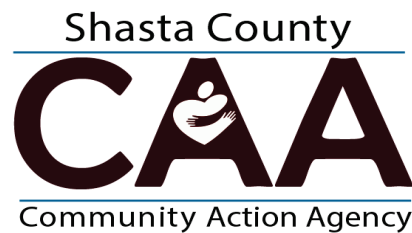


2022/2023 Community Needs Assessment and Community Action Plan

Shasta County Community Action Agency



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Redding, CA 96001

(530) 225-5160

Director: Jaclyn Disney

California Department of Community Services and Development

Community Services Block Grant



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Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

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

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

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

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

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

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

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

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

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

Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices:**
- Appendix A- Public Hearing Notice**
- Appendix B- Low-Income Testimony and Agency's Response**
- Appendix C- Shasta County Community Needs Assessment Report 2021**
- Appendix D- Shasta County Adverse Childhood Experience (ACES) Study**

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

Agency Name	Shasta County Housing and Community Action Agency
Name of CAP Contact	Jaclyn Disney
Title	Director of Housing and Community Action Agency
Phone	(530) 225-5160
Email	hcap@co.shasta.ca.us

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

March 21, 2021

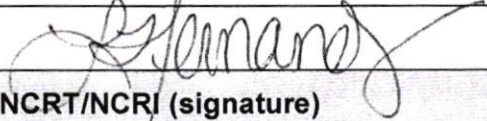
Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2022/2023 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Joe Chimenti		6/8/21
Board Chair (printed name)	Board Chair (signature)	Date
Jaclyn Disney		5-25-2021
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

Lucy Hernandez		5/20/2021
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	June 8, 2021 TIME: 9:00 am or soon thereafter
Location(s) of Public Hearing(s)	1450 Court Street Suite 263, Redding CA 96001
Dates of the Comment Period(s)	June 8, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	The Shasta County Housing and Community Action website, the Shasta County Facebook page and at the Shasta County Administrative Building.
Date the Notice(s) of Public Hearing(s) was published	May 6, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	10

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

Community Needs Assessment Narrative

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

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

State Plan

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

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

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

According to the U.S. Census Bureau, the estimated population of Shasta County for 2019 was 180,080; the 2000 total population of Shasta County was 163,256. This equals an increase of approximately 10% in 19 years. The 2019 Census Data Sets show the Elderly (65 and older) make up 21.1% of the population, compared to the California average of approximately 14.8%. An additional with the elderly as the fastest growing segment. The 2019 population census rate shows that 50.9% of the population is female; 49.1% of Shasta County's population is male. The median age for residents in Shasta County is 41, 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 21.6% of the population is under 18 years of age.

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 \$22,537 annually and a two-adult household with two school-age children needs \$61,661 in order to meet their basic needs, in comparison to the Federal Poverty level of \$12,760 for one-single adult and \$26,200 for a family of four. (Self-Sufficiency Standard Measure). The estimated number of Hispanic or Latino population (2019) countywide is 10.5% of the population. In 2000, the number of Hispanic or Latino population countywide was 5.5%, which has doubled in the last 18 years. White population has been decreasing consistently from 91.6% in 2014 to 87.6% as of 2019.

According to the EDD, unemployment in Shasta County is 8% which is lower than California's rate of 9%. (<https://data.edd.ca.gov/Labor-Force-and-Unemployment-Rates/Local-Area-Unemployment-Statistics-LAUS-/e6gw-gvii>)

There are an estimated 78,621 housing units (2019) with an average density of 20.8 per square mile. There are an estimated 72,714 households in the County, have children under the age of 18 living with them, 60% are married couples living together, 13.2% have a female householder with no husband present, single individuals make up 20.3% of all households, and the average household size is 2.4.

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

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.

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

Federal Government/National Data Sets

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

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 online data resources
- Other

California State Data Sets

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

Surveys

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

- Other

Agency Data Sets

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

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

Talkpoverty.org
 Self-Sufficiency Standard for California
 United States Department of Agriculture Economic Research Service
 Worldpopulationreview.com

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

Surveys

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

Focus Groups

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

Interviews

- Community Forums**

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

- Asset Mapping**
- Other**

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

n/a

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

The Shasta County Housing and Community Action Agency (SCCAA) completes and/or collaborates with local institutions, organizations and collaboratives to conduct a community needs assessments every two years, to gather community input on local service(s) needs and gaps faced by low-income, vulnerable populations and service providers serving residents in the county. The SCCAA collected a total of 332 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 to outreach to their clients and during intake appointments (in-person and by phone). The community needs input included a total of 100 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 SCCAA 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. SCCAA 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.

9. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency's service area(s). Your agency must demonstrate that each sector was included in the needs assessment;

A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9); Organizational Standard 2.2; State Plan)

A. Community-based organizations

Local and regional partners were invited to participate in the Community Needs Survey 2021, 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. All community-based organizations partnering with SCCAA were provided 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 2021, 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. All faith-based organizations partnering with SCCAA were provided 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 private sector partners were invited to participate in the Community Needs Survey 2021, 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. All private entities partnering with SCCAA were provided the survey to help identify the community needs faced by residents accessing their business/good or services.

