrap around case management to school families for students who are enrolled within Bakersfield City School District's Community Schools. The program links student families to community-based services addressing food insecurities, housing stability, or other related basic services. The program is modeled after the Four Pillars of a successful Community School designed to mitigate academic and social impacts of emergencies affecting its local communities and improve school responsiveness to student and family needs.						
Additional Requested Services	VITA	DV Assistance	Clothing			
Referral Type/ Total	M.T.S.S Total (1)	F.A.C.E Total (18)	OTHER Total (1)			
Services	Month	YTD	Annual Goal	Month Progress	Annual Progress	
Families referred to Program (SRV 7c)	20	240	920	26%	26%	
Total Families referred internally for Employment Resources (2-1-1)	2	33	153	16%	22%	
Total Families referred internally for Food and Nutrition (2-1-1 or CalFresh)	9	73	153	71%	48%	
Total Families referred internally for Housing (CES)	3	47	153	24%	31%	
Total Families referred internally for Childcare (Head Start)	4	49	153	31%	32%	
Total Families referred internally for Utility Assistance (Energy)	8	95	153	63%	62%	
Total Families referred internally for Weatherization (Energy)	0	18	153	0%	12%	
Families Receiving Case Management Services (SRV 7a)	14	137	460	37%	30%	
Explanation (Over/Under Goal Progress)						
Bakersfield City School District and the Community Schools are in the second month for the 23-24 academic year. The Community School Partnership Program has hired a Case Manager for McKinley Elementary School, but she was unable to occupy the school site after receiving initial training due to becoming ill. All four Case Manager positions have been filled, but only three of the schools were occupied with a Case Manager for the month. Case Managers will continue to accept referrals from the Family and Community Engagement Liaisons and Multi-Tier System of Support team. Case Managers will also continue to utilize alternative methods to promote the program to established and incoming student-families.						
Program Strategic Goals		Progress Towards Goal				
1) Recruitment		On 9/18/23, the new Case Manager attended New Hire Orientation. Case Manager received training and toured the Community Schools for the remainder of the week. She is scheduled to report to her school site on October 2023.				

**Community Action Partnership of Kern
Monthly Report 2023**

2) Case Management	Program Supervisor developed a Case Management Process and Timeline format to improve the Case Management structure. Program Supervisor also developed a new Family Goal Plan for Case Managers to implement S.M.A.R.T Goals with families referred to our program.
Program Highlights	
On 9/18/23, the program onboarded a case manager and all 4 case management positions have been filled.	

