

# 2024/2025

## Community Needs Assessment and Community Action Plan (CAP)



### Shasta County Community Action Agency

*Administered by Shasta County Health & Human Services Agency*



Shasta County  
**Health & Human  
Services Agency**

Shasta County  
**CAA**  
Community Action Agency

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California Department of Community Services and  
Development

Community Services Block Grant



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## Introduction

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

## Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a

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

## Federal CSBG Programmatic Assurances and Certification

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

## State Assurances and Certification

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

## Compliance with CSBG Organizational Standards

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

## What's New for 2024/2025?

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

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

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

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

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

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

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

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

## Checklist

- Cover Page and Certification**
- Public Hearing(s)**

### **Part I: Community Needs Assessment**

- Narrative**
- Results**

### **Part II: Community Action Plan**

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

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

<b>Agency Name</b>	<b>Shasta County Housing and Community Action Agency</b>	
<b>Name of CAP Contact</b>	<b>Mary Williams</b>	
<b>Title</b>	<b>Interim Director of Housing and Community Action Agency</b>	
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**CNA Completed MM/DD/YYYY:**  
(Organizational Standard 3.1)

February 14, 2023

**Board and Agency Certification**

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

Patrick Jones		
<b>Board Chair (printed name)</b>	<b>BOS Board Chair (signature)</b>	<b>Date</b>
Laura Burch		
<b>Executive Director (printed name)</b>	<b>Executive Director (signature)</b>	<b>Date</b>

**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).

Lucy Hernandez		
<b>NCRT/NCRI (printed name)</b>	<b>NCRT/NCRI (signature)</b>	<b>Date</b>

**CSD Use Only**

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

## Public Hearing(s)

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

### State Statute Requirements

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

### Guidelines

#### Notice of Public Hearing

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

#### Public Hearing

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



### Additional Guidance

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

### Public Hearing Report

Date(s) of Public Hearing(s)	June 2023—Board of Supervisors--TBD
Location(s) of Public Hearing(s)	1450 Court Street Suite 263, Redding CA 96001
Dates of the Comment Period(s)	May 1, 2023 to May 31, 2023
Where was the Notice of Public Hearing published? (Agency website, newspaper, social media channels)	The CAP Plan 2024/2025 will be posted on: The Shasta County Housing and Community Action website, the Shasta County Facebook page and at the Shasta County Administrative Building; HHSA website and social media platforms.
Date the Notice(s) of Public Hearing(s) was published	May 2023--TBD
Number of Attendees at the Public Hearing(s) (Approximately)	June 2023--TBD

## Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

### Helpful Resources

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

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

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

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

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

## Community Needs Assessment Narrative-

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

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

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

The Shasta County Housing and Community Action Agency (SCHCAA) assesses the local data and community input, to understand the community's gaps, needs and the opportunities to develop partnerships to better serve low-income residents. As of March 2023, the Shasta County Board of Supervisors has approved that the SCHCAA will transition under the Shasta County Health & Human Services Agency, which will increase opportunities to leverage Community Services Block Grant (CSBG) with other county programs, to maximize impact, provide a one-stop/wrap-around services for residents, and deliver effective services which are administered by HHSA. The SCHCAA will have additional resources and ability to increase programs and services to combat poverty, under the new administration.

SCHCAA understands poverty is a complex issue that requires understanding the community environmental impacts that creates barriers which contribute to generational poverty, trauma and the ability for individuals to become self-sufficient. Data that is specific to poverty has been captured, gathered and collected to guide our CAP Plan 2024/2025 priorities for our county. SCHCAA developed and distributed community surveys, in English and Spanish, throughout the county and partnered with non-profits, institutions and public agencies to distribute surveys to residents, businesses and service providers to seek input on the top needs faced by low-income and vulnerable residents. The surveys were developed to gather both quantitative and qualitative format. They were made available on the agency and partners website, social media platforms and lobbies. The community surveys were made available electronically and in hard-copy. A total of 544 surveys were collected and analyzed to help our agency understand the needs faced by low-income residents and coupled with local data has served for our internal planning process to strengthen program services to help alleviate poverty in our communities.

According to the U.S. Census Bureau, the estimated population of Shasta County for 2022 was 180,930; the 2000 total population of Shasta County was 163,256. This equals an increase of approximately 10% in 22 years. The 2022 Census Data Sets show the elderly (65+ and older) make up 21% of the population, compared to the California average of approximately 15.2%. Shasta County has a higher rate of the elderly population, which is the fastest growing segment. The 2022 population census rate shows that 50.6% of the population is female; 49.4% of Shasta County's population is male. The median age for residents in Shasta County is 42, respectively; considerably older than the California median age of 37. With the Baby Boom generation approaching retirement age, nowhere is that more evident than in Shasta County. In Shasta County, approximately 6% of the population are under 5 years of age, and approximately 21.7% of the population is under 18 years of age.

The estimated number of Hispanic or Latino population (2022) countywide is 11.4% of the population. In 2000, the number of Hispanic or Latino population countywide was 5.5%, which has doubled in the last 22 years. White population has been decreasing consistently from 91.6% in 2014 to 77.9% as of 2022. In 2021, Shasta County was more diverse than it was in 2018. In 2021, the white (non-Hispanic) group made up 77.9% of the population compared with 79.5% in 2018.

According to the Self-Sufficiency Standard, which defines the amount of income necessary to meet basic needs (including taxes) without public subsidies (e.g., public housing, food stamps, Medicaid or child care) and without private/informal assistance (e.g., free babysitting by a relative or friend, food provided by churches or local food banks, or shared housing). The family types for which a Standard is calculated range from one adult with no children, to one adult with one infant, one adult with one preschooler, and so forth, up to three-adult families with six teenagers. Shasta County's self-sufficiency standard for one-single adult is \$26,902 annually and a two-adult household with two school-age children needs \$71,484 in order to meet their basic needs, in comparison to the Health & Human Services 2023 Federal Poverty Guidelines of \$14,580 for one-single adult and \$30,000 for a family of four according to the 2021 Self-Sufficiency Standard Measure.

According to the EDD, unemployment in Shasta County is 5.8% as of February 2023, which is higher than California's rate of 4.3%. There are an estimated 79,711 housing units (2022) with an average population density of 48.2 per square mile. There are an estimated 35.5% households in the county that are renters, 64.5% are owner-occupied households and the average household size is 2.5. A total of 12.3% of residents have a disability and are under the age of 65 years old, which may impact their household income and/or live in poverty. Shasta County has 14% of the population living under the poverty guideline, which is higher than the state rate of 12.3% and nationally at 11.6%. According to KidsData.org 27.8% of the county's households have children and 72.2% of the households do not have children. Of the households with children 20.4% are headed by the mother only and 9.6% the father is the only parent present. Grandparents caring for their grandchildren has been steadily increasing in the last 10 years, and currently 5.1% of the households are headed by grandparents. Children living in limited English-Speaking households or headed by immigrant parents increased significantly from 1.1% in 2017 to 5.9% currently, which impacts the parents' ability to gain employment, face barriers (i.e., language, legal status etc.), and/or access limited services.