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

Local and regional partners were invited to participate in the Community Needs Survey 2021, 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. All

agencies and/or organizations partnering with SCCAA were provided the survey to help identify the community needs faced by residents accessing their services.

E. Educational institutions (local school districts, colleges)

Local academic and educational partners were invited to participate in the Community Needs Survey 2021, 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. All educational institutions partnering with SCCAA were provided the survey to help identify the community needs faced by residents accessing their services.

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

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 lumbar 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, that has escalated 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 determined by the top two (2) priorities identified in the Community needs assessment.

Causes of poverty impacts over 18% 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 16.6% 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 primary causes of poverty, which impacts the ability for these households to be able to meet the basic needs, such as securing housing and/or being 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 2021 has been included in the Plan (Appendix C) for local/regional statistical data identifying local causes of poverty.

A recent study in Shasta County shows that the Shasta County population has Adverse Childhood Experiences (ACEs) scores significantly higher than CA. 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, in which the agency will be partnering with Shasta County Health & Human Services (HHSA) 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).

11. "Conditions of poverty" are the negative environmental, safety, health and/or economic conditions that may reduce investment or growth in communities where low-income individuals live. After review and analysis of the data, describe the conditions of poverty in your agency's

service area(s). (Organizational Standard 3.4, State Plan)

Shasta County has been impacted with multiple natural disasters (wild fires) in the last 24 months, 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 second condition of poverty aligns with impacts by COVID-19 in which job security/loss of income has affected low-income residents, 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 2021 has been included in the Plan (Appendix C) for local/regional statistical data identifying local conditions of poverty.

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

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

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

Table 1: Needs Table

The Shasta County Community Action Agency gathered community needs assessment input from the county residents, to identify the top 5 community priorities faced by low-income residents. The table below reflects the community priorities for the CAP Plan 2022-2023 period:

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
1.Housing Instability/Affordable Housing	Community	Yes	Yes	Yes
2.Income or Job Stability	Family	Yes	Yes	Yes
3.Mental Health/Wellness	Family	Yes	No	No
4.Health Wellness	Family	Yes	No	No
5.Substance Abuse/Use	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.

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

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

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

Table 2: Priority Ranking Table

The Shasta County Community Action Agency will provide the following programs and services to meet the needs of the community priorities for the CAP Plan 2022-2023.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
<p>1.Housing Instability/Affordable Housing</p>	<p>Shasta County CAA will administer Housing programs to support income-qualified households and individuals who are homeless or at-risk of becoming homeless through the following programs:</p> <p><u>Housing Choice Voucher (HCV) Program</u></p> <ul style="list-style-type: none"> • Tenant-based rental assistance for very-low-income families formerly known as Section 8 • Manufactured homes HCV program for assistance with space rent for manufactured homeowners • Homeownership program for mortgage assistance for low-income homeowners • Project Based Vouchers which assigns rental assistance to a specific rental unit for a housing development project <p><u>Referral-Based Tenant Assistance Programs:</u></p> <ul style="list-style-type: none"> • HCV HUD VASH for homeless veterans referred through VA Medical Centers • HCV Family Unification Program for households with an open Child Welfare Case • Tenant Based Rental Assistance (TBRA) provides deposit assistance and twelve-months of rental assistance for income-qualified tenants 	<p>FNPI 4a, 4b,4c,4d,4g, & 7a FNPI 5a, 5f, 5g CNPI 4z SRV 1b, 1f, 1g,1j, 1k, 1l; 4c, 4d, 4i, 4q, 7a, 7b, 7c & 7j</p>

	<ul style="list-style-type: none"> • Partners II program is for individuals that are chronically homeless and disabled • HCV Mainstream Voucher program for non-elderly disabled families who are homeless or at risk of homelessness <p><u>Homeowner Assistance Programs</u></p> <ul style="list-style-type: none"> • Down Payment Assistance – Deferred loans for income-eligible homebuyers in the unincorporated areas of Shasta County to assist with down payment and closing costs • Homeowner Rehabilitation – Deferred payment housing rehabilitation loans for income-eligible homeowners throughout Shasta County that are outside of the City of Redding <p><u>Disaster Relief Housing Programs</u></p> <ul style="list-style-type: none"> • CalHome – Owner-Occupied housing rehabilitation or replacement for homes affected by the Carr Fire in the unincorporated areas of Shasta County • Eviction Prevention and Temporary Economic Assistance – temporary financial assistance services for landlords, homeowners, and tenants affected by the COVID-19 Pandemic. • 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. • Housing Navigation services to assist homeless residents in finding affordable housing, access 	
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	<p>housing programs and/or prepare to apply for housing through resources and support.</p> <ul style="list-style-type: none"> • Social Worker to assist residents in overcoming any barriers to access affordable housing or to maintain their housing. <p><u>Performance Indicators for Housing Program Activities:</u></p> <p>Family-Level Performance Indicators:</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>Community Level Impact: 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>Local Resource Information:</p>	
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	<p>*For Housing Programs & Services contact Shasta County Community Action Agency, located at 1400 Court Street #108, Redding, CA 96001. Office number (530) 225-5771 and/or website: co.shasta.ca.us/index.aspx</p> <p>Residents can contact Shasta Co. CAA to receive housing program information, obtain a resource list, community resources and the website will offer updated program information.</p> <p>*For additional Shasta County Program information, all residents can contact: Shasta Co. Nor-Cal to receive list of additional local programs, services, and resources. Phone number: 2-1-1 or access via Website: 211norcal.org/shasta/ 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.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>Income Stability Program Indicators:</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 & 7j</p>

