

2022/2023
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 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. Provide all narrative responses in 12-point Arial font with 1.5 spacing. When the CNA and CAP are complete, they should not exceed 52 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 in compliance.

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 2022/2023?

Two-Part Layout. The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

Revised Public Hearing Section. In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

CNA Helpful Resources. Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

Revised and Reduced Narrative Sections. Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

Additional Information. CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

Federal and State Assurances Certification. Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

CSBG State Plan References. Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their roll in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

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 and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
2022/2023 Community Needs Assessment and Community Action Plan
Cover Page and Certification

Agency Name	Community Action of Ventura County
Name of CAP Contact	Susana Lopez-Garcia
Title	Executive Director
Phone	805-436-4028
Email	slopez@ca-vc.org

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

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 2022/2023 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)

Vincent Stewart		
Board Chair (printed name)	Board Chair (signature)	Date
Susana Lopez-Garcia		
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).

Claudia Lozano		
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.

Public Hearing Guidelines

Notice of Public Hearing

1. Notice of the 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, Facebook page, 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 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 hearing. The draft CAP can be posted on the agency's website, Facebook page, 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) shall not be held outside of the 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.

Guidance for Public Hearings During COVID-19

The COVID-19 pandemic poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies adhere to state and county 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. If a public hearing cannot be conducted in person, CSD encourages agencies to utilize other formats or methods that will still adhere to the state and county public health guidance. If conducting a public hearing through other formats or methods is still not possible, agencies must contact their Field Representative at CSD at least 30 days prior to the submission of the CAP for additional guidance. Agencies will be required to provide documentation to support their constraints to meet the public hearing requirement.

Public Hearing Report

Date(s) of Public Hearing(s)	June 24th, 2021
Location(s) of Public Hearing(s)	Zoom
Dates of the Comment Period(s)	June 11-26
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Social Media, agency website, local news websites, digital local community boards, direct email to email lists (partners, donors, general interest populations, those who attended our last public hearing)
Date the Notice(s) of Public Hearing(s) was published	June 11
Number of Attendees at the Public Hearing(s) (Approximately)	25

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 [resources](#) such as an online Community Needs Assessment Tool and information about conducting a needs assessment during the COVID-19 pandemic. The Partnership also has a [Data Hub](#) designed specifically for the community needs assessment process.

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.

National and State 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	U.S. Department of Health and Human Services Data Portal
Baseline Census Data by County		National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS
California Department of Finance Demographics	California Attorney General Access RSS Data	California Department of Public Health Various Data Sets	California Governor’s Office Covid-19 Data
California Department of Education School Data via DataQuest		California Employment Development Department UI Data by County	

Community Needs Assessment Narrative

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

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

State Plan

1. How did the agency share the CAP, including the CNA, with the community, stakeholders, partner organizations? (Check all that apply.)

- The agency's website
- Posted on the agency's Facebook page
- Electronic reports were sent
- Printed copies were distributed
- Social media channels
- Other

2. 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, State Plan)

Our community survey collected data on gender, income, location, race, etc. and we used data overlays to try and demonstrate how combinations of these factors led to various outcomes such as access to stable housing, access to jobs, the kinds of pay those jobs offer, etc.

We also checked our data against data collected by a local partner - the Civic Alliance - which regularly collects and posts a "State of the Region" report that outlines and documents various economic areas of our region.

<https://civicalliance.org/wp-content/uploads/2019/07/2019-State-of-the-Region-Report-Final-Web-1.pdf>

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

We serve all of Ventura County. Ventura County has one of the highest income gaps in California in that we have incredibly wealthy communities such as Thousand Oaks and West Lake Village, but also incredibly poor communities such as Oxnard.

The average income of the highest 1% of earners is \$1.298M while the remaining 99% of residents make an average of \$62,000/year. About 8.2% of Census respondents in Ventura County live below the poverty line. The vast majority of these low income residents reside in Oxnard but can also be linked to the following zip codes: 93001, 93003, 91360, 93060, 93012, 93041, 93015, 93022, 93023, 93063, 93065, 93021.

4. 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
- Other online data resources
- 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

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

Agency Data Sets

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

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

<https://civicalliance.org/wp-content/uploads/2019/07/2019-State-of-the-Region-Report-Final-Web-1.pdf>

6. 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**

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

8. Describe your agency's analysis of the quantitative and qualitative data collected from low-income individuals and families. Include a description of the data collected. (Organizational Standards 1.1, 1.2, 3.3; State Plan)

After analyzing the qualitative data from 8 focus groups made up of clients, community members and leaders within our low-income communities we compared their top needs identified with the top needs identified in the surveys (quantitative data) For example: The quantitative data indicated that 62 and 61 respondents pointed to visual and dental care as their top need. We also found respondents in our focus groups identifying visual and dental as a top need when it comes to healthcare because dental and visual services are not covered by Medi-cal or even by some employers who cover insurance. Another top need identified in our qualitative data was the lack of affordable housing and this need was a top need expressed in all of our focus groups. All of the focus groups we facilitated to gather qualitative data were about an hour in length. Each focus

group had 4-5 low- income individuals, four focus groups were conducted in English and four in Spanish. When comparing this data to the larger sets (like the State of the Region report or Census Bureau Statistics), our data amplified the issues in the low income communities.

9. 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; State Plan)

A. Community-based organizations

Data gathered through focus group interviews. Primary feedback was that information dissemination needs to be culturally relevant. EXAMPLE: Many Indigenous communities do not speak or read Spanish, and many who SPEAK Spanish cannot read, so in order to get information about Community Action’s resources out to the community, we need to do a better job of establishing local community liaisons to share information with. Peer-to-peer communication is also far more trusted.

This is helping us determine what organizations or individuals may be good partners for sharing information in these small pockets across our community.

B. Faith-based organizations

Data gathered through email interaction. Primary feedback was that there are more than enough programs to help with food, utilities, etc. but not enough programs to actually get people or individuals into housing. Housing remains a very real problem that has a multitude of negative consequences on our community.