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

Shasta County Housing and Community Action Agency is a public Community Action Agency serving the cities of Anderson, Redding and Shasta Lake, and the unincorporated areas of Shasta County. Administered by the Shasta County Health & Human Services. SCHCAA is currently administered by the Shasta County Health & Human Services.

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

**Federal Government/National Data Sets**

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

**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: Kidsdata.org

**California State Data Sets**

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

**Agency Data Sets**

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other: Community engagement surveys

**Surveys**

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

4. If you selected "Other" in any of the data sets in Question 3, list the additional sources.

Agency Data Sets: Other- RESULTS from Community engagement surveys from local residents & service providers: Period-December 3, 2022 to January 31, 2023; **Federal/National Data Sets:** Self Sufficiency Standard Measure; HHS Poverty Guidelines 2023;

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

**Surveys**

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

**Focus Groups**

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

**Interviews**

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

**Community Forums**

**Asset Mapping**

**Other**

6. If you selected "Other" in Question 5, please list the additional approaches your agency took to gather qualitative data.

N/A

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

The Shasta County Housing and Community Action Agency (SCHCAA) under the Shasta Co. Health & Human Services administration coordinated and/or collaborated with local institutions, organizations and local partner collaboratives to conduct a Shasta County community needs assessment, which is required every two years, to gather community input on local services, needs, and gaps faced by low-income, vulnerable populations, and input from community-based organizations/service providers serving residents in the county. The SCHCAA collected a total of 544 surveys from community residents and local service providers. The surveys were distributed in both English and Spanish, via the agency website, social media, e-mail network lists, collaboration with partners which promoted the survey via outreach to their clients and during intake appointments (in-person and by phone). The community input process, included many community comments, addressing gaps, and needs shared by residents. The data/input collected, was analyzed and evaluated to plan for the utilization of CSBG funds in response to low-income household priorities for the next two-year CAP Plan priorities (See Community Needs Assessment-Appendix C). The SCHCAA staff and board members utilize the community needs assessment information, as a tool to develop a strategic approach in the designation of funding opportunities and priorities within Shasta County. SCHCAA analyzes client input and responses through a customer survey, after services have been provided. The surveys are collected in an effort to assess program effectiveness and discussed during staff meetings. The input contributes towards program enhancements, process change(s) and on-going outcome evaluation for CAA programs.

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

A. Community-based organizations

Local and regional partners were invited to participate in the Community Needs Survey 2023, to disseminate among their clients, promote during outreach efforts, and to ask for their staff to complete, to provide input as a resident and/or partner serving Shasta County. The survey results include input from this sector to help identify the top 5 community priorities impacting poverty in the county. All community-based organizations participated in the survey to help identify the community needs faced by residents accessing their services.

B. Faith-based organizations

Local and regional partners were invited to participate in the Community Needs Survey 2023, to disseminate among their clients, promote during outreach efforts, and to ask for their staff to complete, to provide input as a resident and/or partner serving Shasta County. The survey results include input from this sector to help identify the top 5 community priorities impacting

poverty in the county. Faith-based organizations participated in the survey to help identify the community needs faced by residents accessing their services.

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

Local and regional partners were invited to participate in the Community Needs Survey 2023, to disseminate among their clients, promote during outreach efforts, and to ask for their staff to complete, to provide input as a resident and/or partner serving Shasta County. The survey results include input from this sector to help identify the top 5 community priorities impacting poverty in the county. The private sector participated in the survey to help identify the community needs faced by residents accessing their services.

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

Local and regional partners were invited to participate in the Community Needs Survey 2023, to disseminate among their clients, promote during outreach efforts, and to ask for their staff to complete, to provide input as a resident and/or partner serving Shasta County. The survey results include input from this sector to help identify the top 5 community priorities impacting poverty in the county. The public agencies and sector participated in the survey to help identify the community needs faced by residents accessing their services.

E. Educational institutions (local school districts, colleges)

Local and regional partners were invited to participate in the Community Needs Survey 2023, to disseminate among their clients, promote during outreach efforts, and to ask for their staff to complete, to provide input as a resident and/or partner serving Shasta County. The survey results include input from this sector to help identify the top 5 community priorities impacting poverty in the county. Educational Institutions participated in the survey to help identify the community needs faced by residents accessing their services.

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



Causes of poverty in Shasta County stem from historical shifts in the primary industry supporting jobs in the local area, the commercial timber industry in Shasta Co. dates back to the 1840's. The industry boomed as trees were plentiful, workforce abundant and lumber was cheap. This allowed for many residents to obtain living-wage jobs and increased economic vitality in the local area(s). In 1870, timber and lumber were the two main industries supporting thousands of jobs and increased the county coffers, these industries boomed through the 1960's. The abundance of Timber, allowed for housing to be built and infrastructure in a five-county region to include Shasta County, to meet the demand of a growing population and building needs. In 2001, this industry was shuttered due to a combination of federal environmental provisions and natural fire disasters. The timber industry declined, which caused job losses and an economic decline for many residents in the county that lead to an increase in poverty rates. Job losses and a slowing economy are factors that have increased crime rates in the county, which has increased the number of prisoners in the local jails. As these individuals are released from the jail/judicial system, there has been a gap in how to aid with the re-entry population back into the community, which further exacerbated the homeless rates and lack of housing opportunities for re-entry prisoners. According to Jailexchange.com, the Shasta County Jail consists of approximately 7,620 bookings on an annual basis and has a daily average of 381 inmates, which is at-full capacity on a daily basis filling up the 381 available beds. Prisoners re-entering back into the county, will face housing shortages and income instability, as indicated by top two (2) priorities identified in the Community needs assessment.

Causes of poverty impacts over 14% of the population in the county, due to the lack of jobs or employment skills needed to obtain living wage job(s) which impacts the ability to sustain safe and affordable housing. Another barrier for low-income individuals, is the low educational attainment which impacts 22.6% of the population and plays a role in the increase of poverty, which contributes towards financial hardship in comparison to individuals that have attended some college or have obtained a Bachelor's degree. These are among the primary causes of poverty, impacting the ability for these households to be able to meet their basic needs, secure securing housing, and further putting them at risk for becoming homeless. COVID-19 has produced additional barriers for self-sufficiency due to the lack of jobs and financial independence. The Shasta County Community Needs Assessment Report 2023 has been included in the Plan (Appendix C) for local/regional statistical data identifying local causes of poverty.

A study completed in 2020 focused on the Shasta County Adverse Childhood Experiences (ACEs) scores, which are significantly higher than the average ACEs score for California. ACEs scores reflect emotional neglect and abuse, physical neglect and abuse, sexual abuse, and household dysfunction (divorce, domestic violence, mental illness, substance use and incarceration). Research shows that there is a connection between ACEs and a number of long-term health and quality of life issues. The more ACEs a person is exposed to the greater the likelihood that they will develop emotional problems, health risk behaviors, social problems and chronic disease. The effects of ACEs results in increased mental and physical health care costs and a decreased life expectancy. Many of the Shasta County residents seeking services, require wrap-around trauma-informed services. The Shasta Co. Community Action Agency (SCHCAA) is now administered by the Shasta County Health & Human Services (HHSA) and will increase their ability to coordinate intake efforts to reduce re-traumatization of adults seeking CSBG programs. The agency will be adopting new processes to become a trauma-informed agency to support the well-being and self-sufficiency for adults seeking assistance and require a pathway to healing with other services, not offered within the agency. The Shasta County ACES study is attached for further reference, as it impacts the conditions of poverty for many residents (Appendix D).