	<p>Individuals increase their savings-15 individuals</p> <p>Individuals use their savings to purchase an asset- 1 individual</p> <p>Individual purchased a home- 1 individual</p> <p><u>Employment Program Indicators:</u></p> <p>Adults obtained employment- 20 individuals</p> <p>Increase employment income- 5 individuals</p> <p>Increase employment benefits- 5 individuals</p> <p><i>Local Resource Information:</i></p> <p>*For Income or Job Stability Programs & Services contact Shasta County Community Action Agency, located at 1400 Court Street #108, Redding, CA 96001. Office number (530) 225-5771 and/or website: co.shasta.ca.us/index.aspx</p> <p>Residents can contact Shasta Co. CAA 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, SCCAA refers and partners with the Shasta County S.M.A.R.T. Center located at 1201 Placer Street, Redding, CA 96001 or contact the office at (530) 246-7911. Office hours Monday, Tuesday, Thursday & Friday from 8am-5pm (closed 12pm-1pm) and</p>	
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	<p>Wednesday 9am-5pm (closed 12pm-1pm).</p> <p>*For additional Shasta County Program information, all residents can contact: Shasta Co. Nor-Cal to receive list of additional local programs, services, and resources. Phone number: 2-1-1 or access via Website: 211norcal.org/shasta/ 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>3.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 SCCAA. However, the SCCAA 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 Mental Health Services, 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>Local Resource Information:</p> <p>*For additional Shasta County Program information, all residents can contact: Shasta Co. Nor-Cal to receive list of additional local programs, services, and resources. Phone number: 2-1-1 or</p>	<p>SRV 7c</p>

	<p>access via Website: 211norcal.org/shasta/ 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>	
4. Health Wellness	<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 SCCAA. However, the SCCAA will work collaboratively with Public Health and community-based partners to ensure clients are referred through a coordinated entry process. SVC-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 Shasta County Public Health Department, 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>Local Resource Information:</p> <p>*For additional Shasta County Program information, all residents can contact: Shasta Co. Nor-Cal to receive list of additional local programs, services, and resources. Phone number: 2-1-1 or access via Website: 211norcal.org/shasta/ 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
5. Substance Abuse/Use	<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 SCCAA. However, the SCCAA will work</p>	SRV 7c

	<p>collaboratively with the NorCal Continuum of Care and with Shasta County Health and Human Services, in addition to community-based partners, 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. Shasta County Alcohol and Drug Services Department 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 to 3pm.</p> <p>Local Resource Information:</p> <p>*For additional Shasta County Program information, all residents can contact: Shasta Co. Nor-Cal to receive list of additional local programs, services, and resources. Phone number: 2-1-1 or access via Website: <u>211norcal.org/shasta/</u> 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>	
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Agency Priorities: Rank your 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 (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

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

2. Provide your agency's Mission Statement.

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

The Shasta County Community Action Agency (SCCAA) updated and adopted a new Vision and Mission Statement on September 2020, as part of the planning process to develop the agency 3-year Strategic Plan for 2021-2024. The Strategic Plan for the agency was developed through a R.O.M.A. certified trainer and included SCCAA Board members and Senior Management staff. The full-day planning retreat, encompassed R.O.M.A. principles to align to local strategic goal priorities. In addition, the agency also developed and adopted a new agency logo to align with National CAP Marketing guidance. SCCAA developed and adopted a 3-year Strategic Plan, vision, mission and logo to meet Organizational Performance Standards, approved by the Community Action Board and completed all required CSBG requirements through the planning sessions.

New Agency Logo developed in 2020 below:



Tripartite Board of Directors

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

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

State Plan

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

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

The Shasta County Community Action Board (CAB) is an advisory board, established as a tripartite board which serves as the oversight body. The board assesses program outcomes, results, local impact, in an effort to ensure the alignment of CSBG grant compliance, community action mission, purpose, community needs, and the three-year agency strategic plan goals (2021-2024). The board provides strategic leadership to the Shasta County Community Action Agency's Executive Director and Community Action Agency (SCCAA) staff, during board meetings. The board meets on a bi-monthly basis and receives program reports from CAA staff, updates on program implementation, new funding opportunities, leveraging of resources and development of partnerships to support local services for residents in Shasta County. The board agenda includes the 'organizational standards of the month' item, in which Shasta CAA organizational performance standards are reviewed, discussed and approved in order to be in compliance with CSBG requirements. The board is actively involved in the organizational performance standards review, receives programmatic updates, assesses fiscal reports provided during each meeting, and provides strategic direction to the staff on the development of policies and formalization of processes. The CAB meets quorum as a board to ensure compliance, has attended board governance training, and has met all required category 5- board governance organizational performance standards. The agency currently has 100% met the organizational standards as the board reviews progress during their bi-monthly meetings.

