

**Nevada County
Adult & Family Services
Commission/Health & Human Services
Agency**

**2024/2025
Community Needs Assessment and
Community Action Plan**

**California Department of Community Services
and Development**

Community Services Block Grant

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Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the “What’s New for 2024/2025?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they should not exceed 65 pages, excluding the appendices.

Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a CAP is a condition to receive funding. Section 12747(a) of the California Government Code requires the CAP to assess poverty-related needs, available resources, feasible goals, and strategies that yield program priorities consistent with standards of effectiveness established for the program. Although CSD may prescribe statewide priorities or strategies that shall be considered and addressed at the local level, each agency is authorized to set its own program priorities in conformance to its determination of local needs. The CAP supported by the CNA is a two-year plan that shows how agencies will deliver CSBG services. CSBG funds are by their nature designed to be flexible. They shall be used to support activities that increase the capacity of low-income families and individuals to become self-sufficient.

Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and certify that they are complying.

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances and the agency certification for them are found in the State Assurances section of this template.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138](#) dated January 26, 2015, CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that are met through the completion of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New for 2024/2025?

Community Action Plan Workgroup (CAPWG). In summer 2022, CSD organized a workgroup to inform the development of the 2024/2025 CNA and CAP. Workgroup members were selected from the CSBG Service Provider network and the ROMA Coalition. The feedback CSD received from the workgroup has informed not only the 2024/2025 template but also the accompanying CAP training scheduled for mid-December 2022.

Public Hearings – Additional Guidance. The public hearing requirement has been modified. Two years ago, we were in an active pandemic due to the COVID-19 virus. The public health guidelines throughout the state advised communities against large gatherings. CSD advised agencies to follow public health protocols and hold public meetings virtually if an in-person meeting was not an option. For the public hearing on the 2024/2025 draft CAP, CSD requests that agencies conduct in-person, virtual, or hybrid public hearings. While transmission rates of COVID-19 remain high in many communities, agencies are requested to follow their local public health guidelines when deciding in which format to conduct the public hearing. For more information, please see the Public Hearing section of this template.

CNA Helpful Resources. The Helpful Resources section in Part I: Community Needs Assessment contains additional data sets and resources. On recommendation of the CAPWG, CSD has added data sets from the Massachusetts Institute of Technology, the University of Wisconsin, and a point-in-time data set from the U.S. Department of Housing and Urban Development. We have also added links to the Local Agencies Portal where you can find examples of completed Community Needs Assessments and project timelines from the CSBG Service Providers network.

Part II: Community Action Plan. The number of questions in the Tripartite Board of Directors, Service Delivery System, Linkages and Funding Coordination, and Monitoring sections has changed. Questions were removed because it was determined that agencies meet these reporting requirements through other CSBG work products such as monitoring and Organizational Standards. In the Service Delivery System and Linkages and Funding Coordination sections, new questions were added. These questions will be covered during the template training webinar.

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without adaptations. This option was an effort to reduce administrative burden on agencies during the COVID-19 pandemic. While

CSD has retained some of the flexibilities developed in the previous template, the option for agencies to reference responses in their prior CAP has been discontinued.

Response and Community Awareness. This section replaces the “Additional Information” section in the previous template. For 2024/2025 CSD has included questions pertaining to Diversity, Equity, and Inclusion (DEI). The questions about disaster preparedness have been retained from the previous template. While none of this information is directly mandated by statute, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

ROMA Certification Requirement. Under section 676(b)(12) of the CSBG Act, CSD and all CSBG agencies are required to assure that we will participate in a Results Oriented Management and Accountability System “not later than fiscal year 2001.” CSD and the CSBG Service Providers have fulfilled this requirement through various approaches. With respect to the ROMA certification of the network CAPs (Organizational Standard 4.3), CSD has allowed agencies to submit their CAP without the signature of a ROMA trainer or implementer if the agency did not have a ROMA trainer or implementer on staff. CSD staff who had the requisite training would certify those CAPs on behalf of the agencies. This process will still be in place for the 2024/2025 template. However, for the 2026/2027 template, CSD will require that CSBG Service Providers provide their own ROMA certification either by staff who have the required ROMA training or in partnership with another agency or organization. CSBG Service Providers should begin formulating a plan to fulfill this requirement.

Checklist

- Cover Page and Certification
- Public Hearing(s)

Part I: Community Needs Assessment

- Narrative
- Results

Part II: Community Action Plan

- Vision Statement
- Mission Statement
- Tripartite Board of Directors
- Service Delivery System
- Linkages and Funding Coordination
- Monitoring
- Data Analysis, Evaluation, and ROMA Application
- Response and Community Awareness
- Federal CSBG Programmatic Assurances and Certification
- State Assurances and Certification
- Organizational Standards
- Appendices

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2024/2025 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	Nevada County Adult & Family Services Commission/Health & Human Services Agency
Name of CAP Contact	Rob Choate
Title	Administrative Services Associate
Phone	530-265-1645
Email	Rob.choate@co.nevada.ca.us

CNA Completed MM/DD/YYYY:
(Organizational Standard 3.1)

April 11, 2023

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic, and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2024/2025 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Dena Malakian		June 13, 2023
Board Chair (printed name)	Board Chair (signature)	Date
Mike Dent		June 13, 2023
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan documents the continuous use of the Results Oriented Management and Accountability (ROMA) system (assessment, planning, implementation, achievement of results, and evaluation).