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

Data gathered through focus group interviews. Primary feedback was that there was not sufficient planning at the government or social security net level to nimbly respond to the pandemic. Mostly as it pertained to providing services to homeless individuals. Many people providing services as part of Project Roomkey had no previous experience working with homeless population which caused intense conflict. Additionally, there was not a consistent availability of “services” for homeless individuals (because of state shut downs). This disruption in services seemed to

create bigger gaps for the homeless and mental ill. Bigger gaps being that it seemed even harder for these people to keep with a consistent schedule, consistent with meds, mental health check ins, etc.

This is helping us determine how to plan for multiple kinds of continuation of services and to advocate with our local government officials that we cannot shut down for anything longer than a few days. Weeks without services is unacceptable and has a direct, negative impact on the communities we serve.

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

Data gathered through focus group interviews. Primary feedback was that there is not enough personalized outreach happening in the communities. Too many services had to be moved online due to COVID which created access barriers.

E. Educational institutions (local school districts, colleges)

Data gathered through focus group interviews. Main piece of feedback was that services offered at community college campuses is geared towards traditional students instead of nontraditional students. Our area has a reasonably large number of low-income non-traditional students who will likely benefit from more of our services or partners' services.

10. "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, State Plan)

After reviewing our focus group and survey data, a few key points stood out to us:

There are multiple barriers for individuals to both get out of homelessness into low income living and even more to get from low income living to "above the poverty line" living

- For homeless individuals, it's basic access to housing. There is a perception that the worse off one is, the better chance they have of "getting into the system" to get access to services that make them eligible for housing. And on the other end of the spectrum, there aren't enough services to keep people housed so they don't fall into homelessness.
- For low income individuals, there seems to be this "chicken and egg" issue of location and

access to jobs. Low income housing is only near low income work, and there isn't sufficient public transportation to better paying jobs

- Both housing issues are exacerbated by the fact that California is short almost 1 million housing units for low income families, and more than 20% of renters in CA are considered "extremely low income" - without more housing available at below market rates, we are unable to make a significant impact on getting more people out of homelessness and create pathways out of chronic low income living.

11. "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, State Plan)

A few issues we have seen in our immediate location:

- We are physically located in an industrial location, and are learning more and more that it is hard for our on foot homeless clients to access our building unless they are naturally located in direct vicinity. So we are not in an area that gets a lot of city funding for infrastructure improvements (more bus stops, upgraded roads, lighting, etc.), which means it's not easy for more clients to access us and our services. Many do not want to be in this area at night due to safety concerns with lack of good lighting.
- Much of our local homeless population has taken up residence in a park (about a half mile from our location) because it has easy access to bathrooms, is in an open space, etc. But many businesses have been pushing back against this homeless population, organizations are leaving (the historical art gallery at the park chose to close down in part because of the homeless population), so the city is doing more "enforcement" than focusing on providing services even though we are a half mile away, which doesn't do anything to help alleviate homelessness.
- COVID-19 gave a greater view of those at higher risk and/or communities with higher numbers of positive cases. When one looks at the zip codes with the greater number of positive cases, it correlates to those zip codes in poverty. These were the areas with multi-family housing, continuing to work in essential jobs.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Due to Covid 19 safety state regulations and restrictions, we could not collect feedback from customers. However, now that some restrictions have been lifted in California, we will resume collecting customer satisfaction data via customer survey, which will be available in paper and digital format.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

Complete the table below. Insert a row if additional space is needed.

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Individuals do not have access to no-cost dental and eye-care services.	Family	Yes	No	Directly
Community Does not have access to affordable housing.	Community	Yes	No	Indirectly
Families lack credit and proper documentation to rent/own a home.	Family	Yes	No	Directly
Families lack mental health support and resources	Family	Yes	Yes	Indirectly
Unsheltered individuals lack support services to become housed,	Family	Yes	No	Directly
Community lacks living wage jobs.	Community	Yes	No	Indirectly
Individuals lack resources to help plan and achieve life & financial goals.	Family	Yes	Yes	Directly
Families lack resources for transportation (money for gas or public transportation)	Family	Yes	Yes	Directly

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.

Integral 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

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Support Services for unsheltered individuals.	Case management to place individuals in housing. Basic Needs (hygiene) services.	FNPI 4a, FNPI b SRV 4m, SRV 4n SRV 5nn, SRV 5oo
2. Dental and Eye Care access	Partner with free clinics, providers of these services to help make them accessible to more clients.	FNPI 5c, SRV 5d SRV 5bb, SRV 5dd
3. Mental Health resources	Workshops for individuals around mental wellness. Referrals to partners (Behavioral Health, NAMI, etc). Provide a space for partners to meet clients at our facility.	FNPI 5b, SRV 5p SRV 5u, SRVP 5hh
4. Rent/Own a Home	Partner with agencies like: VCCD to refer clients looking to become homeowners. Provide resources on how to access credit checks and improving credit scores and obtaining documents to apply to rent.	FNPI 4d, FNP 3e.1 FNPI 3f SRV 4b, SRV 4p
5. Personal & Financial Goals	Provide workshops on resume building, jobs and careers, financial wellness. Access to a clothing closet for working professionals. Providing stipends/scholarships for employment training or for supplies.	FNP 3h, FNP 3z FNP 3f, FNP 3d SRV 1j, SRV 1k SRV 1n, SRV 1q SRV 2z, SRV 3a
6. Affordable Housing	Advocacy	FNPI 6a, FNPI z SRV 6b
7. Living Wage Jobs	Advocating for creation of living wage jobs and access.	FNPI 6a, FNPI z SRV 6b,
8. Transportation	Continue providing bus passes, gas gift cards. Work with public transportation companies to advocate for better access to routes,	SRV 7d

	schedules and information availability.	
<p>Agency Priorities: Rank your agency priorities.</p> <p>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.</p> <p>Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		

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 a community successfully lifting people out of poverty.

2. Provide your agency's Mission Statement.

Helping our community establish pathways out of poverty through advocacy, partnerships and services that promote dignity and self-sufficiency.

Tripartite Board of Directors

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

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

State Plan

1. Describe how your Advisory or Governing Board is involved in the decision-making process and participates in the development, planning, implementation and evaluation of programs to serve low-income communities. (CSBG Act Section 676B(a))

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

2. 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), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Describe your Advisory or Governing Board's policy for filling board vacancies in accordance with established bylaws. Include the recruiting process, democratic selections process for low-income board members, and the timeframe established by your agency to fill vacancies. (State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Service Delivery System

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

State Plan

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)

The service delivery system has continued to be modified to adhere to Covid 19 safety regulations. Our delivery system is carried out through direct services, information, referral, collaboration, linkages, the service center, job and career center, outreach, phone connect, virtual presentations, walk-ins, workshops, and conferences. These services will continue to be offered in the language of the clients, through staff or interpreters. Community Action believes that effective service delivery systems are created by a network of providers who work together to achieve common goals on behalf of their customers.