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

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

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

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

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

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

Service Delivery System

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

State Plan

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

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), except during COVID, they can self-refer. 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, but during COVID they can self-refer. 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

Limited English Proficiency Services:

SCCAA uses third party translation services for customers with limited English proficiency, if there are no bilingual staff available. We currently use Language Link for Interactive Voice Response (IVR) and Cyracom 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. List your agency’s proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

The Shasta County Community Action Agency will respond to the first priority need identified through the Community needs reported by the Shasta County residents through community surveys between March 1, 2021 through March 21, 2021 (21-day distribution). The Shasta Co. CAA Board reviewed the community needs report and supports the agency focuses on housing programs and services to alleviate homelessness and/or at-risk of becoming homeless residents in the county. The staff will be evaluating program effectiveness, results and outcomes. The program reports will be presented to the SCCAA board to provide program outcomes and to seek input, feedback and maintain the board informed on CSBG program(s) compliance. The agency will provide the following housing programs below:

General Administration

The Shasta County Community Action Agency will utilize CSBG funds to aid in the housing crisis faced in Shasta County due to an increase in homeless residents. CSBG funding is used to leverage resources to offer programs that mitigate poverty and promote self-sufficiency in Shasta County. CSBG is a stable and renewing administrative funding source that allows Agency staff to administer programs that address the primary areas of need identified in the CNA. Housing and income stability in particular, are addressed by programs directly administered by this Agency. Other areas of need such as Mental Health/Wellness, Health, and Substance Abuse that were ranked among the top five priorities in the CNA will be addressed through partnerships with agencies that provide services that address those areas of need. The Agency will partner and leverage funding to maximize program impact and services in these three priority areas.

Housing Navigator and Housing Social Worker

The Housing Navigator and Housing Social Worker are CSBG funded programs that support homeless residents with emergency housing, assist with applications with landlords, establish relationships with local landlords to increase housing inventory, connect clients to resources, and assist in securing permanent housing programs. The Social Work position will be working out-in-the field and serve as a housing navigator assisting homeless or at-risk of being homeless residents out in the community. The Housing Navigator will connect clients to multiple programs in the community, assess for emergency housing through Motel Vouchers to ensure individuals/families are stabilized during their housing search and focus on securing, enrollment, and application into housing programs. Landlord engagement will avoid evictions and help identify potential rentals that will aid with the current shortage of emergency housing to meet the needs by residents.

CSBG Disaster Relief

The Shasta County CAA administers programs that assist income-qualified residents who have been impacted or displaced by the wildfire disaster (Carr Fire), which affected many low-income and vulnerable residents in the City of Redding and in the unincorporated areas of Shasta County.

CSBG Cares Eviction Prevention and Economic Assistance

The Shasta County CAA administers programs that assist income qualified households who are at at-risk of becoming homeless due to the impact of COVID-19. Qualified program participants will be eligible for temporary economic assistance for past-due mortgage or utility payments; Court fees; Late

payment fees; housing navigation services; budgeting workshops; counseling services; education reimbursements; child care expenses; and funeral expenses.

Accessibility

The agency recognizes per the Community Needs Assessment that the data reflects Shasta County has an increase in the aging population. Planning efforts will be incorporated to develop effective programs to increase services and promote outreach for the elderly population. SCCAA will review the county's Master Plan on Aging to align program development efforts to incorporate into CSBG programs.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

As the Lead Agency for the NorCal Continuum of Care (CoC), the Shasta County Community Action Agency (SCCAA) administers HUD-funded housing funding to the seven-county region through NOFA processes when State and Federal funding is available. In addition, Shasta County is represented on the NorCal CoC Shasta County Advisory Committee, where local decisions are made regarding funding allocation.

CSBG funds allocated to Shasta County are leveraged to serve the population within our service area. Shasta County maximizes CSBG funds to leverage staff time, programmatic expenses and technology to best serve the needs of low-income residents. SCCAA staff oversees and coordinates CDBG, Cal/HOME, and Emergency Food and Shelter Program (EFSP) and works closely with local agencies and non-profits.

Shasta County CAA is committed to the State's directives for affirmatively furthering fair housing. In its role as the Lead Agency for the NorCal Homeless Continuum of Care, the Shasta County CAA works towards ensuring that agencies receiving funding for providing housing services for those who are homeless or at-risk of homelessness are adequately trained in Fair Housing practices in order to meet the state's directives. For housing programs not directly administered by the Agency, CAA staff will actively seek opportunities for partnership that will diversify the types of housing available for special needs populations, particularly housing with supportive case management services.

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

The SCCAA serves as the Lead Agency for the NorCal Continuum of Care which encompasses Del Norte, Lassen, Modoc, Plumas, Shasta, Sierra and Siskiyou Counties. When funding becomes available a NOFA process is utilized, and the Lead Agency is the administrator for the application and award process of those funds. Additionally, the SCCAA is the administrator for the Homeless Management Information System (HMIS) for these counties and is responsible for the implementation of the Coordinated Entry System, which connects those who are homeless, or at-risk of homelessness, with the available services in their communities.