Application Status Report
September 2023

Name	Description	Funder	Amount Requested	Amount Awarded	Date (Approved, Denied, Or Abandoned)	Status
Regional Climate Collaboratives	Abandoned - Scope was outside of the programs/division's interests for expansion. The RCC Program is a capacity building grant program for under-resourced communities. RCC funds community-rooted and cross-sectoral partners to deepen their relationships and develop the processes, plans, and projects that will drive and sustain climate action. The goal of the program is to strengthen local coordination, leadership, knowledge, skills, and expertise with a particular focus on increasing access to funding resources for project planning and implementation within under-resourced communities. RCC was designed to serve both emerging and established Collaboratives across the state, so applicants can tailor their proposals based on their size and community context. RCC grant terms are three years.	Strategic Growth Council	\$ 1,750,000.00	\$ -	3-Sep	Abandoned
Union Pacific Foundation Local Grants	This grant will help fund and diversify care packages given to persons experiencing homelessness or are at-risk of homelessness in the East Kern/Mojave area with items such as tents, sleeping bags, and hygiene kits. The purchase of these products will increase inventory and the number of homeless clients served at the East Kern Family Resource Center.	Union Pacific	\$ 25,000.00	\$ 5,000.00	5-Sep	Awarded
Neighborhood Grants	This grant is part of our Neighborhood Grants program, through which one or more Starbucks partners (employees) nominated your organization based on the important work you are leading in our communities. During Starbucks Global Month of Good in April 2023, we received 19,000 nominations from Starbucks partners and alumni across the U.S. and Canada. Thanks to their advocacy, we are proud to recognize and support your organization as one of 1,900 nonprofits selected to receive a Neighborhood Grant (full list attached).	Starbucks Foundation	\$ 1,000.00	\$ 1,000.00	3-Aug	Awarded
2024 Community Health Improvement Grants Program	Funds will expand the FHCC Grow Fit program with Zumba classes, nutrition education, Medical registration assistance, and monthly food boxes for participants.	Dignity Health	\$ 40,973.66	\$ -		Denied
FRC RFP	First 5 Kern is providing an invitation-only Request for Proposals (RFP) opportunity to qualified agencies that facilitate and provide court-ordered parent classes, or crucial community support services, aligning with our core objectives of strengthening families, empowering parents, and ensuring children's school readiness.	First 5 Kern	\$ 10,000.00	\$ -		In-Progress
Target Community Grant	Funds will upgrade SYC's Computer Lab.	Target	\$ 5,000.00	\$ -		LOI-Submitted
VITA Leadership Institute	Grant funds for travel expenses. Funds will be used to participate in the yearly VITA conference.	US Internal Revenue Service (IRS)	\$ 1.00	\$ -		Pending
HUD FY 2023 Coordinated Entry System (CES)	Housing and Urban Development's (HUD) Community Planning and Development Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Renewal or Replacement of Youth Homeless Demonstration Program Grants FR-6700-N-25	Bakersfield Kern Regional Homeless Collaborative	\$ 236,838.00	\$ -		Pending
Fall Request	WACOM welcomes requests for funds from ALL non-profit organizations that extend a helping hand to military and civilian members of the local community.	WACOM Thrift Shop	\$ 1,050.00	\$ -		Pending
Wonderful Community Grant	Free farmers markets in the underserved communities of Shafter, Wasco, and Delano.	Wonderful Community Grants	\$ 150,000.00	\$ -		Pending
Invitation to Day 1 Families Fund Grant	Funds should be used to assist families entering or currently experiencing homelessness â€” unsheltered or sheltered â€” to regain housing	Day 1 Families Fund	\$ 5,000,000.00	\$ -		Pending
Community Resilience Centers	Needs Assessment of Shafter to assess the community benefit and feasibility of converting SYC to a Community Resilience Center	Strategic Growth Council	\$ 988,752.00	\$ -		Pending
Community Based Organization Initiative	Homeless outreach services and resource distribution (harm reduction items) through comprehensive case management	Kern Family Health Care (KFHC)	\$ 520,428.00	\$ -		Pending

Community Action Partnership of Kern
Small Funding Request (\$50,000 or less per year)
September 2023

Funding Type	Private	CAPK Program	Shafter Youth Center
Funding Agency	Target	Project Name	CAPK SYC Computer Lab Upgrade
CFDA	N/A	Target Population	Youth
Request	\$5,000	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Angie Nelson
Description	Funds from Target will provide new classroom desks and chairs to the SYC's Computer Lab.		

Funding Type	Private	CAPK Program	EKFRC
Funding Agency	Careforkids.org	Project Name	School supplies updates
CFDA	\$5,340	Target Population	Youth
Request	N/A	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Anna Saavedra
Description	Funds from Careforkids.org will provide new school supplies to EKFRC's play and learn program		

Funding Type	Private	CAPK Program	EKFRC
Funding Agency	First Five Kern	Project Name	Child needs and supplies
CFDA	N/A	Target Population	Children
Request	\$2,500	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Anna Saavedra
Description	Funds from First 5 Kern would go towards purchasing child needs and supplies such as diapers and formula.		

Funding Type	Private	CAPK Program	Oasis FRC
Funding Agency	First Five Kern	Project Name	Child Needs and supplies
CFDA	N/A	Target Population	Youth
Request	\$2,500	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Eric Le Barbe
Description	Funds from First 5 Kern would go towards purchasing child needs and supplies such as diapers and formula		

**Community Action Partnership of Kern
Small Funding Request (\$50,000 or less per year)
September 2023**

Funding Type	Private	CAPK Program	Oasis FRC
Funding Agency	First Five Kern	Project Name	Court Mandated Parenting Classes
CFDA	N/A	Target Population	Youth
Request	\$10,000	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Eric Le Barbe
Description	Funds from First 5 Kern would go towards supporting free court mandated parenting classes and providing the community with basic needs and supplies such as gas cards/bus passes and clothing.		

Funding Type	Private	CAPK Program	EKFRC
Funding Agency	First Five Kern	Project Name	Court Mandated Parenting Classes
CFDA	N/A	Target Population	Youth
Request	\$10,000	Division Director	Freddy Hernandez
Award Period	1 year	Program Manager	Anna Saavedra
Description	Funds from First 5 Kern would go towards supporting free court mandated parenting classes and providing the community with basic needs and supplies such as gas cards/bus passes and clothing.		