Not Applicable		
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

Dates CAP (Parts I & II)		Accepted By
Received	Accepted	

Public Hearing(s)

California Government Code Section 12747(b)-(d)

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. All testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP. Agencies shall indicate whether or not the concerns expressed by low-income individuals and families have been addressed. If an agency determines that any of the concerns have not been addressed in the CAP, the agency shall include in its response document, information about the concerns and comment as to their validity.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing and comment period must be published at least 15 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice must include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 15 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP must be made available for public review and inspection at least 30 days prior to the public hearing. The draft CAP can be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing as Appendix A to the final CAP.

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) will be held in the designated CSBG service area(s).
3. Low-income testimony presented at the hearing or received during the comment period must be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her verbatim testimony, an indication of whether or not the need was addressed in the draft CAP, and the agency's response to the testimony if the concern was not addressed in the draft CAP.

Additional Guidance

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. Therefore, for the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	Tuesday, June 13, 2023
Location(s) of Public Hearing(s)	Nevada County Board of Supervisors, Rood Center, 950 Maidu Ave., Nevada City, CA
Dates of the Comment Period(s)	May 12, 2023-June 13, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	The Union Newspaper & the Sierra Sun Newspaper
Date the Notice(s) of Public Hearing(s) was published	The Union 05/25/2023 The Sierra Sun 05/26/2023
Number of Attendees at the Public Hearing(s) (Approximately)	XX

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

In 2011, NASCSP published a [Community Action to Comprehensive Community Needs Assessment Tool](#) that supports planning and implementing a comprehensive CNA. The tool lays out design choices, planning steps, implementation practices, analysis, and presentation options.

The National Community Action Partnership has an [Assessment Tool](#) designed specifically for the community needs assessment process. Here you can select from a variety of county-specific data sets.

Examples of Community Needs Assessments and project timelines from agencies within the California CSBG Providers network can be found on the [Local Agencies Portal](#) under the CSBG – Resources tab. If you do not have an account or have not received CSD login credentials, please email CSD at ExternalAccess@csd.ca.gov.

To provide a comprehensive “picture” of the community needs in your service area(s), agencies will collect and analyze both quantitative and qualitative data. Links to several national and state quantitative data sets are given below. Local and agency data also provide information about the needs of the community.

Sample Data Sets			
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report	
HUD Exchange PIT and HIC Data Since 2007		National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS
Massachusetts Institute of Technology Living Wage Calculator		University of Wisconsin Robert Wood Johnson Foundation County Health Rankings	
California Department of Education School Data via DataQuest	California Employment Development Department UI Data by County		California Department of Public Health Various Data Sets
California Department of Finance Demographics	California Attorney General Open Justice	California Governor’s Office Covid-19 Data	California Health and Human Services Data Portal
CSD Census Tableau Data by County			Population Reference Bureau KidsData

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)

Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

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

Data was collected through three primary methods: community surveying, national database research, and review of other public and private community products.

Community Surveying

Community surveys conducted both in print and through the online tool, Survey Monkey, were the most significant component of the CNA data collection process. Surveys allowed the Community Action Agency (CAA) to directly gather wide-ranging input from community members, partners, providers, service organizations and low-income households. The survey identified and included analysis of key community indicators related to poverty. Data was quantitative in aggregate, but the individual responses to the survey served as a source of qualitative data. In order to reach a broad range of community members with its survey outreach, the CAA included emailing a link to the online survey, emailing the survey out to targeted stakeholder groups, and sharing the availability of the survey with staff and partner's professional networks. The CNS community survey itself was relatively broad which allowed for general input across all service domains.

National Database Research

National database research centered on collecting pertinent quantitative data from a variety of public sources, including the US Census Bureau, the U.S. Bureau of Labor Statistics, the California Department of Public Health and the California Employment Development Department. The data established a broad statistical base for the CNA to augment the survey responses from the low-income community and to gather specific data from reliable sources regarding poverty and its prevalence related to gender, age, and race/ethnicity within Nevada County.

Community Products

Many data points were collected from public and private documents and needs assessments from targeted stakeholders. These community products measure the collective impact of programs, services and interventions by public providers and community partners in order to assess and improve health outcomes and quality of life of Nevada County residents.

2. Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.

The Adult & Family Services Commission is a public community action agency housed within the Nevada County Health and Human Services Agency (HHSA). The CAA is funded to serve the entirety of Nevada County, which includes 974 square miles of geography. Programs are leveraged to provide a range of services to assist low-income individuals and families in attaining the skills,

encouragement and knowledge necessary to achieve a level of self-sufficiency within their local communities.