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

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

The SCCAA serves as the Lead Agency for the NorCal CoC comprised of seven (7) counties, encompassing over 35 local non-profits, faith-based organizations, community agencies, law enforcement, local cities and local governmental agencies that are focused on housing capacity within the region and deal primarily in serving the low-income or homeless residents. SCCAA staff attend Advisory Committee meetings facilitated by each county in the continuum. In addition, each Advisory Board is represented at the NorCal CoC Executive Committee where organizations report out local funding awards, resources, and unmet needs of residents. The HMIS is utilized throughout the entire continuum to collect aggregate data and a coordinated entry system is in place to avoid duplication of services.

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

The SCCAA utilizes the Shasta County Housing Authority program funding to leverage resources, funding, and increase the ability to serve additional residents. In order to manage the increasing number of grants received, maintaining internal operations has been a high priority.

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

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

Approximately 6 million dollars are leveraged locally by CSBG in order to continue providing services to low-income households. A reduction of funding would have a wide scale impact on many agencies in our county. They would no longer be able to provide their services and would be reliant on other available grants and community donations that are already greatly reduced due to the COVID-19 pandemic.

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

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

There is an internal process to ensure volunteers track their hours through a time-log. Volunteer hours are tracked and reviewed for accuracy regularly.

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

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

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 Shasta County CAA 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, CAA 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 school child care. (CSBG Act Section 676(b)(1)(B), State Plan)

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

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

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

SCCAA supports programs through the Employment Development Department (EDD) and SMART Business Resource Center.

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

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

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

The SCCAA 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. Throughout the last year, the COVID-19 Pandemic has

increased food shortages and food insecurity in our region and one of our local food banks has recently closed its doors. SCCAA 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 XVI (relating to low-income home energy assistance) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan)

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

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

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

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

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

Monitoring

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

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

The Community Action Agency analyst 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. Community Action Agency does not currently use subcontractors for CSBG funding. SCCAA is currently a direct service provider; however, it has the authority to subcontract with agencies who are able to administer disaster recovery or CARES related funds as appropriate. Through a contractual agreement executed between the SCCAA and any subrecipient, client tracking and periodic reporting requirements will be requisite for funding drawdown and expense reimbursement.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

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)

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

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

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

The Shasta County Community Action Agency (SCCAA) assessed the community's needs after the two wildfires that impacted the county (Carr and Zogg 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. SCCAA 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.

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?

Yes

No

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

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.

Community Action Agency 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 available 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. SCCAA 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.

Agency Capacity Building

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

The Community Action Plan process helped the agency identify the need to develop internal processes to build internal capacity to coordinate the CAP Plan process and Community needs assessment to expand outreach efforts. The agency has established an internal team that worked on the CAP Plan needs assessment outreach at a local and regional level. In addition, the CAP Plan process included bilingual marketing/promotion of the survey to include Spanish-speaking communities. The agency increased staff awareness of CAP Plan processes and tasks required to augment resident community engagement and input. A National ROMA Certified Trainer has worked with the SCCAA staff on the coordination and development of the CAP Plan to ensure the plan addresses ROMA principles.

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

Development of an internal CAP Plan/Needs Assessment Outreach Team, that coordinates community needs survey outreach efforts and promotion of community input/engagement efforts. Staff have been assigned specific areas to complete the CAP Plan and are learning the elements needed to meet CSBG requirements to build internal knowledge to be better prepared. The SCCAA is actively working with a consultant and with CalCAPA to build agency staff capacity to meet regulatory objectives and reporting milestones. It is anticipated that ongoing training and development of staff will improve annual reporting and program implementation.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

PUBLIC NOTICE
SHASTA COUNTY COMMUNITY ACTION AGENCY

NOTICE IS HEREBY GIVEN that the Shasta County Board of Supervisors will conduct a public hearing to discuss and invite public comment on the Community Action Agency, 2022-2023 Community Action Plan and will consider adopting the 2022-2023 Community Action Plan. The proposed plan serves as a roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services for two years.

NOTICE IS FURTHER GIVEN the current COVID-19 pandemic and in compliance with orders and recommendations of federal, state and local authorities, the procedures governing the conduct of the hearing may be modified. The entire hearing may be held by video teleconference with observance and participation by members of the public in the public hearing either telephonically or electronically. Please refer to the Clerk of the Board's webpage at www.co.shasta.ca.us/index/cob or call the Clerk of the Board at (530) 225-5550 for current information about these modifications. Reasonable accommodations will be made for individuals with disabilities. The hearing will be held on Tuesday June 8, 2021, at 9:00 a.m., or soon thereafter. The 2022-2023 Community Action Plan will be available for review no later than May 24, 2021, on the Housing and Community Action Agency webpage at <https://www.co.shasta.ca.us/index/housing-community> and for inspection at the Shasta County Community Action Agency office at 1450 Court Street, Room 108, Redding, CA, or by contacting Trisha Boss at (530) 245-6198 for an appointment.

PLEASE NOTE that if you challenge the nature of the proposed action in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice or in written correspondence delivered to the appropriate authority at, or prior to, the public hearing.

STEFANY BLANKENSHIP
CHIEF DEPUTY CLERK OF THE BOARD OF SUPERVISORS

STATE OF CALIFORNIA, COUNTY OF SHASTA

The Honorable Board of Supervisors of Shasta County met in regular session this 8th day of June, 2021, at Redding, California, there being present Supervisors Chimenti, Moty, Rickert, Jones, and Baugh.