Transportation costs are consistently a significant barrier for low-income people in gaining access to programs. To counteract this, our program applications are available online or mailed to applicants and partner agencies. Our staff is also available to facilitate the drop-off or digital submission of documents. Community Action of Ventura County relies heavily on its outreach employees to provide countywide services and coordination with CSBG funding. The Low-Income Home Energy Assistance Program, Home Weatherization, Community Development Workshops and Community Market (food pantry), Rental and Water Assistance program work together to ensure that a client who has the need can receive all services available. Services are delivered by a combination of direct services and subcontractors.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

We will be using CSBG funds to provide the following services:

- Case management for families/homeless individuals along with hygiene services.
- Dental/Vision care access: work with existing clinics and programs that provide care at low

or no cost services to refer clients, provide transportation support (bus pass, gas cards).

Provide space for a clinic on a quarterly basis.

- Mental Health: Continue workshops around mental wellness- use professionals in these fields and work closer with Ventura County Behavioral Health to provide referrals.
- Financial Wellness Workshops: with emphasis on helping people improve their credit score, goal setting and planning.
- Provide office space for partners to conduct services onsite.
- Purchase bus passes and gas cards for clients to be able to get to appointments, referrals or work.
- Job Readiness Workshops- Resume, Job interviews, etc.
- Assistance to help clients secure documents for rental/home ownership procedures.
- Scholarships/Stipends for educational/employment purposes (vehicle registration, smog check, fingerprint check, work supplies, etc)
- Advocate for the following: living wage jobs, affordable housing, access to public transportation.
- Continue providing food assistance (pantry) and exploring ways to reach those who do not have transportation access to us.

The programs/services mentioned above were all needs identified as a result of the Community Needs Assessment. While the need for food was not identified as an “unmet need”, we have seen the number of households rise at our food pantry due to COVID and we are one of the agencies filling the need, therefore we will continue this service.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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)

Due to COVID-19, CAVC saw a great increase in the need for food. Thanks to our great partnership with our local food bank, we were able to increase food donations, volunteer capacity and apply to available grants provided by the food bank. Along with that came coordinating with other service providers such as 211 to connect to DoorDash Drivers and deliver food boxes to those in need but without transportation, Food Forward to provide us with pallets of produce to then distribute to our clients and also serve as a hub for other food pantries who were in need of produce.

One coalition that has become more formalized is the group that came together to conduct Census outreach “Census Complete Count Committee”- this brought agencies from different sectors (CBOs, faith-based, social service providers, education, etc.). Once the Census was complete, it was recently renamed the “Complete Reach Committee” and has focused on conducting vaccine outreach and education through which they provided funding for this purpose.

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

CAVC has established memorandums of understanding with agencies in the county to provide Home Energy Assistance Program (HEAP) outreach and Community Development Workshops as well as with Food Forward and other local pantries to help better distribute food to those in need across the county and prevent food from ending up in the landfill. Some of these agencies include

Senior Centers, Community Centers, Advocacy Centers, and Resource Centers. Through these MOUs, the agency can use partners' space to meet with clients and have access to their facilities in exchange for providing services to the clients they serve. CAVC also holds an MOU with Center for Employment Training (CET) to provide a worksite for workers who have been displaced during COVID-19, they in turn provide services under our food pantry and homeless services.

3. Describe how services are targeted to low-income individuals and families and indicate how staff is involved, i.e. attend community meetings, provide information, make referrals, etc. Include how you ensure that funds are not used to duplicate services. (CSBG Act Section 676(b)(9), California Government Code Section 12760, State Plan)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

CAVC'S current plan includes increasing staff capacity to bring in outside funds in the form of private donations and tapping into foundations as well. This will prepare us for any potential funding reductions and alleviate the dependency on state and federal grants. We have brought in a consulting company to increase our marketing and fundraising efforts. There is also a leveraging of funds in the Weatherization Department where a state program is provided along with Edison weatherization services.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Due to Covid 19 restrictions in 2020 and 2021, we had to put a hold on our Los Compadres Program which served youth at the county's juvenile detention center. However, we plan to reestablish the program again or something similar by collaborating with another partner agency.

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 child care. (CSBG Act Section 676(b)(1)(B), State Plan)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Due to Covid 19 restrictions in 2020 and 2021, we had to put a hold on our Compadres Program. However, we plan to reestablish the program again or create a similar program by collaborating with another partner agency.

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

CAVC maintains linkages to the American Job Center in Oxnard for referrals and is part of the WOIA quarterly meetings. During the pandemic, we have been able to provide referrals to clients who are homeless and unemployed. We also established a partnership with CET in which he helped create jobs for low-income community members who had been unemployed for months. We plan to provide Job Readiness workshops for this group of participants. Due to the pandemic, we focused on virtual Financial Wellness and Mental wellness Community Development Workshops. As soon as restrictions are lifted, we will resume Job Readiness workshops for the

general public and our homeless clients through our partnership with the Ventura County Office of Education. The virtual and in-person Job Readiness workshops will cover Resume Writing, Interviewing Skills, and other job readiness topics. Clients seeking employment also have priority access to facility showers, laundry, and mailing address 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)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

Aside from everything mentioned in our 2020-2021 CAP response, we expanded our Community Market (food pantry) services. We are in partnership with 211 and DoorDash to provide food boxes to the individuals who lack transportation and are handicap, and unable to come to our weekly Community Market. We have also partnered with Food Forward and distribute pallets of food to local food pantries across Ventura County.

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

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

12. 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)

No change to the response in your agency's 2020-2021 CAP.

Adaptations to the response in your agency's 2020-2021 CAP are described below.

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.