3. Indicate from which sources your agency collected and analyzed quantitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services
- National Low-Income Housing Coalition
- National Center for Education Statistics
- Academic data resources
- Other online data resources
- Other

Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market
- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

California State Data Sets

- Employment Development Department
- Department of Education
- Department of Public Health
- Attorney General
- Department of Finance
- State Covid-19 Data
- Other

Surveys

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

Agency Data Sets

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other

4. If you selected "Other" in any of the data sets in Question 4, list the additional sources.

N/A

5. Indicate the approaches your agency took to gather qualitative data for the CNA. (Check all that apply.) (Organizational Standard 3.3)

Surveys

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

Interviews

- Local leaders
- Elected officials
- Partner organizations' leadership
- Board members
- New and potential partners
- Clients

Focus Groups

- Local leaders
- Elected officials
- Partner organizations' leadership
- Board members
- New and potential partners
- Clients
- Staff

 Community Forums **Asset Mapping** **Other**

6. If you selected “Other” in Question 6, please list the additional approaches your agency took to gather qualitative data.

N/A

7. Describe your agency’s analysis of the quantitative and qualitative data collected from low-income individuals and families. (Organizational Standards 1.1, 1.2, 3.3)

The Nevada County Adult and Family Services Commission collected and analyzed information from low-income individuals via two methods. First, the consultant collected and completed a preliminary analysis of data and presented it to the Commission for their consideration and input. Information gathered from low-income individuals/households included all of the AFSC generated data (participant needs assessment survey, CSBG Annual Report client characteristics and client satisfaction input).

The analysis process included:

A. Identification and analysis of key community indicators important to the description of Nevada county factors related to poverty

B. Outreach to low-income residents, program participants and key stakeholders across the county to provide direct input regarding the needs and priorities of low-income communities via a community survey.

C. Analysis of qualitative and quantitative data collected through the needs assessment process and approved by the Commission, as well as from the CSBG annual report and client input.

8. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency’s service area(s). Your agency must demonstrate that each sector was included in the needs assessment; A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9), Organizational Standard 2.2)

A. Community-based organizations

The Nevada County Adult & Family Services Commission partners with community-based organizations to provide essential services to residents. These partner organizations collect client satisfaction, demographic and outcomes data and submit that to the Commission on a quarterly basis as a component of receiving CSBG funding through a contract requirement. Representatives of these community-based organizations also participated in the community survey.

B. Faith-based organizations

Faith-based organizations are also key stakeholders in the work carried out and information gathered on a regular basis as a contracted partner. The Commission has had contracts with faith-based entities such as Interfaith Food Ministries who provide regular feedback and information regarding services and resources, gaps in services and community needs. Outreach to and inclusion of various faith-based entities was part of the needs assessment process

C. Private sector (local utility companies, charitable organizations, local food banks)

The Adult & Family Services Commission works and partners with a variety of private sector organizations as both contracted service providers and county partners. Representatives from these organizations were included in the community survey. Additionally, representatives from the Private Sector make up one-third of the Community Action Board and each of those representatives participated in the community survey. Outreach to the private sector representatives was included in the needs assessment process via multiple list serves and stakeholder groups.

D. Public sector (social services departments, state agencies)

The Adult & Family Services Commission is part of the County's Health and Human Services Agency, and collectively they provide a shared framework for coordination, collaboration and identification of programs, services and the measurement of outcomes identified in this plan, as well as in daily service provisions and operations. Data and information through local public agencies such as the Nevada County Continuum of Care and the Nevada County Department of Public Health, and through national trusted organizations such as the National Alliance to End Homelessness and the National Center for Children in Poverty, was used to validate and support the information included in the needs assessment process and the final CAP.

E. Educational institutions (local school districts, colleges)

Educational institutions were targeted to promote the community survey. Educational institutions are also key stakeholders in the work carried out and the information gathered on a regular basis; this information was utilized while designing the community needs assessment process. Local school district data relevant to food insecurity was included in the CNA.

9. "Causes of poverty" are the negative factors that create or foster barriers to self-sufficiency and/or reduce access to resources in communities in which low-income individuals live. After review and analysis of the data, describe the causes of poverty in your agency's service area(s). (Organizational Standard 3.4)

The most common factor that creates a barrier to self-sufficiency is the difficulty in accessing basic needs and services as a result of a lack of income, resources or transportation. Analysis of quantitative community indicator data and qualitative input by stakeholders through the CNA process, identified several factors that drive poverty, including:

- Lack of living wage job opportunities in the county
- Lack of education/skills to attain a living wage job
- Soaring prices of housing/lack of adequate affordable housing (rent burden)
- Lack of adequate transportation/transportation costs

Those at the bottom of the economic ladder have been the hardest hit by the change in our economy and the soaring prices as a result of the pandemic. This hardship has been most felt by part-time workers, people making minimum wage and seniors or households on a fixed income. Several causes of poverty were made more prevalent by the pandemic, including:

- Drug and alcohol problems
- Lack of affordable healthcare providers (especially those who accept Medi-Cal)
- Difficulty paying for basic needs such as food, safe housing, electricity, fuel
- Financial instability

10. “Conditions of poverty” are the negative environmental, safety, health and/or economic conditions that may reduce investment or growth in communities where low-income individuals live. After review and analysis of the data, describe the conditions of poverty in your agency’s service area(s). (Organizational Standard 3.4)