By motion made, seconded (Baugh/Moty), and unanimously carried, the Board of Supervisors took the following actions, which were listed on the Regular Agenda:

Conducted a public hearing; closed the public hearing; and approved the proposed 2022-23 Community Action Plan which establishes local policies for the administration of the Community Services Block Grant.

The public hearing was opened; no one spoke for or against the matter, and the public hearing was closed.

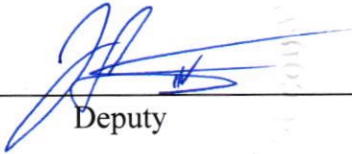
STATE OF CALIFORNIA, COUNTY OF SHASTA:

I, MATTHEW P. PONTES, Clerk of the Board of Supervisors, do hereby certify the foregoing to be a full, true, and correct copy of the minute order of said Board of Supervisors meeting of June 8, 2021.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Official Seal of the Board of Supervisors of Shasta County this 8th day of June, 2021.

MATTHEW P. PONTES
Clerk of the Board of Supervisors
County of Shasta, State of California

By _____


Deputy



Shasta County Community Action Agency

Public Hearing

Shasta County Board of Supervisors Chambers

Date: June 8, 2021 Time: 9:00 AM

4pm



2022-2023 Community Action Plan/Needs Assessment

Name (First/Last)	Community Resident/Service Provider (Specify org.)	Contact Information	CAP Plan 2022-2023 Comments	Household is Low Income (Y/N)
Terri Loner	Staff	tloner@co.shasta.ca.us		Y
Dustin Graham	Staff	530 782 0575		N
Erin Gibson	staff	EBBARNHAR1@CO.SHASTA.CA.US		N
Stefany Blankenship	Staff			
John Sitka	STAFF	JSITKA@CO.SHASTA.CA.US	I LIKE THE CAP PLAN.	N
Trisha Boss	Staff	tboss@co.shasta.ca.us		N
Jadyn Disney	Staff	jdisney@co.shasta.ca.us		N

2021
**Community Needs
Assessment**



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Introduction

Established in 1978 through a Board of Supervisors' resolution, the Shasta County Community Action Agency (SCCAA) was formed as a county-based organization that belongs to the National Community Action Partnership Network, with over 1,100 agencies nationwide that provide services to vulnerable populations. SCCAA is a Community Services Block Grant (CSBG) entity that is funded by the Federal Office of Community Services and is administered by the State Office of Community Services and Development (CSD).

SCCAA's commitment is to develop effective and efficient programs that support local needs and gaps for vulnerable populations. The 2021 - 2024 Strategic plan has been developed, in an effort to strategically demonstrate results, impactful services and obtain measurable success. The agency, board, subcontractors, and local partners will continue to assess the local community needs, measure outcomes of services and determine gaps through a responsive administration.

This Community Needs Assessment (CNA) is a requisite component of the Community Action Plan (CAP) which is a two-year plan that shows how the SCCAA will deliver CSBG Services. The Community Profile on the following pages illustrates the demographic and economic conditions in the community, and the CNA Survey in the latter portion of this document is the tool by which SCCAA identifies the perceived needs of those within the community. The SCCAA prioritizes its response to these needs in accordance with its strategic plan goals and the programs that it administers.



Covid-19 Impact

Shasta County has provided consistent and timely responses to the pandemic, and the county's Public Health Department publishes the new cases and deaths every day.

The county is considered a moderate risk area and keeps businesses from operating at full capacity. Even though the number of hospitalizations caused by the virus is decreasing (there are currently no hospitalized patients with the virus), the number of infected people continues to slowly increase. To date, over 96,000 vaccines have been administered to residents of Shasta County.¹

As of May 2021, Shasta County remains in the red ("substantial") tier due to the number of cases. The adjusted case rate decreased from 8.7 to 8.0 daily cases per 100,000 residents. However, the County's case rate must be below 6.0 for two weeks in a row to move down into the orange tier.



¹ <https://public.tableau.com/profile/ca.open.data#!/vizhome/COVID-19VaccineDashboardPublicv2/Vaccine>