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

Shasta County has been impacted with multiple natural disasters (wild fires) in the last 3 years, which has impacted the availability of access to safe and affordable housing. The homeless issue(s) has risen due to lack of vacancies, affordable units, and accessible housing for low-income and vulnerable residents. Therefore, per the Community Needs Assessment Survey, the top priority for the Shasta County residents was identified as Housing Instability or Affordability. The third condition of poverty aligns with impacts by COVID-19 in which job stability & security/loss of income has affected low-income residents because of their inability to meet their housing rent payments/ needs due to lack of income. Jobs have been impacted (closures, reduction in hours etc.) which affects the ability to financially sustain their current housing and basic needs. This leads to an additional impact to already stressed households. The Shasta County Community Needs Assessment Report 2023 has been included in the Plan (Appendix C) for local/regional statistical data identifying local conditions of poverty.

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

The Shasta County Housing and Community Action Agency (“SCHCAA”) has an established customer satisfaction survey for all residents accessing community action programs. The customer satisfaction survey is collected and assessed by the management team, to address areas of improvement, implement new strategies or practices to support good customer service experience. The client’s input is beneficial for on-going training of staff and to identify areas of improvement by the agency. The SCHCAA staff report improvements of services during an annual agency report as well as a customer feedback & input is presented at every regularly scheduled Community Action Board meeting. The SCHCAA Customer Satisfaction Survey is available to the public to provide feedback on our agency website and the CAA lobby.

# Community Needs Assessment Results

CSBG Act Section 676(b)(11)  
 California Government Code Section 12747(a)  
 State Plan 14.1a

**Table 1: Needs Table**

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
1) Housing Instability or Finding Affordable Housing	Community	Yes	Yes	Yes
2) Mental Health/Wellness	Individual/Family	Yes	No	No
3) Income or Job Stability	Individual/Family	Yes	Yes	Yes
4) Lack of overall health/wellness	Individual/Family	Yes	No	No
5) Substance use disorders	Individual/Family	Yes	No	No

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

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

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

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

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

**Table 2: Priority Ranking Table**

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
<p>1) Housing Instability or Finding Affordable Housing</p>	<p>Effective April 26, 2023 the Shasta Co. HHSA administers the SCHCAA Housing programs through the HHSA ECHO department to support income-qualified households and individuals who are homeless or at-risk of becoming homeless. The transition of SCHCAA under HHSA will expand housing programs and merge existing programs among both departments. The new model of housing will incorporate the following programs, to provide a one-stop and wrap-around service model, as follows existing SCCAA programs:</p> <p><u>Housing Choice Voucher (HCV) Program</u></p> <ul style="list-style-type: none"> <li>• Tenant-based rental assistance for very-low-income families formerly known as Section 8</li> <li>• Manufactured homes HCV program for assistance with space rent for manufactured homeowners</li> <li>• Homeownership program for mortgage assistance for low-income homeowners</li> <li>• Project Based Vouchers which assigns rental assistance to a specific rental unit for a housing development project</li> </ul> <p><u>Referral-Based Tenant Assistance Programs:</u></p> <ul style="list-style-type: none"> <li>• HCV HUD VASH for homeless veterans referred through VA Medical Centers</li> </ul>	<p>FNPI 4a, 4b,4c,4d,4g, FNPI 5a, 5f, 5g &amp; 7a</p> <p>CNPI 4z</p> <p>SRV 1b, 1f, 1g,1j, 1k, 1l; 4c, 4d, 4i, 4q, 7a, 7b, 7c &amp; 7j</p>	<p>Shasta County has been impacted by natural disasters which have contributed to the already scarce housing stock in the county; the housing vacancy rate is low and not affordable for low-income residents. Housing has been a critical need in the county and currently with the transition of SCHCAA under the Shasta Co. HHSA will aid in the merger of the one Housing Department-called ECHO that is a combination of SCHCAA and HHSA Housing Program—establishing a wrap-around and one-stop housing program for the residents of Shasta County. The merger increases staff capacity, ability to leverage CSBG with over 7 new housing programs, additional funding, resources and collaboration with partners and landlords in the county. The staff will include now Spanish speaking health</p>