Poverty is a socioeconomic condition that is a result of multiple factors, not just income. Conditions of poverty across Nevada County from an individual/household level to community level and are often inter-related. Across the county's economically challenged communities, both qualitative input and quantitative data identifies the following key factors that impact poverty:

Individual factors related to health and education present the most significant impact on one's ability to move out of poverty. Physical and mental health disabilities present barriers to participation in the local economy, and the lack of access to affordable healthcare exacerbates the problem. The lack of access to healthy, affordable food impacts the health of low-income residents, often resulting in complications like diabetes. The widespread increase in homelessness has elevated the need for more affordable housing, behavioral health services and substance use treatment programs. Low-income residents, many senior citizens, expressed concerns about the lack of affordable transportation. Concerns included that the bus was too expensive to ride, or the route wasn't conducive to their health situation or the costs to maintain their own personal vehicle were above their means (repairs, maintenance and insurance). Each of these conditions has worsened for low income households as a result of the pandemic; job insecurity/loss of income/job loss has impacted a person's ability to meet their basic needs such as housing, food, transportation and healthcare.

Environmental factors such as low housing vacancy rates, lack of access to affordable housing and limited transportation access between affordable housing and higher paying jobs increases the income disparity issues, with low-income households living in communities with limited job/career opportunities. For low-income households, the high cost of living (lower in Nevada County than across the state), means that a family of four with two infants needs to make \$121,723 annually or \$29.26 per hour for both adults working at full time to meet the self-sufficiency standard. This is an unrealistic expectation for low-income households. For a family of 4, a 3-bedroom rental unit will cost approximately \$1,970 per month, equating to a housing burden of 35.5% for two adults making minimum wage and working full-time.

Low-income households are disproportionately struggling for their social and economic rights to be met as result of the pandemic. A sizable percentage of jobs lost as a result of the pandemic were in industries that pay below average wages. Many households are behind on rent/mortgage and are facing eviction, can't find a job for which they are trained/skilled, are struggling to put food on the table and are experiencing depression and other health related issues as a result. Personal debt is on the rise as a result of households using credit cards to meet their routine household expenses.

We recognize that during the pandemic that many individuals that were employed were forced to quit their employment in order to take care of a loved one, and in many instances, that loved one was a parent that could not take care of themselves or there was a fear of an outside caregiver spreading the virus. It is well known that many family caregivers quit work and chose not to return to work or could not return to work in order to continue to care for a family

member. These factors greatly impacted the work force and the ability for some low-income households to increase their household income to remediate the impacts of poverty.

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

The low-income service delivery system offers programs that target individual, family and community needs associated with the conditions of poverty. All services are delivered by contracted providers who are monitored in accordance with Nevada County policies and procedures and as articulated in the professional services agreement. For individual's and families, services assist in removing barriers to self-sufficiency and focus on increasing household income. Each person/household served by the service delivery system is provided with a customer satisfaction survey where they can evaluate the services provided to them, as well as provide any suggestions for improvement. These results are recorded on a spreadsheet and shared quarterly with the Commission as it relates to performance or gaps in services.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

Complete the table below. Insert row(s) if additional space is needed.

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
1. Accessing Mental/Behavioral Health Services	Family	Y	Y	Y
2. Affordable Housing and Homeless Services	Community & Family	Y	Y	Y
3. Utility Assistance	Family	Y	Y	N
4. Increasing Income	Family	Y	Y	Y
5. Accessing Health Insurance	Community & Family	Y	Y	Y

Needs Identified: List the needs identified in your most recent CNA.

Level: List the need level, i.e., community or family. Community Level: Does the issue impact the community, not just clients or potential clients of the agency? For example, a community level employment need is: There is a lack of good paying jobs in our community. Family Level: Does the need concern individuals/families who have identified things in their own life that are lacking? An example of a family level employment need would be Individuals do not have good paying jobs.

Essential to Agency Mission: Indicate if the identified need aligns with your agency's mission.

Currently Addressing: Indicate if your agency is already addressing the identified need.

Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.

Table 2: Priority Ranking Table

List all needs identified as an agency priority in Table 1. Insert row(s) if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Accessing Mental/Behavioral Health Services	<ul style="list-style-type: none"> ➤ Peer Counseling through the New Directions Program at the BH Department ➤ Peer Counseling & Support through the SPIRIT Empowerment Center ➤ Recovery Services through Recovery International ➤ Medication Services, psychiatric services and mental health services through the BH Department 	<p>FNPI 5c, 5z,</p> <p>SRV 5m 5s, 5t, 5u, 5v, 5w, 7a, 7b, 7c</p>	<p>Individuals and families who are mentally and physically healthy are more prepared to lead self-sufficient lives</p>
2. Affordable Housing and Homeless Services	<p>The Housing & Community Services Division of the HHS, and its partners, administer the following programs to support income eligible households who are at-risk of homelessness or are homeless:</p> <ul style="list-style-type: none"> ➤ Tenant based rental assistance ➤ Project based rental assistance vouchers ➤ Space rental assistance ➤ Utility assistance ➤ HUD VASH vouchers for veterans ➤ Down payment assistance, when available ➤ Housing rehabilitation services, when available ➤ Temporary emergency shelter ➤ Case management, housing navigation, outreach and engagement, peer support, SUD services and BH services ➤ Landlord liaison and recruitment services ➤ Development of 76 affordable housing units ➤ Development of 16 transitional housing beds ➤ Capital development of additional affordable housing units <p>These programs cover multiple services domains including services that address individual and family stabilization supports to help avoid</p>	<p>FNPI 4a, 4b, 4c, 4d, 4g, 5f, 5g, 7a</p> <p>CNPI 4z</p> <p>SRV 4c, 4d, 4i, 4q, 7a, 7b, 7c, 7j</p>	<p>Individuals and families need safe and affordable housing in order to work, improve potential for self-sufficiency and improve health outcomes</p>