Recommendation	Staff recommends approval to submit the small funding application(s) up to \$50,000 per year and authorize the Chief Executive Officer to execute the contract if awarded, and any subsequent amendments throughout the duration of the contract term.
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Date Presented/Approved

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

DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

Division/Director: Head Start/State Child Development/Yolanda Gonzales	Month/Year: September 2023
Program/Work Unit: Head Start/Early Head Start	Program Manager/Administrator: Carol Hendricks/Robert Espinosa
Services: Head Start and Early Head Start childhood education for low-moderate income children ages 0-5 in center-based, part-day or full-day environments and home-based options.	

Program	Funded Enrollment	Reportable Enrollment	Percentage	Disabilities	Over Income 131%+ up to 10% 101—130% Up to 35%
Head Start	1,242	755	64%	3%	4%
<ul style="list-style-type: none"> 14 Classrooms Fully Closed 	232				4%
Early Head Start	829	599	72%	14%	7%
<ul style="list-style-type: none"> 13 Classrooms Fully Closed/ 1 Classroom Partially Closed 	116				6%

Home Visiting Program	Cumulative Enrollment	Contract Enrollment Target
	250	312

Division Staffing = 701			
Currently Employed	Vacant Positions	Continuous Family Leave	Intermittent Family Leave
590	111	21	45

HIGHLIGHTS: 12 staff were onboarded and had 13 resignations. Three days of interviews were conducted for 7 open direct service requisitions.

Program Update & Compliance
<p>The following events transpired in the month of September 2023:</p> <ul style="list-style-type: none"> A new process being piloted to streamline application process for families seeking Head Start services. Enrollment staff conducted Application Clinics at the Taft Center. Enrollment staff participated in a meet and greet with community members at the new Stockdale Head Start Center. In San Joaquin County, the September food experience activity was “Mexican Pizza” in celebration of Hispanic heritage month. San Joaquin County staff participated in the following recruitment/outreach activities: WIC offices and Breastfeeding Celebrations. Staff participated in multiple staff development training. Multiple staff participated in the National Community Action Partnership Conference in Atlanta, Georgia.


- On September 14, 2023, Bakersfield College center partnered with Kern Public Health to hold a car seat clinic where they assisted families with properly installing their child seats and providing parent education.
- The special purpose audit for the year ending June 30, 2023, is near completion. For the Head Start and State Child Development division, the audit has focused on the California Department of Education and California Department of Social Services component.
- The program has been providing documentation and addressing questions from the auditors.
- The program received notification that we were selected by the California Department of Education for a Contract Monitoring Review during Fiscal Year 2023-24. The review validates and ensures contract compliance and program quality. A notification will be sent when the review dates are scheduled.

Central Kitchen September 2023				
Meals & Snacks	Total # Prepared	Breakfast	Lunch	Snack
Center Totals	50,879	19,570	15,309	16,000

CACFP						
August 2023						
Total Meals Delivered			Meals Allocated		# of Meals Served	% of Meals Served
Central Kitchen	Vendor Meals	Total Meals	CACFP/USDA	HS/EHS		
54,697	9,504	64,201	32,484	41,505	28,487	60%



MEMORANDUM

To: Program Review & Evaluation- PRE Committee
From: Sylvia Ortega 
Date: October 11, 2023
Subject: *Agenda Item 5d:* 2022-2023 Head Start and Early Head Self-Assessment– **Action Item**

The Head Start/State Child Development program conducts an annual self-assessment to involve the agency in a review of its program's operations, goals, and objectives. Self-assessment is a process used to measure a program's effectiveness in meeting program goals and objectives. It also gives programs a chance to identify and make necessary course corrections early on before they become findings as part of a federal review. The agency must self-assess the implementation systems and services of program governance and management systems, fiscal integrity, Enrollment Recruitment Selection Eligibility and Attendance (ERSEA), environmental health and safety, Classroom Assessment Scoring System (CLASS), Early Childhood Environment Rating Scale (ECERS), comprehensive services and school readiness.

The Head Start and Early Head Start programs self-assessment resulted in two program findings in the areas of:

- Wage Comparability Study- The Head Start and Early Head Start programs are in the process of conducting an internal wage compensation comparability study.
- Full Enrollment- The program is actively working on its full enrollment initiative.

Plans of Action to address the two areas have been completed. Self-Assessment results are used to update applicable policies and procedures, and to develop improved strategies for the Grant Application for the subsequent year.

Recommendation

Staff recommends the PRE-Committee approve the 2022-2023 Head Start and Early Head Start Self-Assessment Report.