	<ul style="list-style-type: none"> <li>• HCV Family Unification Program for households with an open Child Welfare Case</li> <li>• Tenant Based Rental Assistance (TBRA) provides deposit assistance and twelve-months of rental assistance for income-qualified tenants</li> <li>• Partners II program is for individuals that are chronically homeless and disabled</li> <li>• HCV Mainstream Voucher program for non-elderly disabled families who are homeless or at risk of homelessness</li> <li>• Emergency Housing Vouchers issued through a collaborative effort with the local Continuum of Care to assist families who are homeless, at-risk of homelessness, fleeing domestic violence, or recently homeless.</li> </ul> <p><u>Homeowner Assistance Programs</u></p> <ul style="list-style-type: none"> <li>• Down Payment Assistance – Deferred loans for income-eligible homebuyers in the unincorporated areas of Shasta County to assist with down payment and closing costs</li> <li>• Homeowner Rehabilitation – Deferred payment housing rehabilitation loans for income-eligible homeowners throughout Shasta County that are outside of the City of Redding</li> <li>• CalHome – Owner-Occupied housing rehabilitation or replacement for homes affected by the Carr Fire in the unincorporated areas of Shasta County</li> </ul>		<p>advocates to assist with culturally appropriate services.</p>
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	<ul style="list-style-type: none"> <li>• CDBG DR MHP- development of multi-family housing project to add units to the affordable housing stock to create units for low- and moderate-income households who were displaced by the Carr Fire.</li> <li>• Housing Navigation services to assist homeless residents in finding affordable housing, access housing programs and/or prepare to apply for housing through resources and support.</li> <li>• Social Worker to assist residents in overcoming any barriers to access affordable housing or to maintain their housing.</li> </ul> <p>Housing Department (the transition under HHSA expands the following programs to existing Community Action programs)-one-stop housing department:</p> <ul style="list-style-type: none"> <li>• PATH-(Annually funded)-Projects for assistance in transition from Homelessness</li> <li>• ESG RR-Emergency Solutions Grant- Rapid Rehousing</li> <li>• ESG HP-Emergency Solutions Grant-Housing Prevention</li> <li>• CESH-CA Emergency Solutions Housing Program</li> <li>• HDAP-Housing Disability Advocacy program</li> <li>• HDAP-TSI-Housing Disability Advocacy Program-Targeted Strategic Investments</li> <li>• BFH-Bringing Families Home</li> <li>• EFSP-Emergency Food &amp; Shelter Program</li> <li>• CMSP-Indigent (Mental Health)</li> <li>• Home Safe-Prevention Funding-Seniors</li> <li>• HSP-Housing Support Program</li> </ul>		
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	<p><b>Performance Indicators for Housing</b></p> <p><b>Program Activities:</b></p> <p><b>Family-Level Performance Indicators:</b></p> <p>Obtain Safe Temporary Shelter-500 individuals</p> <p>Obtain safe and affordable housing-150 individuals</p> <p>Maintained safe and affordable housing for 90 days-150 individuals</p> <p>Maintained safe and affordable housing for 180 days-150 individuals</p> <p>Improved improvement of their home-5 households</p> <p>Seniors maintained independent living situation- 250 Seniors/individuals</p> <p>Disabled individuals maintained independent living situation- 550 individuals</p> <p><b>Community Level Impact:</b> Housing Navigator Program</p> <p>Securing housing for homeless-20 households</p> <p>Temporary shelter is provided through emergency vouchers-15 households</p> <p>Increased landlord engagement-5 landlords</p> <p>Enroll Households to permanent housing-10 households</p> <p>Increase local/regional housing partnerships-10 partners</p> <p><b>Local Resource Information:</b></p> <p>*For Housing Programs &amp; Services contact Shasta County Community Action Agency, located at 1450 Court Street #108, Redding, CA 96001. Office number (530) 225-5160 and/or website: <a href="https://www.co.shasta.ca.us/caa">https://www.co.shasta.ca.us/caa</a></p> <p>Residents can contact SCHCAA to receive housing program information, obtain a resource list, community resources and the website will offer updated program information.</p>		
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	<p>*For additional Shasta County Program information, all residents can contact: <b>Shasta Co. Nor-Cal</b> to receive list of additional local programs, services, and resources. Phone number: <b>2-1-1</b> or access via Website: <b><u>211norcal.org/shasta/</u></b> to connect with a call specialist for personalized service any time, day or night. (Callers from out of county or TTY users may dial 855-211-7822.)</p>		
<p>2) Mental Health/Wellness</p>	<p>While this was identified as one of the priority needs in the community survey, it is not explicitly addressed in the programs administered by SCHCAA. However, the SCHCAA will work collaboratively with Shasta County Health and Human Services in support of its Mental/Behavioral Health programs to ensure clients are referred through a coordinated entry process. SVC- Referrals will be made for appropriate support and services to meet these local needs. Community Needs Results will be shared with the partner agency for their planning purposes. For <b>Mental Health Services</b>, the agency providing these direct services is the Shasta County Mental Health Department located at 2640 Breslauer Way, Redding, CA 96001 or by phone (530) 225-5252. Crisis Response available 24/7 or walk-in services Monday-Friday from 8am to 3pm. Main office phone (530) 225-5200.</p> <p><b>Local Resource Information:</b></p> <p>*For additional Shasta County Program information, all residents can contact: <b>Shasta Co. Nor-Cal</b> to receive list of additional local programs, services, and resources. Phone number: <b>2-1-1</b> or access via Website: <b><u>211norcal.org/shasta/</u></b> to</p>	<p>SRV 7c</p>	<p>Mental Health is critical especially to avoid re-trauma due to natural disasters impacting individuals and families in the county; to increase well-being for residents needing assistance and access to services in the community; SCHCAA is now housed under Shasta Co. HHS and this service will be streamlined under this new administration, as both program units are housed in the same agency.</p> <p>Mental Health Services have been identified in the top 5 priorities in the last 3 CAP Plan cycles for our county; under the former SCHCAA structure the department was limited to referrals to HHS-Mental Health services. Now with the transition of SCHCAA under Shasta Co. HHS this strengthens and supports a streamlined approach to</p>



	<p>connect with a call specialist for personalized service any time, day or night. (Callers from out of county or TTY users may dial 855-211-7822.)</p>		<p>assist residents with this need. SCHCAA will be able to refer and support clients in accessing mental health services such as: Crisis Mental health; adult &amp; children’s mental health, maternal depression and other services.</p> <p>SCHCAA is not specialized to provide these critical services, however it will increase the access to services through the new transition under Shasta Co. HHSA.</p>
<p>3) Income or Job Stability</p>	<p>Family Self-Sufficiency (FSS) program is designed to help Shasta County HUD participants become financially self-sufficient through education, job training, job search, and employment. Participants follow a series of steps tailored to their needs and goals. As participants become employed and their earnings grow, their portion of tenant rent will increase. As an FSS participant, HUD will acknowledge the increased client share of rent cost by placing deposits into an interest-bearing savings account for the family. Upon successful completion of the FSS Program, the family receives the funds in the saving accounts. The program is implemented by the Shasta County Housing Authority with the goal of helping participants meet their career goals in five years or less.</p> <p><b><u>Income Stability Program Indicators:</u></b>  Individuals increase their savings-15 individuals  Individuals use their savings to purchase an asset- 1 individual</p>	<p>FNPI 1b, 1h.2, 1h.3  FNPI 2e, 2g, 2h  FNPI 3d,3e,3e.1  SRV 1b, 1f, 1g,1j, 1k, 1l, 3a, 3b, 3c, 3d, 7a, 7b, 7c &amp; 7j</p>	<p>Income or Job Stability has been a top priority for Shasta County. SCHCAA has been improving income and asset building efforts through the Family Self-Sufficiency (FSS) program and will continue to increase employment skills and financial planning to aid with their FSS case plan. However, with the transition under Shasta Co. HHSA there will be an increase in collaboration with Employment Services and CalWORKs programs/supportive services to enhance services to CAA clients. A streamlined approach and ability to increase access to services for</p>