CAVC maintains high standard in the following areas:

- Program Effectiveness and Efficiency: Examine planning and budgetary process; examine services provided; and examine performance.
- Program Administration: Examine policies and procedures; examine work and communication flow; staff meetings and reports; examine fiscal data and staff reaction to administrative directives and decisions; and community response to programs.
- Staff Effectiveness: Examine and review job descriptions and the degree of variance between duties specified in job description and actual performance, reason of variance. Examine service training programs and staff development.
- Examination of Internal Monitoring System: Examine monthly reports, statistical data. Examine processes and identify problems.
- Analyzing Deficiencies: Examine deficiencies and take corrective action.
- Client Feedback: Clients will be encouraged to provide feedback on the quality and suitability of agency programs. Comment cards will be given to clients during the assessment process.
- Family Self-Sufficiency: Participants in case management-type programs will be evaluated on the basis of their movement on the Family Development Matrix. This evaluation shall be at least every six months.
- Agency Self-Sufficiency: Agency self-sufficiency progress is evaluated every six months by staff.

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.

To establish and effectively support the needs of the subcontractors.

- Effective channels of communications will be clearly defined and established.
- A Statement of Work will be developed jointly by the team with each subcontractor taking responsibility for the deliverables and services outlined in its areas of responsibility.
- Each subcontractor will have its responsibilities and authorities clearly defined in the Statement of Work.
- Each subcontractor will have its deliverables identified and required content clearly specified in the Statement of Work.
- Each subcontractor will have the services it is responsible for providing clearly identified and described in the Statement of Work.
- All constraints imposed on the subcontractor will be clearly identified in the Statement of Work, including schedule and budget constraints.
- Each subcontractor will have requirements for quality clearly identified to it in the Statement of Work, including the requirement to allow independent quality inspections of materials and processes.
- All products and services provided by the subcontractor will be subject to the acceptance of the State of California CSD Department, CAVC, Building Code Compliance and Building Materials Compliance Code.
- CAVC will support subcontractors in processing invoices and payments, subject to the invoices being delivered to CAVC in an acceptable format for consolidation and remittance. To this end, CAVC will establish format requirements for invoices.
- As far as monitoring: The only subcontractors currently being used are under our Weatherization Department. Subcontractors are monitored after each work is completed, an inspection takes place of the work done in a home and paperwork is reviewed by staff as well. Onsite and desk reviews are both completed. If a corrective action is needed, we return the file to the subcontractor to make the correction. Once it's done our staff conducts another inspection to verify the correction has taken place.
- A new "Statement of Work" is established with each new sub depending on the work they will be performing (work specific- plumbing vs installation of measures).

Data Analysis and Evaluation

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)

Community Action of Ventura County's executive director, director of finance, and board members will monitor and evaluate the management, administrative and programmatic activities of the agency relative to the stated goals and objectives. CAVC also has a Nationally Certified ROMA Implementor on staff.

To ensure that reports are prepared and submitted to the California Department of Community Services and Development (CSD) in accordance with contract requirements, CAVC compiles fiscal and program reports monthly and presents them to the board for review and approval. Both the fiscal and programmatic reporting systems enable staff to produce the program reports immediately upon request. These monthly reports are then compiled into the annual report and submitted to CSD.

Community Action of Ventura County uses centralized databases to collect and report unduplicated client data across all programs.

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)

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.
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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) (Optional)

Additional Information (Optional)

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?

Yes

No

2. If so, when was the disaster plan last updated?

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

Agency Capacity Building

1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.

2. Describe the steps your agency is planning to take to address the Agency Level need(s).

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

[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.

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

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

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

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

Public Agency - Standard 3.1 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.

VISION AND DIRECTION

Category Four: Organizational Leadership

Private Agency - Standard 4.1 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.

Public Agency - Standard 4.1 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.

Category Six: Strategic Planning

Standard 6.4 Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.

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 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 (Blank)	A
Low-Income Testimony and Agency’s Response (Blank)	B
Focus Group Comments	C
Community Needs Assessment Survey-English & Spanish	D

Appendix A (Copy of the Notices of Public Hearing)

Appendix B (Low-Income Testimony and Agency's Response)

Appendix C (Focus Group Responses)

Focus Group: May 19, 2021 @10am	Participant 1	Participant 2	Participant 3	Participant 4
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<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · Focused attention on South Oxnard and the population of migrant farmworkers in need of rental assistance and support. Due to a lack of constant income many families opt to partake in more nontraditional housing options such as renting from others directly rather than leasing from a landlord or rental company. · Perhaps introducing workshops or resources that can cater to a quality mode of living and providing advocacy for affordable housing, individual rights, and most importantly promoting information 	<ul style="list-style-type: none"> · Agreeance with issues regarding rental. Many households contain multiple families in one space. · Insufficient amounts of affordable housing for low-income tenants · Providing information in multiple languages to promote accessibility. 	<ul style="list-style-type: none"> · Low or reduced income may also result in an individual's inability to pay for utility bills · Finding resources is important to helping in need communities maintain stability. 	<p>Not Present</p>
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<p>Key Points:</p>	<ul style="list-style-type: none"> · Nontraditional Renting due to insufficient income · Informing the community is key to promoting representative change. 	<ul style="list-style-type: none"> · Multiple Family units in one household in order to afford rent. · Making information much more accessible through language and representative marketing 	<ul style="list-style-type: none"> · Resources for monthly bills 	<p>Not Present</p>
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<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · The pandemic has brought on a lot of fear within our communities. This is especially true when it comes to finding employment. Due to stay at home orders and EDD benefits, there has been a decrease in the number of workers wanting to work. · Anxiety to return to work and waiting until the last minute will result in less favorable jobs when everyone must return to work. 	<ul style="list-style-type: none"> · Fear of socializing, breaking social distancing, and newfound anxiety of what is to come. · Understanding that this help is temporary but will not be around forever. There needs to be more knowledge and motivation to mobilize communities to strive for more and focus on our mental health and wellbeing. · Understanding ones finances and being responsible with money for long term affects. 	<ul style="list-style-type: none"> · Government benefits are keeping people from returning to the workforce 	<ul style="list-style-type: none"> · Undocumented individuals are having a harder time finding work in a new pandemic setting. They are ineligible/fearful of seeking out assistance and have had their quality and routine of life/safety disrupted. · Those facing domestic violence or abuse are now in spaces that are constant and are facing a multitude of heightened issues. · Mental and physical health has decreased as a result of the COVID-19 virus. · Positive: introduction to learn technology as well as create a sense of community amongst more organizations serving the community.
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<p>Key Points:</p>	<ul style="list-style-type: none"> · Decreasing work force · Mental Health 	<ul style="list-style-type: none"> · Mental Health · Financial literacy 	<ul style="list-style-type: none"> · Financial means, decrease in workforce. 	<ul style="list-style-type: none"> · Undocumented population · Domestic violence · Mental and physical health decrease
<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Organizations have taken a pause on programming, but those that have been active are in partnerships with community leaders to promote information regarding vaccines, Covid-19 information, and community needs. 	<ul style="list-style-type: none"> · Many of the organizations that are now opening again are facing over booking and are unable to keep up with the overload of needs. · Organizations lack communication amongst one another has caused issues with referrals and updated information on services and information. 	<ul style="list-style-type: none"> · Well known community resources have continued to mobilize and aid throughout the pandemic, but it is more of a factor of already being involved within the organization prior to the pandemic. 	<ul style="list-style-type: none"> · Many organizations were not open during the pandemic causing a lot of panic in terms of assistance.