Community Profile

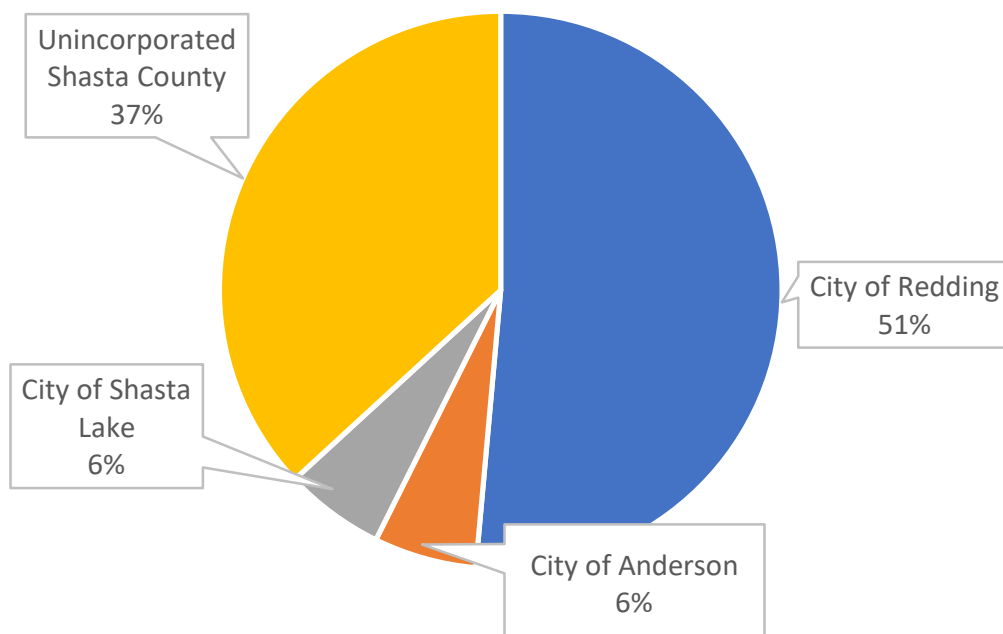
Demographic Landscape

Shasta County is located between the north of Sacramento Valley and the south of the Cascade Range. Mountains surround the county on the east, west, and north. The Sacramento River flows through its northern mountains.

With an area of 3,775 square miles and an estimated population of 181,042, it is California's 13th largest county and holds its 31st largest county population. Its population growth rate in 2020 is 0.28%, an unchanged trend since 2018.

Shasta County has two small, incorporated cities with populations less than 15,000 and an urban city with a population of approximately 91,000, in addition to many unincorporated areas, known as Census Designated Places.

Shasta County Population¹



¹ <https://www.census.gov/quickfacts/fact/table/shastacountycalifornia,red-dingcitycalifornia,andersoncitycalifornia,shastalakecitycalifornia/PST045219>

Population Landscape

The U.S. Census Bureau, Population Estimates Program (PEP) calculates the population and demographics of areas by taking into consideration the Resident Population, which includes all people who normally reside in the specific area, and the Estimates Base which is the count of the population at the beginning of the estimate process.

Key Observations:

- Overall population growth has slowed in recent years, but is projected to increase steadily from 2022 into the future.
- The 60+ population is steadily climbing while the young-adult (aged 14-24) and working-aged populations (aged 45-64) decline.
- Population projections indicate a decline of the White population and more than 70% increase in the proportion of the Hispanic/Latinx population in Shasta County over the next 40 years.

According to the World Population Review, Shasta's population in 2021 is 180,822 with a 0.21% population growth during the past year. Except for the 0.3% decline in population from 2014 to 2015, Shasta has had a steady increase in population of 2.0% since 2010. Shasta County's population is distributed at 46.9 persons per square mile.

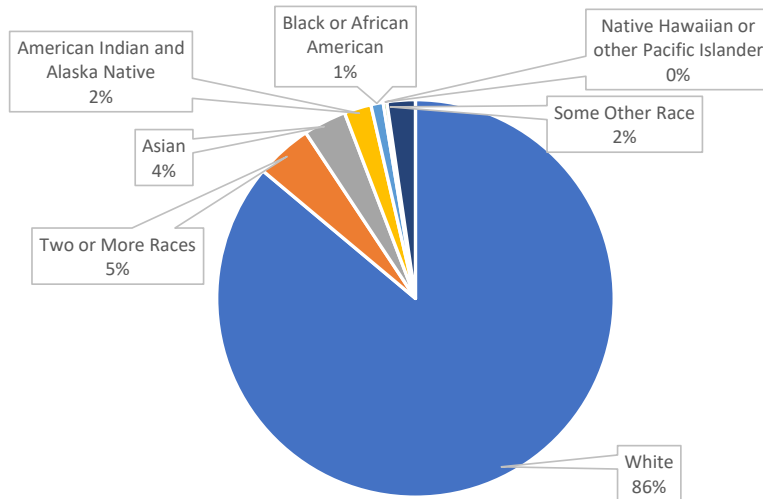


Population Landscape Continued

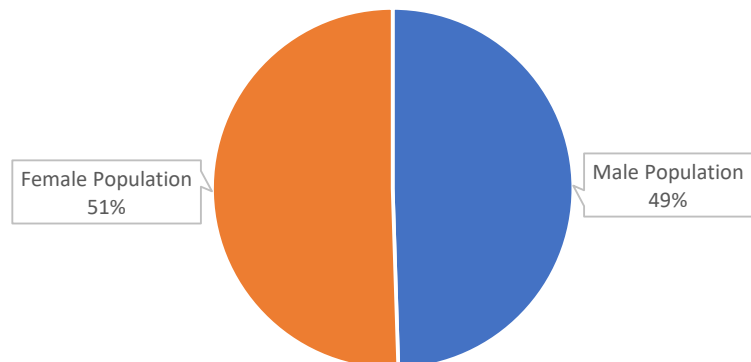
Shasta County's 55 and older population consists of 35% of the total population compared to the 27% of the older population of California. The median age of the Shasta population is 41. Shasta County's population is divided among male and female almost in half with the male population containing 89,171 persons and the female population containing 90,909 persons. Shasta County's adult population ages 20 through 54 total approximately 41%.