	<p>Individual purchased a home- 1 individual</p> <p><b><u>Employment Program Indicators:</u></b></p> <p>Adults obtained employment- 20 individuals</p> <p>Increase employment income- 5 individuals</p> <p>Increase employment benefits- 5 individuals</p> <p><b><i>Local Resource Information:</i></b></p> <p>*For Income or Job Stability Programs &amp; Services contact Shasta County Community Action Agency, located at 1450 Court Street #108, Redding, CA 96001. Office number (530) 225-5160 and/or website:  <a href="https://www.shastacounty.gov/housing-community-action-programs">https://www.shastacounty.gov/housing-community-action-programs</a></p> <p>Residents can contact SCHCAA to receive housing program information, obtain a resource list, community resources and the website will offer updated program information.</p> <p>*For additional Job Training, job search assistance, vocational training, job placement, business services and on-site employment supportive services (access to computers, resume development and Unemployment paperwork completion) Program Services, SCHCAA refers and partners with the <b>Shasta County S.M.A.R.T. Center</b> located at 1201 Placer Street, Redding, CA 96001 or contact the office at (530) 246-7911. Office hours Monday, Tuesday, Thursday &amp; Friday from 8am-5pm (closed 12pm-1pm) and Wednesday 9am-5pm (closed 12pm-1pm).</p> <p>*For additional Shasta County Program information, all residents can contact: <b>Shasta Co. Nor-Cal</b> to receive list of additional local programs, services, and resources. Phone number: <b>2-1-1</b> or access</p>	<p>low-income residents needing to seek employment, gain skills, and increase their household income.</p>
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	via Website: <a href="http://211norcal.org/shasta/">211norcal.org/shasta/</a> to connect with a call specialist for personalized service any time, day or night. (Callers from out of county or TTY users may dial 855-211-7822.)		
4) Lack of overall health/wellness	<p>Referrals will be made for appropriate support and service to meet these local needs. Community Needs Results will be shared with the partner agency for their planning purposes. For services contact the <b>Shasta County Public Health Department</b>, located at 2650 Breslauer Way, Redding, CA 96001. Office hours Monday-Friday 8am to 5pm contact by phone (530) 225-5591 or (800) 971-1999</p> <p><b>Local Resource Information:</b></p> <p>*For additional Shasta County Program information, all residents can contact: <b>Shasta Co. Nor-Cal</b> to receive list of additional local programs, services, and resources. Phone number: <b>2-1-1</b> or access via Website: <a href="http://211norcal.org/shasta/">211norcal.org/shasta/</a> to connect with a call specialist for personalized service any time, day or night. (Callers from out of county or TTY users may dial 855-211-7822.)</p>	SRV 7c	The services will be coordinated within Shasta Co. HHS. While this was identified as one of the priority needs in the community survey, it is not explicitly addressed in the programs administered by SCHCAA. However, the SCHCAA will work collaboratively with Shasta Co. HHS-Public Health and community-based partners to ensure clients are referred through a coordinated entry process. Services will be streamlined and access to services for low-income residents, now that SCHCAA is being administered by Shasta Co. Health & Human Services.
5) Substance use disorders	-Referrals will be made for appropriate support and services to meet these local needs. Community Needs Results will be shared with the partner agency for their planning purposes. <b>Shasta County Alcohol and Drug Services Department</b> located at 2640 Breslauer Way, Redding, CA 96001 or by phone (530) 225-5252 for services and Main office (530) 225-5200.Crisis Response available 24/7 or walk-in services Monday-Friday from 8am	SRV 7c	The services will be coordinated within Shasta Co. HHS. While this was identified as one of the priority needs in the community survey, it is not explicitly addressed in the programs administered by SCHCAA. However, the SCHCAA will work

	<p>to 3pm.  <b>Local Resource Information:</b>  *For additional Shasta County Program information, all residents can contact: <b>Shasta Co. Nor-Cal</b> to receive list of additional local programs, services, and resources. Phone number: <b>2-1-1</b> or access via Website: <b><u>211norcal.org/shasta/</u></b> to connect with a call specialist for personalized service any time, day or night. (Callers from out of county or TTY users may dial 855-211-7822.)</p>	<p>collaboratively with the NorCal Continuum of Care and with Shasta County Health and Human Services (SCHCAA's new Administrator), in addition to community-based partners, to ensure clients are referred through a coordinated entry process. . Services will be streamlined and access to services for low-income residents, now that SCHCAA is being administered by Shasta Co. Health &amp; Human Services.</p>
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**Agency Priorities:** Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

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

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

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

## Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

### Vision and Mission Statement

#### 1. Provide your agency's Vision Statement.

**HHS (Administrator) Vision Statement:**

Healthy people in thriving and safe communities.

**Shasta County CAA Vision Statement:**

Providing community leadership through partnerships to improve quality of life and economic vitality.

#### 2. Provide your agency's Mission Statement.

**HHS (Administrator) Mission Statement:**

Engaging individuals, families and communities to protect and improve health and wellbeing

**Shasta County CAA Mission Statement:**

Shasta County Community Action provides leadership, advocacy, and services to mitigate poverty by empowering economically, disadvantaged persons to achieve self-sufficiency.

## Tripartite Board of Directors

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

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

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

The Shasta County Housing and Community Action Agency (SCHCAA) has a 12-member tripartite board. Four members are representatives or designees of the public sector (elected officials or city council), four members are representatives of the private sector (business, faith-based organization, non-profit) and four are representatives of the low-income community (low-income resident or a representative of the low-income/vulnerable population), this allows for a better perspective of issues and solutions. The agency adheres to the CSBG requirement of a Tripartite board composition to administer funding effectively on behalf of the County of Shasta low-income and vulnerable residents. Board officials are selected on an annual basis during the first meeting of the year, to ensure opportunities are provided to each sector representative to serve in the Chair and Vice-Chair positions.

The selection of low-income community action board members is attained through a democratic process. Individuals serving in this capacity are current low-income residents and/or represent this sector as a service provider (ex: non-profit staff/advocate). When there is a vacancy among the low-income sector, the seat is filled through community awareness, promotion and advertisement of the vacancy, as a recruitment method. Staff lead outreach efforts through flyers in communities, mailers through other low-income programs, announcement on social media outlets and posting of the board recruitment in our agency lobby and other locations where low-income services are provided. Individuals are encouraged to fill out an application, either electronically or on paper. Applications are presented to the existing Community Action Board (CAB) particularly to the Public Sector representatives to encourage them to present to the CAB one interested applicant of the low-income from his or her respective jurisdiction (per the By-laws). Applicants are appointed by the CAB and scheduled for the next available "New Member Orientation Training", which is completed within 6 months of board appointment (in alignment to organizational performance standards).

## Service Delivery System

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

State Plan 14.3

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

### **All of our services are delivered via direct services**

#### **Intake Process for the Housing Choice Voucher program**

Clients may apply in-person or online to the waiting list when it's open. If the waiting list is not open, the client is referred to an eligible agency to see if the agency can refer them to the Tenant Based Rental Assistance program (TBRA). If the waiting list is open, the client can apply to be on the waiting list and goes into the waiting list lottery. Clients remain on the waiting list until they come to the top, and once the client comes to the top of the waiting list an eligibility packet is mailed to the client to start the eligibility process. Once the client is determined eligible, the client is issued a voucher to go find housing. Eligibility for the Housing Choice Voucher program consist of Housing Authority forms, income verifications, current bank statements, copy of the most recent tax return, child support twelve payment history, rental agreement for their current unit, utility bill, or if they are homeless a homeless certification instead of the rental agreement and utility bill, ID card and social security card.

#### **Intake Process for the Tenant Based Rental Assistance program (TBRA)**

Clients are typically referred from an eligible agency. To apply for the program the following must be submitted: the client's application and forms, income verification, 6 months of bank statements, child support payment history, child custody order, 1 to 3 years of tax transcripts, ID card, and a copy of his or her Social Security card. Once the TBRA caseworker receives the referral, the caseworker obtains third party verifications of income and bank statements. Once the client is determined eligible, he or she is issued a voucher and may proceed to finding and selecting a housing unit.

#### **Referral from HCV to TBRA**

If clients do not qualify for HCV because of criminal background, or if they are over-income for that program, they are referred to the TBRA caseworker. The TBRA caseworker will send out a TBRA application for the client to complete and start the eligibility process for the TBRA program.

#### **Referral from TBRA to HCV**

If a client has been on TBRA for twelve months and continues to need housing assistance the TBRA caseworker will make the referral to HCV to start the eligibility process to receive a Housing Choice Voucher.