	escalation of crisis.		
3. Utility Assistance	Utility and weatherization services provided by Project GO, a partner agency	FNPI 4h, 4z, SRV 4i, 4j, 4k	Utility assistance helps low-income persons remain safely in their homes while avoiding homelessness and being at-risk.
4. Increasing Income	The HHSA Employment Services Program provides services that assist families receiving CalWORKs cash assistance in becoming self-sufficient. Services include: <ul style="list-style-type: none"> ➤ Paid on the job training ➤ Paid positions in private industry ➤ Unpaid internships ➤ Job search workshops ➤ Child Care ➤ Counseling ➤ SUD and BH services ➤ Housing assistance 	FNP 1b, 1b, 1d, 1l, 1o, 3a-3h CFNPI-3z SRV 4b, 7a, 7b, 7c	Individuals and households need to increase their monthly income in order to meet basic needs, housing burden and healthcare needs
5. Accessing Health Insurance	The HHSA Department provides healthcare coverage through programs like Medi-Cal and the County Medical Services Program; the department also determines eligibility for the Medicare program	FNPI 5z SRV 3h,5j,	Individuals and families need to take care of their physical and mental health in order to remain safely in their homes and to be able to work/earn an income

Agency Priorities: Rank your agency's planned programs, services, and activities to address the needs identified in Table 1 as agency priorities.

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

Indicator/Service Category: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported in CSBG Annual Report.

Why is this need a priority: Provide a brief explanation about why this need has been identified as a priority. Connect the need with the data. (CSBG Act Section 676(b)(3)(A))

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

California Government Code Sections 12745(e), 12747(a)

California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.

We envision communities where residents have access to quality education, affordable housing, healthcare, transportation, healthy food and a living wage. We will accomplish this:

- Through partnerships, people with low-income find resources, support, relationships, and opportunities that aid them in overcoming economic, social and cultural barriers to establishing and maintaining self-sufficient lives.
- Remaining committed to empowering those seeking assistance to achieve and sustain self-sufficiency
- Ensuring organizational excellence and continued improvement in working with employees, the community, and our partners

2. Provide your agency's Mission Statement.

To engage and empower our community to eliminate poverty, to create equity and prosperity, and to assist people in achieving self-sufficiency through direct services, advocacy, and community partnership.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b); 676(b)(10)

California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10))

The Nevada County Adult & Family Services Commission is a tripartite advisory board in compliance with the CSBG Act, federal statutes and the California Government code governing community action agencies. The three sectors of membership include:

- The economically disadvantaged/low-income sector.
- Officials of business, industry, labor, religious, human service, or education groups
- Elected public officials

The Low-Income sector shall be comprised of four members.

A. The Commission shall consider applications from all individuals desiring to represent the Low-Income sector that County staff has verified qualify as low-income persons or low-income agency representatives. It shall be the responsibility of the Commission as a whole to select the Low-Income sector candidates.

B. Individuals interested in serving as representatives of the low-income sector on the Commission shall submit an application. Commission vacancies are publicly posted so that interested individuals have adequate time to file an application. All applicants shall be elected by the Commission members in accordance with democratic procedures outline in regulations promulgated by the Community Service Block Grant (CSBG) Act 42 U.S.C §9910 and ratified by the Board of Supervisors.

Vacancies with the Commission are posted through the County of Nevada's Health & Human Services Agency, as well as through the Commission's website. Commission members and staff recruit when vacancies occur, including through venues in low-income communities or through providers that serve low-income households. Individuals seeking to represent the low-income sector are considered for inclusion in the Commission if there are no conflicts of interest and the Board approves.

Service Delivery System

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

State Plan 14.3

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3)

The Adult and Family Services delivery system offers programs that target individual, family and community needs associated with the conditions of poverty. The majority of services are provided directly to program participants by county staff, the remainder of targeted strategic initiatives are delivered via subcontractors who are monitored in accordance with County contracting policies and procedures. CSBG services cover the entire county.

At the family and individual level, services help remove barriers to self-sufficiency as directed by the program participant. Service history has demonstrated that individuals and families accessing CSBG Services tend to fall into three different categories: In-Crisis, At-Risk and Ongoing. Participants may access services at any level.