Attachment:

Summary of 2022-2023 Self-Assessment Process
2022-2023 Self-Assessment Report

Community Action Partnership of Kern Head Start and Early Head Start Summary of 2022-2023 Self-Assessment process

The Head Start/State Child Development self-assessment was completed from March 2023-April 2023. The process included an in-depth look of current program practices, operations, and management systems. A review of the self-assessment planning process was completed with key management staff. Staff received training and an overview of the monitoring checklists in preparation of completing the program self-assessment.

Self-assessment teams were comprised of key Head Start and Early Head Start staff. Multiple methods were used to gather information. Staff reviewed monitoring data from state reviews, folder reviews, care and supervision checklists, site visits, and observations. Teams reviewed requirements of the program, including comprehensive services and fiscal oversight.

The program self-assessment resulted in three program findings in the areas of:

- Wage and Comparability Study- The Head Start and Early Head Start programs are in the process of completing an internal wage compensation comparability study for the program.
- Full Enrollment- The program is actively working on its full enrollment initiative.

Through the self-assessment process and interviews with Head Start and Early Head Start Child Development staff, it has been determined that the program provides quality care and has consistent systems across program options. Head Start and Early Head Start funds have been used to improve and support the program and implement a process of continuous program improvement. These improvements include:

- Additional materials and supplies
- Maintenance Repair and Maintenance
- Training and Professional Development

Areas of Strengths:

- Child outcomes, readiness for kindergarten
- Engaging environments that encourage focused play, critical thinking, autonomy, and peer collaboration.
- Coaching and support is available to all teachers.

Self-Assessment results are used to update applicable policies and procedures, and to develop improved strategies for the grant application. The Director of Head Start/State Child Development will conduct meetings with key staff to ensure completion of the plans of action, including supporting documentation.

Community Action Partnership of Kern Head Start/ State Child Development 2022-2023 Self-Assessment Report

Compliance Item: Wage Comparability Study

Compliance Items	Potential Areas of Non-Compliance	Person Responsible	Timelines	Corrective Action	Documentation	Expected Outcomes
<p>Head Start Act Sec. 640(a)(5)(A) Allotment of Funds (i) ensure that compensation is adequate to attract and retain qualified staff for the programs involved to enhance program quality.</p> <p>Head Start Act Sec. 653(a) Comparability of Wages: Head Start agencies to provide compensation according to salary scales that are based on training and experience.</p> <p>Fair Labor Standards Act (FLSA)</p>	<p>The program finalized the SEIU bargaining unit positions Compensation Schedule May 2022.</p> <p>The agency finalized the last program wide Compensation Administrative Guide on April 22, 2015.</p>	<p>Director of Head Start/ State Child Development</p> <p>Human Resources Director</p>	<p>March 1, 2023, and ongoing</p>	<p>Conduct an internal wage compensation comparability study for the program (pending review and approval).</p> <p>Obtain Board approval to finalize the Wage Comparability Study and modify CAPK compensation schedule.</p>	<p>Approved Compensation Schedule</p>	<p>Comparability of wages will ensure that compensation is adequate to attract and retain qualified staff for the programs involved to enhance program quality.</p>

Community Action Partnership of Kern

Head Start/ State Child Development

2022-2023 Self-Assessment Report

Compliance Item: Funded Enrollment Level

Compliance Items	Potential Areas of Non-Compliance	Person Responsible	Timelines	Corrective Action	Documentation	Expected Outcomes
<p>Head Start Program Performance Standards 1302.15 Enrollment (a) Funded Enrollment: A program must maintain its funded enrollment level and fill any vacancy as soon as possible. A program must fill any vacancy within 30 days.</p> <p>Head Start Act 642(g): Requires Head Start programs to enroll 100 percent of its funded enrollment and maintain an active waiting list at all times with ongoing outreach to the community and activities to identify underserved populations.</p> <p>ACF-PI-HS-18-04: Program Instruction- Full Enrollment Initiative.</p>	<p>The Office of Head Start has the authority to designate an agency as chronically under enrolled and reduce the base grant for programs that are not fully enrolled.</p>	<p>Program Design and Management Administrator</p> <p>Enrollment and Attendance Manager</p>	<p>March 1, 2023 and ongoing</p>	<p>Hire and retain fully qualified staff in order to reopen classrooms.</p>	<p>Full Enrollment Reporting</p>	<p>Full Enrollment and active waiting list.</p>