#### **Intake Process for the Owner-Occupied Rehabilitation Program**

Interested borrowers can visit reception to pick up an application package, or request for an application to be mailed. The application is returned to the Housing and Community Action Agency office, and they will go through an eligibility process, including third party verifications. After the household is determined eligible, the home is inspected to determine the work needed to be done. Once the application is taken to loan committee and receives approval, the loan documents are signed, and a contractor bid tour is scheduled. The homeowner signs a contract with the selected construction contractor, and work begins.

#### **Intake Process for the Down-payment Assistance Program**

The Borrower may request application and apply to have their name placed on waiting list. The application is returned to our office and the eligibility process is completed, including third party verifications. After the borrower is determined eligible, the eligibility letter is issued. The borrower then shops for a house and enters escrow to purchase his or her home.

**Intake Process for the Partners II program (Continuum of Care grant)**

Clients are referred from an eligible agency, and once the referral is received, the Partners II case manager and social worker will work with the client to determine eligibility for the program and identify which supportive services the client may need.

HHSA-ECHO Housing Department

SCHCAA is now administered by the Shasta County Health & Human Services, and will be integrated into the ECHO Housing Department to leverage, coordinate and collaborate under one Housing department to assist, strengthen and maximize housing services, opportunities and accessibility for low-income unhoused residents, homeless, and at-risk of becoming homeless. Internal coordination will ensure clients have one-stop housing department and will be screened for all housing options, services and programs. Staff will coordinate with other HHSA programs to ensure seamless referrals and services are coordinated to assist in their goals/case plan achievements. The staff will be integrated into one housing team to minimize client intake processes and duration to access services. Bilingual & bi-cultural staff will be available.

**Limited English Proficiency Services**

SCHCAA uses third party translation services for customers with limited English proficiency when there are no bilingual staff available. We currently use Language Link for Interactive Voice Response (IVR) and Cyacom for document translation. The agency has ensured that the community input process and surveys are available in English and Spanish, to ensure the information is available for residents that are English proficient. Staff are available to help clients complete their forms, paperwork and applications if language or literacy is a barrier to access services. Clients that require additional support with reading or completing paperwork, will receive assistance from staff. Especially senior citizens and Limited-English proficient residents. The agency will plan on the development of materials in other languages to meet the needs of the demographics of the county, including Asian-Pacific Islander (AAPI) populations. The Community needs assessment identified the growth in multiple demographics which will be incorporated into the program and service(s) development to increase accessibility and cultural competence in service delivery.

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

Based off the poverty data related to gender, age, and race/ ethnicity in Shasta County, our program workers seek to be knowledgeable and skillful in their program to provide services and resources to clients of any gender, any age and race/ ethnicity in our service area by strategizing to making culturally, gender and age-appropriate referrals within both formal and informal networks and are cognizant of, and work to address, service gaps affecting those groups as outlined in their specify program areas.

**Linkages and Funding Coordination**

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



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

SCHCAA has maximized the CSBG funds by leveraging staff, programs and technology to best serve the local needs of residents. SCHCAA staff oversees and coordinates HOME, CDBG, Cal/HOME EFSP, FSS, and Economic Development funds and works closely with local agencies and non-profits. Currently the SCHCAA staff is working with local non-profit, for-profit faith based and local government in our NorCal Continuum of Care to develop a strategic plan and disburse funds to deal with the large number of transients that have begun to accumulate in the downtown area. With citizen and community support in our Shasta County Advisory Board the staff is involved in developing a coalition of resources to reach out to these individuals.

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

The SCHCAA serves as staff and liaison to the Emergency Food and Shelter Program (EFSP), Community Action Agency advisory boards, as well as the lead agency for the NorCal Continuum of Care which covers Del Norte, Lassen, Modoc, Plumas, Shasta, Sierra and Siskiyou Counties. For FY 2019-20, the CAA is also serving as the lead agency for the local Complete Count Committee for the 2020 Census. Additionally, the CAA is the administrator for the Homeless Management Information System for a seven-county region. Which covers Del Norte, Siskiyou, Modoc, Lassen, Plumas, Sierra and Shasta.

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

The SCHCAA programs have policies and procedures in place for its clients and subrecipient(s) of its funds are required to complete a Duplication of Benefits Affidavit as part of the application process. Subrecipient(s) are required to complete a duplication of benefits analysis for assisted activities to demonstrate that no financial assistance has been received or is available to pay costs charged to the same specific grant. To comply with this requirement, clients and subrecipient(s) will demonstrate that no other funds are available for an activity by maintaining records of compliance with mandatory duplication of benefits requirements. A subrecipient(s) is required to develop and maintain adequate procedures to prevent a duplication of benefits that address (individually or collectively) each activity or program. A subrecipient(s)' policies and procedures are not adequate unless they include, at a minimum: (1) a requirement that any person or entity receiving SCHCAA grant funded assistance must agree to repay assistance that is determined to be duplicative; and (2) a method of assessing whether the use of SCHCAA grant funds will duplicate financial assistance that is already received or is likely to be received by reasonably evaluating the need and the resources available to meet that need.

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

The SCHCAA leverages the Shasta County Housing Authority and NorCal Continuum of Care program funding to increase resources, and its ability to serve additional residents. In order to manage the increasing number of grants received, maintaining internal operations has been a high priority. Approximately, 14 million dollars are leveraged locally by CSBG in order to continue providing services to low-income households.

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

Approximately, 14 million dollars are leveraged locally by CSBG. A reduction of funding would have a wide-scale impact on many subrecipient agencies not only in Shasta County, but our four county Housing Authority and also our 7 county Continuum of Care. As a reduction of funding would obligate subrecipient agencies to be reliant on other available grants and community donations to provide their services. Internally, SCHCAA's will use the full extent of our authority to maintain existing SCHCAA activities, continue to review its resources, authorities, and flexibilities under its programs to minimize the impact of such a funding reduction and continue to seek partnership opportunities with non-profits and local organizations to increase programmatic capacity and demonstrate funding sustainability. SCHCAA will continue to support communities impacted with the possibility of considering carryover balances from other SCHCAA funds, implementing fees, and researching other possible funding options to replace or maintain threatened services. SCHCAA will also implement processes for resuming operations after the potential funding reduction has ended, including issuing notifications to employees, subrecipients and clients and providing other direction to staff necessary to support the resumption of normal operations as well as community input on adjustments in long-term planning.

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

Volunteers are encouraged to participate in the agency and proper documentation is maintained for reporting requirements. There is an internal process to ensure volunteers track their hours through a time-log. Volunteer hours are tracked and reviewed for accuracy regularly. As part of our CSBG Annual Reporting requirements the SCHCAA requests that if any CAB members have volunteer hours where they represented the agency as a Community Action Board member to provide the staff services analyst (CAB liaison) with a brief description of the volunteer event(s), total hour(s) and date(s). To ensure accurate reporting, Community Action Board member volunteer hours will be requested and tracked on a quarterly basis. Examples of volunteer activities the CAB can report on include serving on the SCHCAA Advisory Board, volunteer representing the CSBG Eligible Entity on a Board for furthering the CSBG Eligible Entity's strategic plan, assisting with program activities and logistics, and participating in advocacy to influence the policies and practices of government and/or private entities so that they are responsive to the needs of communities where low-income people live.