At each category, mainstream providers or partners can provide multiple services to CSBG participants in a holistic approach which includes case management, linkages and referrals.

All programs require an intake and eligibility process that identifies an individual or family's strengths, needs and vulnerabilities, as well as links them to opportunities for support. During the intake process, subcontractors interview potential participants and have them complete an intake packet which includes eligibility questions and/or screening questionnaires or assessments that gather income and residency information. The provider will use this information to make an eligibility determination to ensure that they meet the FPL limits based on household size. If an applicant is determined potentially eligible for a program, documents are requested to validate eligibility. Services are provided once eligibility is confirmed.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I, Question 1 informs your service delivery and strategies in your service area?

All CSBG programs are designed with a specific target population, specific service and often a geographical service area in mind. The target population and geographical services areas are determined by community needs assessment data, poverty data, and funding requirements among other factors. Some of the CSBG programs also target underrepresented communities including, but not limited to seniors, veterans and families. However, none of the current CSBG programs are targeted towards a specific gender, race, or ethnicity only.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

HHSA is an integrated health and social services agency which implements and coordinates various revenue streams across different departments and divisions to ensure maximum service levels. The Commission continually looks for opportunities to leverage resources across the enterprise of collaborative partnerships across the county, whether private or public. The Commission is committed to coordinating and collaborating on service provided by both internal and external partners to maximize all available resources to lift-up, empower and support low-income individuals, families, and communities.

Many of the capital development projects that the HHSA is engaged in, and for which CSBG funds are leveraged, will utilize service providers from the county to provide case management, supportive services, transportation, food bank, and other services to meet the needs of low-income residents. This coordination of both services and funding will provide the best outcomes for those that are enrolled in the programs and could not be done without the specific intent of braiding funds and partnering.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

The Adult & Family Services Commission does not provide direct services, but rather contracts with local providers to administer CSBG programs and services. Contracts are executed in accordance with the Nevada County procurement policy. The Commission typically has 2 subcontractor contracts per year determined through the RFP process.

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), State Plan 9.3a, California Government Code 12760)

The Nevada County HHSA has multiple mainstream programs at several offices throughout the county, as well as the offices of the subcontractors who provide an array of CSBG targeted services targeted to low-income individuals and households within the county. The Commission works together with the community-based subcontractors to streamline targeted services while avoiding

duplication of funds, benefits and services to best leverage resources and coordinate available services to the low-income community. Every applicant that is served with CSBG funded services or mainstream services must complete an intake packet so that income eligibility can be determined for the program that they are applying for. Each subcontractor uses their own internal database to track client records to avoid duplication of services.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (California Government Code Section 12747)

CSBG funds are leveraged and coordinated with both public mainstream resources and private, community-based resources to increase programmatic and organizational capacity. The Commission, in partnership with HHS staff, identifies opportunities for additional funding to create new or enhanced programs that serve the needs of low-income individuals, families and communities. CSBG funds are utilized to cover the cost of an HHS staff person to develop grant applications to fund targeted initiatives and special projects to increase our ability to the needs of low-income households. The Commission identifies the needs of the communities of Nevada County and then strategically identifies the best source of revenue to address the identified need.

The Commission is committed to sustaining programs and services that support a household in increasing their income. CSBG staff actively participates in local service networks, identifying both public and private partnerships with shared goals so that efforts support coordination and collaboration, ensure non duplication of services and improves the community's outcomes. The Commission also looks for opportunities to build the capacity of our service provider network to meet the service needs of the low-income communities.

5. Describe your agency's contingency plan for potential funding reductions. (California Government Code Section 12747)

In the event that Federal funding becomes insufficient or significantly reduced to support services at contracted levels, subcontracted amounts will be reduced among all subcontractors. During the procurement process, service providers will be required to provide a written plan for continuance of services at a decreased funding level. Nevada County contract verbiage includes stipulations for county agreements to modified or amendment to reflect reduced public funding.

With respect to CSBG leveraged staff, HHS is the lead entity and allows workloads and costs to be disbursed across multiple funding sources, so staffing reductions should not occur if there were CSBG funding reductions.

6. Describe how your agency documents the number of volunteers and hours mobilized to support your activities. (Organizational Standard 2.4)

The Adult & Family Services Commission conducts monthly, publicly held Commission meetings where programmatic reports and activities are discussed by staff and providers. The number of volunteers and the number of hours logged in support of programmatic activities is shared and communicated during these meetings. Annual tallies are included in the annual report.

Occasionally, Commission members travel to conferences, conventions or trainings as a CSBG representative from Nevada County on behalf of the low-income community.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

Organizations that primarily serve low-income youth are represented among the Commission members and through public and private services, such as: Nevada County Office of Education, Friday Night Live, Nevada County Teen, Homeless Children and Youth Services, Victor Services, Health and Human Services and Bright Futures for Youth. The Commission will continue to seek out other grant funded opportunities to support these programs.

8. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

The HHSA, in collaboration with other County departments, conducts multiple outreach distribution events for food, school supplies, footwear, books, and other items of need for children and youth throughout the County. Some of the CBOs that provide CSBG services throughout the County have community-based youth development programs such as the establishment of youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, and after-school childcare.