<p>Key Points:</p>	<ul style="list-style-type: none"> · Community resources have decreased. 	<ul style="list-style-type: none"> · Overload of community need and not enough resources. 	<ul style="list-style-type: none"> · Community Connection prior to the pandemic has helped establish a sense of connection to resources during the pandemic. 	<ul style="list-style-type: none"> · Organizations had to remobilize in a new setting
<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community. here?</p>	<ul style="list-style-type: none"> · Promote trust amongst the community and focus on the priorities set by the community. · Having a service-oriented approach, be patient with those that you are helping. · Building strong connections with the population you are serving, finding common ground. 	<ul style="list-style-type: none"> · Understanding the need and having first-hand experience of those you are serving will help you empathize and understand their direct struggle. · Community members must coexist within the community they are serving. · Respect and attitude are key. 	<p>Not present</p>	<ul style="list-style-type: none"> · Local leaders should know their communities and not rely on needs to be constantly told to them. Leaders should come into the field with a game plan and work directly with community leaders to service the communities' actual needs.

<p>Key Points:</p>	<ul style="list-style-type: none"> · Focus on Community needs and establish rapport. 	<ul style="list-style-type: none"> · Experience in the communities they are serving not just external outsourcing. · Actions speak more than words. 	<p>Not present</p>	<ul style="list-style-type: none"> · Utilize organizations and leaders to service what is needed. · Work with the community not at them
<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · Very Familiar with CAVC services (heap, House repairs, weatherization, workshops, utility assistance) 	<ul style="list-style-type: none"> · Collaborations between CAVC and Poder Popular 	<p>Not present</p>	<ul style="list-style-type: none"> · Personal use of CAVC legal services · Very content with CAVC's services (Food pantry, rental and utility assistance, legal services) · Services that are accessible for undocumented individuals
<p>Key Points:</p>				

Focus Group: May 19, 2021 @5pm	Participant 1-	Participant 2 -	Participant 3 –	Participant 4-
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<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · Accessibility to internet or technology has limited information and resources from getting to vulnerable communities · Those who have contracted the COVID virus are having to deal with health issues post infection. This has caused issues with a cultural mindset of a stigma of receiving health services · Certain cultural mindsets see receiving assistance as them being less than 	<ul style="list-style-type: none"> · People are fearful of reaching out for assistance and often times this quietness does not solve any issues at hand · Home/ Rental experiences have become more of an issue throughout this pandemic · Landlords and mortgage companies are not empathetic or supportive of the situation only continuing the need for tenants to know their rights and for the community to make programming known in order to serve those in need. · At the beginning of the pandemic there were little to no services helping to cover immediate aid 	<ul style="list-style-type: none"> · Due to the pandemic many unsheltered people were not being served in the capacity they were before. Programming such as showers, laundry, basic needs initiatives were all placed on hold leaving this community with no assistance. · Issues of mental health have arisen due to lack of support, resources, social interaction 	<ul style="list-style-type: none"> · EDD benefits are not constant or leave many eligible applicants with little to no information. · Government assistance programs lack of representation and language availability has caused many individuals to be turned away. · The shift to online assistance is not accessible to all seeking resources. It is important to utilize community leaders to advocate for individualistic assistance (Helping to fill out applications, connecting them to resources, assisting with online document
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submission,
etc.)

- Mental Health has decreased and lack of access to insurance or technology has made this option unattainable. Many people do not have the means or knowledge on how to use zoom, online platforms

- Services for unsheltered individuals are needed, especially with the closure of many spaces utilized for survival.

<p>Key Points:</p>	<ul style="list-style-type: none"> · Cultural Stigma of receiving assistance 	<ul style="list-style-type: none"> · Rental companies are taking advantage of the situation and penalizing tenants · Lack of quick response by community agencies and local government 	<ul style="list-style-type: none"> · Mental Health Awareness 	<ul style="list-style-type: none"> · Mental Health Awareness · Language Barriers · Online Barriers to services/ lack of accessibility
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<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · Multifamily households have made it difficult to self-isolate or follow social distancing guidelines. This is a direct reason to why covid positive infection has been so widespread in rural densely populated communities. · Mental Health Awareness has been pushed aside to focus on financial and physical wellbeing 	<ul style="list-style-type: none"> · Reduction of hours and furlough at work due to the Pandemic closure of non-essential businesses. This loss of income caused many individuals to fall behind in rent, bills, and monthly costs. · At the beginning of the pandemic, the fear of contracting COVID and the frenzy of hoarding goods caused an upright disconnection amongst the community · Increased unemployment rate and the issue with EDD qualification. Not all individuals qualify or can apply to receive EDD benefits leaving them with little to no options for emergency income. 	<ul style="list-style-type: none"> · Lack of space of isolation due to multi families living in the same household · Agencies, resources, programs were not prepared for the immense need for financial, health, and wellbeing resources. · Many individuals did not test or give notice that they may have COVID for fear of losing hours or being let go. This affects the overall health and safety of the community as a whole. 	<ul style="list-style-type: none"> · Local government offices and resources closed as a result of the pandemic. Moving to an online and phone only service was difficult because these platforms while safer, were not mindful of the population they were serving who were looking to apply for services.
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<p>Key Points:</p>	<ul style="list-style-type: none"> · Mental Health Awareness · Multifamily nontraditional housing made self-isolation impossible 	<ul style="list-style-type: none"> · Fear of contracting COVID-19 · Unemployment rate 	<ul style="list-style-type: none"> · Non-traditional housing with multifamily households were unable to self-isolate/ follow social distancing guidelines 	<ul style="list-style-type: none"> · Lack of accessibility to services
<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Organizations that did continue to promote assistance pulled together and had a much tighter knit collaboration and really focused on providing the community with a variety of resources. · An increase in visibility and assistance with the farmworker community. 	<ul style="list-style-type: none"> · First-hand experience with Action only, but has seen that organizations did increase availability of food pantries, community markets, and resources. These resources were most known by individuals who were already in connection with community leaders. 	<ul style="list-style-type: none"> · The community organizations have bonded together more throughout the pandemic than before. · Saw an increase in collaboration and mobilization of community resources. 	<ul style="list-style-type: none"> · Saw many organizations promoting services, awareness, and resources on social media. A large portion of providing knowledge regarding COVID-19. · An increase in farmworker-oriented resources and support. · Less assistance and resources at the start of the pandemic may have left dependent communities with no support.