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

Organizations that primarily serve low-income youth are represented among the Community Action Board members and the NorCal CoC committees, such as: Shasta County Office of Education, Pathways to Hope for Children, Youth Violence Prevention Council, Northern Valley Catholic Social

Services, Hill Country Clinic, Ready for Life Foster Family Agency and CalWORKs. The needs of youth are often discussed, and when funding is made available, youth programs are considered a priority.

The SCHCAA in its role as a four-county regional housing authority administers the Family Self Sufficiency program, which pairs rental assistance with case management services to ladder those requiring rental subsidies in the eventual self-sufficiency. Client-specific case plans may include education on budgeting, homeownership, and other life-skills. As the tenant's employment and earning capacity improves, a portion of their rental subsidy is placed in an escrow account for him or her to use for eventual homeownership upon graduation from the program. For social programs not directly administered by the Agency, SCHCAA staff will actively seek opportunities actively seeking grants to administer funding opportunities for local organizations that offer life-skills programs to youth and adults.

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

SCHCAA is aware and promotes of emergency interventions, supportive services and drug education which can reduce the negative behaviors of teens suffering from depression, family issues, and peer pressure amongst friends and classmates. Mentoring support and education can help provide teens with the tools needed to successfully transition to adulthood while making healthy decisions. Our agency refers callers to Shasta County Office of Education, CalWORKs, Adolescent Family Life Planning and other local organizations supporting youth programs/services.

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

SCHCAA works closely to coordinate and support programs through the EDD and SMART resource center. We refer clients to these agencies for employment services while working with local economic development organizations for increase employment through internal funding. SCHCAA has been committed to increasing funding resources to local businesses by providing small business loans which enables these businesses to expand production or capacity and hire new employees.

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

The SCHCAA administers the Emergency Food and Shelter Program (EFSP) for the entire County of Shasta. Emergency food distribution is provided through the Connected Living Program, which includes both on-site and home deliveries of food. Salvation Army, Good News Rescue Mission, Anderson Cottonwood Christian Assistance and the Living Hope Compassion Ministries all partner to feed the needy. SCHCAA continues to assess community needs to respond effectively.

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

SCHCAA operates the HOME, Cal/HOME and CDBG housing rehabilitation program. We also work closely with SHIPP to refer local homeowners in weatherization. SHIPP currently receives LIHEAP funding as well as DOE WAP funding in Shasta County. Referrals are made to Salvation Army as well for those who need assistance paying one-month utility bill.

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

SCHCAA supports a partnership with the local LIHEAP service provider by providing referrals to SHHIP who coordinates two energy bill assistance programs for low-income Shasta and Tehama County residents. The Home Energy Assistance Program (HEAP) provides payment assistance with home energy bills. Clients may apply once every twelve months and payment varies depending on income, household size, funding, and current priority plan. Applicants are directed to download and complete an application directly from SHHIP.

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

Currently the Shasta County Housing and Community Action Agency works with the Shasta County Housing Authority to help families achieve self-sufficiency through the Family Self Sufficiency (FSS) Program and the Family Unification Program (FUP). The FSS program can assist families in purchasing homes, vehicles, paying for school and job training. The Family Unification Program is to promote family unification by providing Housing Choice Vouchers (HCVs) to families for whom the lack of adequate housing is the primary factor in separation, or the threat of imminent separation, of children from their families.

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

All programs receiving referrals through the CEP, must use the CEP established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services. Provider agencies not participating in the CEP will nonetheless be required to use the CEP to link their clients to the housing and services programs that are participating in CE. The housing program will also provide the most barrier-free, rapid, and successful entry into housing for each eligible client, by acuity, with as few barriers to housing as possible.

Once a person experiencing a housing crisis has been assessed, the CEP determines the person's priority for housing and supportive services. The person's level of vulnerability or need is determined by using the Vulnerability Index – Service Prioritization Decision Assistance Tool (VISPDAT). Scores on the VI-SPDAT populate the Local Prioritization List once entered into HMIS and the CEA will manage referrals to participating agencies as housing opportunities become available. It is the person's prioritization status (and other information from that assessment) that determines where the person will be referred. In the referral process, the group of persons with the highest priority is offered housing and supportive services first. The list dynamically changes as new client scores are added to the Shasta Coordinated Entry in HMIS.

When making referrals the NorCal Continuum of Care (CoC) will abide by the following requirements: lowering barriers / Housing First, the CoC and programs participating in the CEP will not screen potential project participants out for assistance based on perceived barriers related to housing or

services.

Through the referral process, the CoC will continue to comply with the nondiscrimination provisions of federal civil rights laws, including the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II and III of the Americans with Disabilities Act, as well as HUD's Equal Access and Gender Identity Rules, as applicable. Under these laws and rules, the following classes are protected from discrimination.

Referrals to Programs include the CoC and ESG-program recipients and sub-recipients using the CEP established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs.

List of Referral Resources include the CoC will creating and maintaining an inventory list, updated at least annually, of all housing support programs and supportive services programs that can be accessed through referrals from the CEP.

Notification of Vacancies take place when a vacancy occurs or is expected to occur in the immediate future and the housing provider agency with the vacancy must alert the CEA via email within a minimum of 2 business days and to not exceed 1 month of the vacancy. The notification must include specific details of the vacancy, including the project name, unit size, location, and any funder-defined eligibility requirements. The CEA will work to identify a prioritized household to fill the vacancy.

Referral Process includes the CoC uses the following process when making referrals. The CoC will provide potential participants with a list of all available units and programs for which they likely are eligible and then support them in making their own choices about which options to pursue. No participant will be "steered" towards any particular housing facility or neighborhood because of race, color, national origin, religion, sex, sexual orientation, disability, or the presence of children. Participants will be provided a choice in decisions such as location and type of housing, level and type of services, and other project characteristics, including assessment processes that provide options and recommendations that guide and inform participant choice, as opposed to rigid decisions about what individuals and families need. Upon referral, CoC participants will receive clear information about the program they are referred to, what participants can expect from the program, and expectations of the program. If programs institute their own prioritization standards and preferences, the CoC's CEP must accommodate these potential differences at the point of referral. Eligibility determination for available units or programs might be presumed during assessment as highly likely, but actual eligibility is not documented until the person is being enrolled in the receiving program. Eligibility then is verified through program specific verification requirements and processes by documentation collected for purposes of eligibility determination, if collected earlier during assessment, may not be used in prioritizing persons or in screening persons out of the CEP. Whenever possible, the CoC will establish referral zones or referral regions within the geographic area of the CoC. These referral zones are designed to avoid forcing persons to travel or move long distances to be assessed or served. Whenever possible, a warm handoff is encouraged from the referring agency to the receiving agency. The CoC will transmit participant referral information electronically.

Local Housing Placement will occur with the CEA will running updated By Name Prioritization lists from HMIS as needed for three populations: veterans, individuals and families. Clients at the top of each list will be selected and if necessary, case conferencing will be coordinated among all provider agencies participating in HMIS who have served that client. The CEA determine who will participate in case

conferencing in order to recommend housing placements from among the vacant units that have been reported to the CEA. Prioritization decisions will be made in accordance with HUD (Prioritization Notice: CPD-16-11). The CEA will ensure that the housing provider agency is made aware of the placement and will follow up as needed.