The Community Education and Prevention Program through Sierra Community House provides violence prevention education to youth and young adults in the Truckee area. This program holds Youth Empowerment Groups at area schools to support young people and help them connect, learn, and grow. These groups are intended to provide a safe space for students to discuss relevant topics in their lives.

9. Describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

The Commission and HHSA have an active partnership with the local Workforce Invest Board under the Workforce Innovation and Opportunity Act (WIOA) to ensure coordination of employment and training activities that are effectively delivered throughout the county. This program provides innovative youth employment services to socially and economically disadvantage youth between the ages of 16-24, as well includes local One Stop employment services.

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

Emergency food and nutrition services are available as stabilization supports to households and individuals in Nevada County through the Gold Country Community Services and Interfaith Food Ministries; the Commission has subrecipient agreements with both providers.

HHSA partners and coordinates the provision of emergency services to counteract conditions of starvation and malnutrition among low-income families and individuals throughout the County. HHSA, through its CalWORKs, General Relief, Medi-Cal and CalFresh programs provides emergency food, medical supplies and cash assistance to low-income individuals.

11. Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under Title XXVI, relating to low-income home energy assistance (LIHEAP) that are conducted in the community. (CSBG Act Section 676(b)(6))

Use of CSBG funds for weatherization and LIHEAP are not offered by the Nevada County CAA, since another agency, Project GO, within the region has been identified by the state as having that responsibility for Nevada County. Project GO assists tenants with emergency rental assistance, provides utility assistance for vital crisis intervention and provides emergency utility payments through the LIHEAP program for families who are unable to pay their bill regularly as a result of unemployment or increased cost of living.

12. Describe how your agency coordinates services with your local LIHEAP service provider?

See the answer to #11 above.

13. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

HHSA has positive working relationships with the Nevada County Probation Department, local law enforcement agencies courts, offices of education, school districts and other organizations that promote family well-being and support community coordination and collaboration. HHSA conducts various outreach efforts to partner entities to leverage funding and promote numerous services to help individuals with temporary shelter, food and employment seeking services.

HHSA offers strengthening families services that encourage effective parenting. The Family Resource Centers offer multiple services to families, many of which are located on school

campuses intended to meet the needs of all families in the county. Core services for the FRC includes parenting classes, lending library with parenting and employment resources, child development information and parenting support, playgroups, student tutoring, food pantry, and information and referrals for children and parents.

14. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

The Commission has established linkages and connections with other community-based providers and social services program providers and across other county departments, for the provision of information, referrals, case management and consultations. The Commission supports innovative and neighborhood-based strength-based initiatives that focus on collaboration with partner CBOs who are able to measure outcomes that correlate to the national performance indicators and improving the potential for self-sufficiency for low-income individuals and families.

Monitoring

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

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

Multiple activities are conducted by the Commission geared towards the subcontractor to establish and maintain the integrity of the CSBG program. The activities include monthly or quarterly invoice reviews, quarterly desk reviews, annual monitoring reviews, training and materials with examples covering invoicing, data collection, performance, outcomes, and eligibility requirements for CSBG. On a yearly basis training is conducted with the CBOs to continue to enhance the knowledge and ability to better serve the low-income population. Samples of documentation provided annually include, but are not limited to:

- Annual Federal Poverty Guideline Chart with Household Size
- Sample Intake Documents
- Sample Verification Documents
- Invoicing, FNPI and Annual Training
- On-going Monitoring and Technical Assistance

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, and issuance of formal monitoring reports.

The Commission develops and follows a monitoring plan for all contracts to ensure compliance with contract provisions and integrity to the goals and outcomes related to CSBG and all other revenue sources through the following methods:

- Site Visits - Staff visit contractors and project sites regularly to evaluate contract compliance through observation, interviews, examination, and verification of records. Site visits include entrance and exit conferences and focus on compliance with the Performance Work Statement and the contractor's internal control systems and delivery processes. A minimum of one site visit per contract is conducted annually.
- Contractor Meetings – the Commission schedules regular operational meetings with contractors to review/resolve issues.
- Desk Reviews – Reviews of Quarterly or Monthly Progress Reports are conducted to ensure completeness and accuracy of the report. Reports are reviewed upon receipt and outcomes are closely tracked to ensure desired results are achieved.
- Invoice Validation – As part of performance-based contracting, the payment structure parallels the performance work statement. Payments are closely aligned with the outcomes. Therefore, CSBG's monitoring system includes invoice validation as part of the

routine monitoring. Invoice validation activities include:

- Review of items claimed and supporting documentation to ensure validity of claim.
- Checking accuracy of calculations and validity of costs against the contract budget for cost reimbursement line items.
- Ensuring delivery of services or deliverables upon which payment is predicated.
- Resolving any identified discrepancies; and approving the claim and forwarding it for payment; and
- Periodic on-site validation of contractor expenses for approved line items and pay points claimed.