<p>Key Points:</p>	<ul style="list-style-type: none"> · Increase in community organization collaboration · Farm Worker Resources 	<ul style="list-style-type: none"> · Community Markets 	<ul style="list-style-type: none"> · Increase in community organization collaboration 	<ul style="list-style-type: none"> · Farm Worker Resources · Less resources at the beginning of the pandemic
<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community here?</p>	<ul style="list-style-type: none"> · Understanding that need goes beyond just financial and physical necessity, mental health is important to recognize and bring awareness to. · Branch out to external cities such as Santa Paula, Fillmore, etc. in the county. 	<ul style="list-style-type: none"> · Focus on needs within the education system. Many family households do not have the educational experience themselves to help their own children or enroll in education themselves. · Providing programming for financial assistance and educational based knowledge/resources. 	<ul style="list-style-type: none"> · Understanding and promoting awareness of the mask and vaccine mandate within the County. · Distance Learning has and is not accessible to all students. Online learning does not stimulate children's learning capabilities the same as it would with in person learning. Issues with accessibility, space, help at home, availability of technology. 	<ul style="list-style-type: none"> · Familial assistance is important to focus on because it provides the foundation for all other interactions and capabilities. Providing Familial counseling and support groups. · View Issues holistically

<p>Key Points:</p>	<ul style="list-style-type: none"> · Mental Health Awareness · Branching out to outskirts of the county 	<ul style="list-style-type: none"> · Educational programming · Utility Assistance 	<ul style="list-style-type: none"> · Promote COVID-19 Knowledge and awareness. · Advocacy and programming for Distance Learning 	<ul style="list-style-type: none"> · Rather than externally “fixing” issues, focus on the root of the problems to ensure the health, wellbeing and stability of the community.
<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · CAVC helps alleviate the stresses of financial debt and provides spaces for the unsheltered population. · Grants a safe space for social stimulation, health and wellbeing, and resources to be given. 	<ul style="list-style-type: none"> · CAVC is a huge help in providing low-income communities with assistance. 	<ul style="list-style-type: none"> · CAVC provides services for the unsheltered communities (showers, community markets, and clothing) 	<ul style="list-style-type: none"> · CAVC programming helps low-income households with utility assistance, community market, and collaboration with multiple other organizations.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Unsheltered Assistance · Utility Assistance 	<ul style="list-style-type: none"> · Utility Assistance 	<ul style="list-style-type: none"> · Unsheltered Assistance · Utility Assistance 	<ul style="list-style-type: none"> · Utility Assistance · Community Collaboration

Focus Group: May 20, 2021 @ 5:30pm	Participant 1 -	Participant 2 -	Participant 3 –	Participant 4-
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<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · Having a safe place to sleep at night. VC hasn't made a lot of effort to create safe spaces for homeless to sleep and park their possessions. · Believes having a place to live, sleep, shower, etc. can get people a first step toward upward mobility · Physical PLACES to start the process is never available · Getting out of homelessness has so many hurdles · Extended homelessness creates a lack of consistency, schedule, etc. · Homelessness is a spectrum – some want to get out, others do not 	<ul style="list-style-type: none"> · Access to jobs that allow for upward financial mobility. Lots of low wage jobs near low wage communities · Once can't move into a nicer area without a better job, but can't always access a better job based on transportation – a self fulfilling prophecy · The grind of getting from day to day is so hard that there is no opportunity to think about how to get out of being poor · Getting out of low wage living has so many hurdles · The mental health of being poor – being low income is treated like it's episodic instead of chronic 	<p>.</p>	<p>.</p>
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Key Points:	Housing creates stability, stability creates an opportunity to even attempt to get into the next “economic tier”	· Housing creates stability, stability creates an opportunity to even attempt to get into the next “economic tier”	·	·
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<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · Masking and distancing has created heightened tensions between people which seems to be causing greater distress in communities 	<ul style="list-style-type: none"> · So many people are out of work, but are optimistic about getting work back again. Closures of entire industries have created a wave of layoffs that semi-skilled people held (event staff, admin staff, etc.) · Lost connection (especially in LGBTQ community), lack of connection and community, and isolation with people/family units who don't "see" LGBTQ kids as equal is causing immense distress 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·
<p>Key Points:</p>	<ul style="list-style-type: none"> · Mental health 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·

<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Project Room Key isn't necessarily being run by people who understand homelessness · Some homeless projects aren't treating homeless with dignity · Many community programs are mouth to mouth learnings. Real front liners need to be fluent in community language that will help connect people and services 	<ul style="list-style-type: none"> · Peer to peer approach to learning about and accessing programs is so vital. · Organizations aren't good at spreading information (top down isn't working or is trusted) · Information being shared is too academic and "elitist" in nature instead of simplified language that people know and trust 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·
<p>Key Points:</p>	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·