Referral Rejection Protocols will happen when a referral is rejected by a potential participant, they will remain on the prioritization list until the next housing opportunity is available. The CEP will make every effort to identify other referral options. If none exists, the CoC will document such limitations of the currently available housing and services options for system planning purposes. Meanwhile, CE staff will continue to work with the potential participant to find alternative accommodations. When a program rejects a referral, regardless of the specific circumstances of the program's rejection, the program will communicate the decision clearly and quickly to the entity making the referral and the CEA. This communication will include the reason for the rejection, any factors or a change in circumstances that could allow the project to reconsider and actually accept the referral, and other pertinent information that came to light during the referral review that might affect the potential participant's referral standing at other CoC housing and services programs.

## 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.

The SCHCAA analysts, fiscal team and leadership reviews grant expenditures at least monthly to ensure that milestones are met and to assess if duties need to be realigned to meet milestones or program objectives. Annual projections are created and reviewed throughout the calendar year. Monthly meetings are held with management to assess program and fiscal performance targets. Case files are reviewed by management annually. Program details are reviewed with Community Action Board. The CAB provides strategic direction to guide staff on program deliverables to meet the community's needs, results and outcomes to ensure the program is meeting the local needs as addressed in CAP Plan priorities, Strategic Plan goals and CSBG requirements. The CAB also receives fiscal reports, to assess and analyze grant expenditures in alignment to meet and be on-track with CSBG grant deliverables.

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.

Not applicable. SCHCAA does not currently use subcontractors for CSBG funding. SCHCAA is currently a direct service provider; however, it has the authority to subcontract with agencies who can administer disaster recovery related funds as appropriate. Through a contractual agreement executed between the SCHCAA and any subrecipient, client tracking, and periodic reporting requirements will be requisite for funding drawdown and expense reimbursement.

## Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

The Agency staff uses outcome-based evaluation to assess effectiveness of programs and services. The agency uses HMIS, Tenmast, and Excel to collect and evaluate program effectiveness. Data is collected during annual and quarterly reporting cycles for each grant to assess services. Staff reviews data quality on a quarterly basis. Staff gather data based on NPI's to assess effectiveness and adapt new approaches to increase client outcomes. Staff have received training on collecting data and evaluating program performance. The agency works with a ROMA Certified Trainer to assist in their data and evaluation processes.

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)

SCHCAA has improved low-income individuals' and families' capacity for self-sufficiency by utilizing the ROMA cycle of assessment, planning, implementation, achievement of results, and evaluation to increase organizational capacity by tracking and maintaining staff and CAB training, volunteer, and community outreach hours on a monthly and quarterly basis. SCHCAA continuously seeks new funding opportunities to administer and continuously seeks new partnership opportunities to achieve a wider range of marketing and awareness of the Community Needs Survey and services the agency offers. SCHCAA assessed the use of existing resources and identified the need for additional resources by updating the agency CAB tracker and CSBG yearly requirements checklist, updating program brochures, organizing the agency shared drive, recreating the CoC training videos, scheduling new technical trainings for our staff to increase program capacity, and updating agency policies and procedures when appropriate on a continuous basis to maximize program efficiency.

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)

The SCHCAA assessed the community's needs after the two wildfires that impacted the county (Car, Zogg, McKinley and Mill Fires) through collaboration with local partners and CoC. Assessing the needs of the county, the agency sought funding to meet the local needs of low-income and vulnerable residents impacted by these two disasters. SCHCAA has applied for funding and plans to rebuild disaster affected housing and support loans for other housing needs within our service area. Once funding is received, the department looks forward to implementing the program by utilizing the funds to leverage owner-occupied rehabilitation loans, down payment assistance loans, eviction prevention measures and tenant-based rental assistance programs. Once the program is implemented, it will be evaluated for program effectiveness, results and outcomes to monitor performance of the program funds to meet the needs of the community. The evaluation will allow for on-going planning and program development to meet community goals and outcomes. The agency follows R.O.M.A. principles in the development of programs and to ensure the Community Action Board receives program reports and



outcomes to align with organizational performance standards.

## Response and Community Awareness

### Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?

Yes

No

2. If yes, please describe.

In collaboration with Shasta County Health and Human Services Agency (“HHS”) Mental Health Branch, SCHCAA administers the Partners in Housing II Program to provide case management services and reviews referrals of Chronically Homeless Individuals identified by HHS as potential program candidates, to participate in the program to receive a rent subsidy. As the Lead Agency for the seven county NorCal Continuum of Care, the agency administers the Coordinated Entry System so that all individuals and families experiencing housing instability have knowledge and access to homeless and housing services with as few barriers as possible. The marketing campaign is designed to ensure that the CES is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. Similarly, the marketing campaign will be designed to ensure that people in different populations and subpopulations in the CoC’s geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the CES. The County of Shasta, Shasta County Housing Authority, and Shasta County Community Action Agency promote fair housing and make all programs available to low- and moderate-income families regardless of age, race, color, religion, sex, national origin, sexual preference, marital status, familiar status (children), or handicap.

### Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.

Yes

No

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

The Shasta County Disaster Plan was updated September 2014. The emergency operation plan

was developed by Admin Office/Sheriff's Office for the county departments.

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

SCHCAA staff are prepared to maintain workload during and after a disaster by implementing a remote work schedule to ensure that staff can efficiently provide services to clients whether the administrative building is open to employees or not. Staff are prepared to rotate duties at emergency operations centers as the need arises. Programs and services will continue to be provided and communicated through active participation in post-disaster triage events at Local Emergency Centers. SCHCAA will have agency staff designated as a liaison for FEMA communications to ensure effective distribution of federal disaster assistance services. As a department of Shasta County, Agency staff are subject to the scope of the county's disaster planning efforts and its adopted Emergency Operations Plan, and will continue to follow the plan accordingly.

## Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

### Use of CSBG Funds Supporting Local Activities

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

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

## Needs of Youth

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

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

## **Coordination of Other Programs**

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

## **Eligible Entity Service Delivery System**

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

## **Eligible Entity Linkages – Approach to Filling Service Gaps**

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

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

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

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

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

## **Eligible Entity Emergency Food and Nutrition Services**

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

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

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

## **State Coordination/Linkages and Low-income Home Energy Assistance**

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

## **Community Organizations**

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

### **Eligible Entity Tripartite Board Representation**

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

### **Eligible Entity Community Action Plans and Community Needs Assessments**

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

### **State and Eligible Entity Performance Measurement: ROMA or Alternate System**

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

### **Fiscal Controls, Audits, and Withholding**

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

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

## State Assurances and Certification

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

### **For CAA, MSFW, NAI, and LPA Agencies**

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

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

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

### **For MSFW Agencies Only**

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

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

## Organizational Standards

### Category One: Consumer Input and Involvement

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

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

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

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

### Category Two: Community Engagement

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

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

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

### Category Three: Community Assessment

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

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

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

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

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

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

#### **Category Four: Organizational Leadership**

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

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

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

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

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

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



## Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
Community Needs Assessment-2023	C