Corrective Action Notice and Plan (CANP) – When contractor performance fails to meet acceptable standards and technical assistance does not achieve the desired results, notices of non-compliance are issued to ensure contract compliance. Contractor failure to respond to a CANP that specifies what actions need to be taken to address the area of non-compliance may result in suspension of reimbursement.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

The Commission actively evaluates the effectiveness of the programs and services it funds through our partner CBOs at various times throughout the contract year. The subrecipient CBOs are under a contractual obligation to provide regular invoices and reports to the Commission. As well, the Commission conducts invoice review, quarterly desk reviews and on-going monitoring to evaluate and ensure compliance and effective delivery of CSBG services to Nevada County low-income individuals and families.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

The Commission regularly reviews data and feedback to ensure services are meeting the local priorities of the communities being served, as well as the services have identifiable outcomes that correlate to reducing poverty and increasing income. When data or feedback indicates the need for a change to a program or service is needed, the Commission looks at evaluation for impact purposes. The pandemic had a significant impact on numbers served, on outreach and engagement and on outcomes in every program. As a result, the Commission needed to pivot and allow service adaptations so that providers could adjust the way and manner in which they conducted business. Some providers maintained a limited number of in-person/face to face services; however, the majority switched gears and opted for 100% online or virtual services formats.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

HHSA has repeatedly assessed the community's needs for housing given recent forest fires, the lack of affordable housing and the increasing unsheltered homeless numbers. The impact of the pandemic has only made the rent burden and housing costs worse over the past couple of years. Assessing the needs of the county and its low-income communities, the HHSA has leveraged CSBG funding to seek out grant funding for capital improvements and developments of transitional housing and several affordable housing developments. These actions were coordinated and collaborated to support and revitalize housing availability, but also to improve the opportunity for families to stabilize if they are spending less of their monthly income on their

housing burden. These programs are being implemented, will be evaluated for effectiveness and outcomes and will be monitored to ensure program funds are meeting local needs and funding source requirements. The HHSA follows the ROMA principles throughout program development to ensure that the Commission receives and responds to outcomes that align with organizational performance standards.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If yes, please describe.
The County has added an Equity and Inclusion clause to its values statement. The County provides employees the opportunity to participate in the Ally/Bystander Training; the Diversity, Equity, Inclusion, Connection and Belonging workgroup; the Justice, Equity, Diversity and Inclusion Workgroup; and many other HHS departmental activities.
3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. If yes, please describe.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If yes, when was the disaster plan last updated?
Nevada County maintains a disaster plan for continuity of services during an active disaster. The plan was recently updated in Winter 2022 as a result of several, repeated snowstorms.

3. Briefly describe your agency's main strategies to remain operational during and after a disaster.

HHS staff and the Commission are prepared to maintain workloads during and after a disaster by implementing a remote/telework schedule to ensure that staff can efficiently and effectively provide services to clients whether their office/county facility is open or accessible. Staff are prepared to rotate duties at the EOC if the need arises. Programs and services that are contingent upon access to networks, cloud-based systems of software, will continue to be available as a result of battery backups, generators and portable devices.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

676(b)(1)(A): The state will assure “that funds made available through grant or allotment will be used – (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under title IV of the Social Security Act, homeless families and individuals, migrant or seasonal farmworkers, and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals--

- i. to remove obstacles and solve problems that block the achievement of self-sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);
 - ii. to secure and retain meaningful employment;
 - iii. to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;
 - iv. to make better use of available income;
 - v. to obtain and maintain adequate housing and a suitable living environment;
 - vi. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
 - vii. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
 - viii. partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to
-
- I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
 - II. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

676(b)(1)(B) The state will assure “that funds made available through grant or allotment will be used – (B) to address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as--

- I. programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and
- II. after-school childcare programs.

Coordination of Other Programs

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

Eligible Entity Service Delivery System

676(b)(3)(A) Eligible entities will describe “the service delivery system, for services provided or coordinated with funds made available through grants made under 675C(a), targeted to low-income individuals and families in communities within the state;

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

678D(a)(1)(B) An assurance that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.

- By checking this box and signing the Cover Page and Certification, the agency’s Executive Director and Board Chair are certifying that the agency meets the assurances set out above.**

State Assurances and Certification

California Government Code Sections 12747(a), 12760, 12768

For CAA, MSFW, NAI, and LPA Agencies

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

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

- By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying the agency meets assurances set out above.**

For MSFW Agencies Only

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

- By checking this box and signing the Cover Page and Certification, the agency's Executive Director and Board Chair are certifying the agency meets assurances set out above.**

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

Standard 1.3 (Public) The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

Standard 3.1 (Private) Organization conducted a community assessment and issued a report within the past 3 years.

Standard 3.1 (Public) The department conducted or was engaged in a community assessment and issued a report within the past 3-year period, if no other report exists.

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The organization’s programs and services are in alignment with the mission.

Standard 4.1 (Public) The tripartite board/advisory body has reviewed the department’s mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

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

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

Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing and the Low-Income Testimony and the Agency's Response document as appendices A and B, respectively. Other appendices such as the community need assessment, surveys, maps, graphs, executive summaries, analytical summaries are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Copy of the Notice of Public Hearing) and submitted with the CAP.

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Community Needs Assessment Report	C
List of Quantitative Resources Consulted	D