<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community?</p>	<p>.</p>	<ul style="list-style-type: none"> · The government tells people how they should be getting out of poverty, instead of physically and philosophically meeting people where they're at to help them · Don't match someone to a set of services based on certain boxes they check – look at the WHOLE person and the WHOLE situation before suggesting help 	<p>.</p>	<p>.</p>
<p>Key Points:</p>	<p>.</p>	<p>.</p>	<p>.</p>	<p>.</p>

<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · Was volunteering then worked at CAVC 	<ul style="list-style-type: none"> · Has never used their services, but has met and worked with staff · Location of CAVC is hard to access, but it has good programs that the community needs · How to make 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·
<p>Key Points:</p>	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·

<p>Focus Group: May 27, 2021 @10am</p>	<p>Participant 1</p>
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<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · Living conditions for low-income communities may not always be the most stable · Traditional renting may not be the most immediate assistance due to the many qualifications and checks run. Many low-income households do not have credit or the necessary documentation to pursue traditional renting so many opt to move into nontraditional settings and instead rent a room or portion of a house currently being lived in. · Housing that is designated for low-income families establishes a sense of community within their surroundings so finding housing elsewhere that may be more beneficially physically may also be detrimental in losing community support systems. Instead, individuals opt to stay in the same community they have placed ties in. · Creating resources and workshops on how to build credit as well as community resources working with rental facilities/ government programs to best support individuals with rental assistance · Deposits inhibit low-income families from renting. · Nontraditional renting is unstable, there is less documentation. · Understanding individual rights will help in terms of rental rights regardless of non-traditional and traditional renting experiences · Lack of privacy within multiple families living in the same housing unit, can be mentally and physically harmful
<p>Key Points:</p>	<ul style="list-style-type: none"> · Rental qualifications not set for low-income households (issues with qualifications/ lengthy process) · Many Households do not have credit or financial documentation. Financial means is limited to paying solely in cash.

<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · Housing has taken a toll in terms of tenants and renters being fearful of the COVID-19 virus. This has caused an issue in allowing new tenants in non-traditional housing as well as lack of space for social distancing in multifamily households. · Lack of basic necessities, monthly income, and childcare due to the pandemic has caused issues in paying bills/rent on time. · Distance learning affected the ability for low income and working-class households to return to work. · Social distancing caused a lack of social stimulation amongst children. Online schooling was not accessible to all families especially for those who were not aware or used to utilizing technology. Children are not learning as well as they would in in person learning. · School is often a safe space for children against food insecurity, domestic abuse, etc.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Lack of space and familiarity increased the fear and ability to contract the COVID-19 virus. Very small ability to self-quarantine in non-traditional multifamily housing. · Social connection has decreased and children especially are no longer having that social stimulation or sense of community.
<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Community organizations need to meet people where they are and really advertise services to the communities in order to provide the most assistance. · Providing outreach to specific areas in which the need is prevalent · Lack of outreach and service has been a reality throughout the pandemic, organizations are barely getting back to providing services. Online outreach is beneficial, but it is not accessible to everyone.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Outreach and trust are the main factors to promoting representative assistance. · Making information accessible and intentional to the communities being served.

<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community. here?</p>	<ul style="list-style-type: none"> · Leaders need to make their information and platform accessible. Workshops, information, outreach, etc. In the languages and approaches specific to the population they are serving. · In addition to language, it is also important to meet the community where it is, individualistic mindset vs basing assistance on a macro understanding. · Make themselves available to listening to the community and addressing language barriers and transportation issues. Having spaces where they themselves or reps can be easily accessible.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Focusing on various barriers that may inhibit collaboration and need.
<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · Yes, understands that CAVC is a national organization · Mentioned updates on current and incoming programs from organizations to spread the word would be beneficial in order to serve individuals who are reoccurring visitors of the organizations
<p>Key Points:</p>	<ul style="list-style-type: none"> · Increase communication amongst organizations

Focus Group: May 20, 9:30am	Participant 1 –	Participant 2	Participant 3 –	Participant 4-
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<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · Systemic overburden of these homeless facing systems · Triage systems to determine severity of homelessness prioritize the most severe cases, but allows those close to homelessness to drop into homelessness and never into a stable situation · The worse you are, the better chance you have of getting services – many tragedies can be prevented · Housing resources available are at market rate, which doesn't help get someone off the streets 	<ul style="list-style-type: none"> · Access to information about services does not always happen because of communication and marketing delivery methods · “Publishing” resources isn't always going to get word out, since many communities are verbal only communicators · Cultural understanding of how people live – food drives at 1pm do not work for those who are low income, but still may have a job that requires their attendance. · Fliers aren't always useful if people can't read – there is a high rate of illiteracy in low income communities, making individuals in communities sources of information 	<ul style="list-style-type: none"> · While the world is forced into a technology usage, there's a huge number of people who have never been able to access technology, so the gap is getting bigger · Drive through food pantries are hard for those who do not have cars because it gives the appearance that one needs a car to access the resources, and there is no communication to share that cars are not required. · From a student perspective, student communication is often geared towards traditional students, when non-traditional students require different means of receiving information (not social media) · Take services to families,
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allows more families to access and trust information

instead of a “build it and they will come to you” model

<p>Key Points:</p>	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·
<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · Physical spaces that people used to be able to go to during the day are no longer available because of COVID, so they now have less services available to help them cope through COVID. · EX; Libraries, day centers, group therapy meeting places, etc. · How not to just house low income/homelessness, but how do we offer comprehensive programs in spite of covid...people were forced onto the street 24/7 which means they were worse off than they were prior to COVID · Lack of Access to restroom facilities is also problematic – creates a public health crisis within a public health crisis 	<ul style="list-style-type: none"> · Multi family homes were hardest hit from the Pandemic as families often had bad internet to start with (if they even had internet) for schooling, and they were suddenly in charge of feeding kids EVERY MEAL when before schools would be relied upon for meals. · Food banks didn't think to account for this increase in need at homes, so families have been having to source food from a few places during the week · 	<ul style="list-style-type: none"> · There is a huge gap between people who have always needed services vs. those with "new needs" from the pandemic. There seem to be an abundance of resources available for those with a new need because of COVID while those who have traditionally been suffering have access to fewer programs and resources 	<ul style="list-style-type: none"> ·
<p>Key Points:</p>	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · Consistent, reliable access to food 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·

<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Healthcare for the Homeless stops in Ventura parks were great to distribute vaccines. Took the supply straight to the source instead of getting people to come to clinics 	<ul style="list-style-type: none"> · Needs are different based on location. Locating things in Ventura is vastly different than how things can be accessed in Oxnard – delivering food to people vs. making them come out to people. · Organizations seemed to fear running out of COVID program money during pandemic, so maybe services were distributed more slowly · A lot of orgs advocated for the communities they are serving in a COVID way, like getting a vaccination, or correcting misinformation – visual representation is also important · White centered information is not trusted 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·
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<p>Key Points:</p>	<p>.</p>	<p>.</p>	<p>.</p>	<p>.</p>
<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community. here?</p>	<ul style="list-style-type: none"> · Many community partners are faith based, but not everyone they serve has the same faith beliefs, and to force your faith onto people to receive services is creating a barrier to access. 	<ul style="list-style-type: none"> · Organizations need to be flexible and more culturally cognizant. · Culturally inappropriate food is not delivering services with dignity. Pasta and marinara are fairly “foreign” to indigenous populations, so to provide the kinds of food people eat regularly is helpful · Be patient – people likely are not understanding the jargon orgs may be using 	<ul style="list-style-type: none"> · Navigating online applications is hard, processes aren’t always straightforward, and without in-person assistance to explain things, it’s harder and harder for people to access assistance · Hoping we can get back to in-person assistance because those who have needed services all along are even more removed from services · Now that we’ve gone through this, how can we create a more flexible service delivery model that won’t be so wildly interrupted 	<p>.</p>
<p>Key Points:</p>	<p>.</p>	<p>.</p>	<p>.</p>	<p>.</p>

<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · Familiar at CAVC · Wasn't sure that CAVC was still open 	<ul style="list-style-type: none"> · Knows of CAVC and some of the services, but feels there is room for collaboration to better expose their services and information through multiple platforms, and for referrals 	<ul style="list-style-type: none"> · Works at CAVC · Thinks a community database of services could be helpful 	<ul style="list-style-type: none"> ·
<p>Key Points:</p>	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> · 	<ul style="list-style-type: none"> ·

Focus Group: May 27, 2021 @5:30pm	Participant 1	Participant 2
<p>What are the most pressing issues for low income and homeless individuals in our community? Is it different for families?</p>	<ul style="list-style-type: none"> · All groups you mentioned have mental health issues but the homeless community. · Difficult to look for a job or be successful when you face a lot of challenges that affect your mental health. · Many people live in crowded house holds. I know of 18 people in a house. · Cost of living is very high, and jobs do not pay well. · Low-income Community has several needs and several issues to tackle. · It is not healthy to live under crowded conditions. Especially for the children. · Health care is also a problem for example high rates of diabetes. · Lack of access to healthy food. 	<ul style="list-style-type: none"> · Lack of work and lack of good paying jobs · Housing = the rents are too high. · Many people are looking for places to rent. · Sometimes groups of several families must live together to be able to pay rent.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Mental Health · Lack of Living Wage · High Cost of Living · Health related issues 	<ul style="list-style-type: none"> · High rents · Lack of living wage · Mental wellness affected

<p>What issues have the Pandemic created that were not previously there? Or, how has the Pandemic exacerbated existing issues?</p>	<ul style="list-style-type: none"> · Low-income people were not able to work remotely. · We were able to see the inequalities between those who have privileges and those who do not. · Not everyone is able to afford the best internet and if you have 5 people using the internet in a low-income household it becomes an issue. · Domestic violence-conflicts in households 	<ul style="list-style-type: none"> · Loss of jobs – the rate of unemployment is higher now. Some people might not go back to work. · Some of the people do not want to go back to work because they are not making living wage. · Unemployment is giving them a living wage and the women especially want to stay with their children because of the lack or cost of childcare. · Women and people in general – going through depression – maybe the problem was there before but it made it worst. · People have more mental health issues now.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Inequality · lack of equity · mental health issues · affordable housing 	<ul style="list-style-type: none"> · Unemployment · Depression · Lack of living wage

<p>Have community organizations been meeting these needs? How so?</p>	<ul style="list-style-type: none"> · Organizations are also under stress. · During the most difficult part of the pandemic organizations were not able to respond because many were closed and not available. · Now many are trying to figure out how to best assist and that is good but not everyone is available to get help. · Many organizations can help people unless the person is extremely poor- with nothing and that is frustrating. · Information about the different types of assistance was not always clear or accessible. 	<ul style="list-style-type: none"> · Some of the organizations are restricted on what they can do. · Businesses need to step up and help, chamber of commerce needs to also step up. · Not familiar with what other organizations are doing. · I think business should step up and provide jobs and training and advocate for good pay for people. · Do not just depend on the organizations to help – most people want to work but they want a good paying job with benefits
<p>Key Points:</p>	<ul style="list-style-type: none"> · Need to be better prepared to respond · improve outreach strategies 	<ul style="list-style-type: none"> · Living wage · work benefits job training

<p>What is important for local leaders to understand about your life and the well-being of your family, friends and community. here?</p>	<ul style="list-style-type: none"> · They need to do a better job communicating with the community. · The county could have done a lot more to help people register for the vaccine or testing. · They need to understand not everyone has access to the internet or is able to navigate the site. · They need to get to know the community and better understand our needs. · In many aspects elected do not really know enough of the communities they represent. 	<ul style="list-style-type: none"> · When they call the city, the city needs to respond faster and provide better customer service. · When the city gets called to repair something they take a long-time and the community is affected by this long wait. · People want better service but do not want to pay more taxes. · Instead of saying raise taxes – let the people know we need more money to provide more services and to make them more efficient.
<p>Key Points:</p>	<ul style="list-style-type: none"> · Lack of cultural competency · multi- dimensional outreach 	<ul style="list-style-type: none"> · Lack of communication with residents
<p>Are you familiar with CAVC? How would you describe CAVC to other people?</p>	<ul style="list-style-type: none"> · I have heard a lot about you from Oxnard Monday club. · You had a transition center to help homeless individuals. · I have not heard anything new from the organization. 	<ul style="list-style-type: none"> · CAVC provides lots of services. · CAVC is essential. · Need to ask businesses to step up and donate

Key Points:

Appendix D (Community Needs Assessment Survey-English & Spanish)