The largest racial group in Shasta is White, non-Hispanic, which comprises 86% of the population. This is proportionately larger than the general white population in California. The second-largest racial group in Shasta is that of two or more races, which comprises 4.6% of the population. The third-largest racial group is Asian with 3.5%. These are followed by Some other race who make up 2.3% of the population American Indian and Alaska Natives who make up 2.2% of the population, Black/African American with 1% of the population, and Native Hawaiian and Other Pacific Islanders who make up 0.3% of the population.

Race in Shasta County



Gender Demographic



Economic Landscape

Since the days of the gold rush, Shasta County has been a resource based economy. From mining copper in the 30's through the lumber industrial boom between 1940 and 1980, Shasta County has continued to have traditional ranching, healthcare, retail and local government to sustain economic growth over time.

Key Observations:

- The most common jobs held by residents of Shasta County are office/administrative support occupations, sales/related occupations, and management occupations.
- Shasta County has an unusually high number of residents working as healthcare support occupation and firefighting/prevention workers.
- The highest paid jobs in Shasta County are health diagnosing /treating, architecture and engineering occupations, and law enforcement workers.

The following Economic Landscape sections will contain information on Occupations and Industries; Household types and Homeownership rates; Income by Household type; Employment; and poverty.



Occupations and Industries

The most common occupation category in Shasta County is that of Office and Administrative Support Occupations which employs 9,905 people and comprises 13.7% of the workforce; the second largest is that of Sales and Related Occupations which hires 7,682 people and makes up 10.6% of the workforce; and the third largest is that of Management Occupations with 5,910 employees that constitutes 8.1% of the workforce. (Shasta County, CA | Data USA)

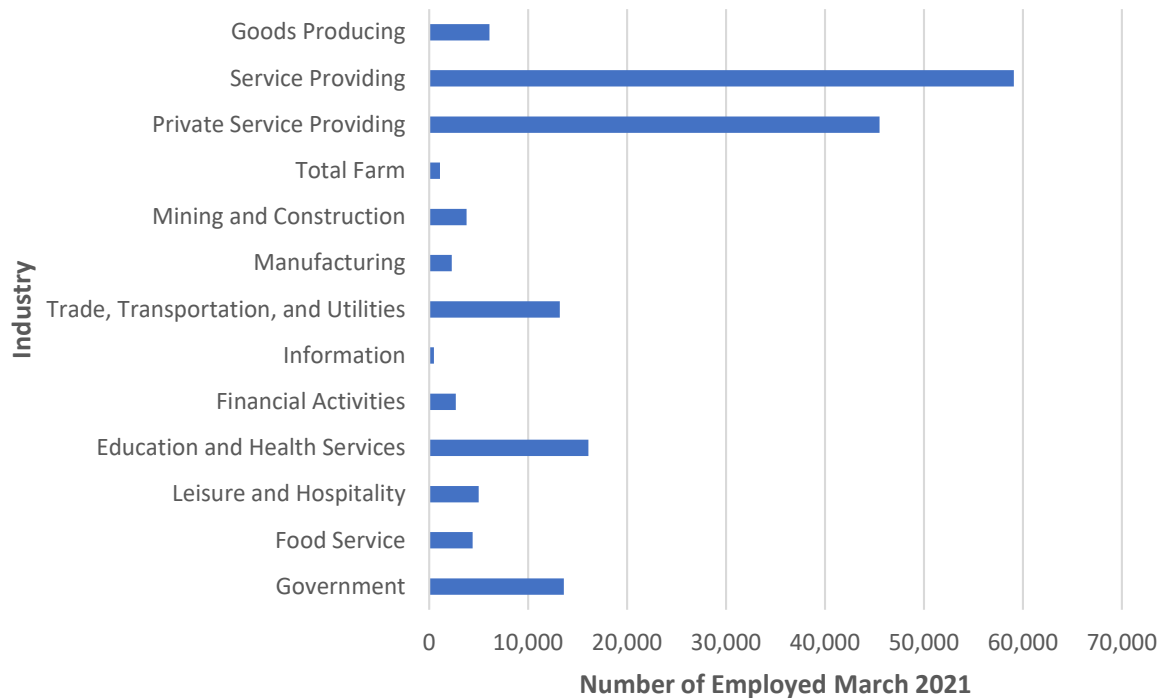
Economic Landscape Continued

Labor Force Participation

The Labor Force Participation in Shasta County is 56% with an Employment Rate of 92.1% and an Unemployment Rate of 7.9%. (California LaborMarketInfo, The Economy) While the Labor Force Participation and Employment Rates are lower than those of California, which are 63.7% and 59.4% respectively, the Unemployment Rates between Shasta and California has a much bigger difference with California's being 1.3% higher than that of Shasta County.

The groupage with the highest Labor Force Participation in Shasta County is that of 45 to 54 at 81.7% while the lowest is that of 75+ with a participation of 6.3%. The age group of 45 to 54 leads the Employment Rate as well, at 77.5% while 16 to 19-year-olds lead the Unemployment Rate at 18.3%.

Employment by Industry ¹

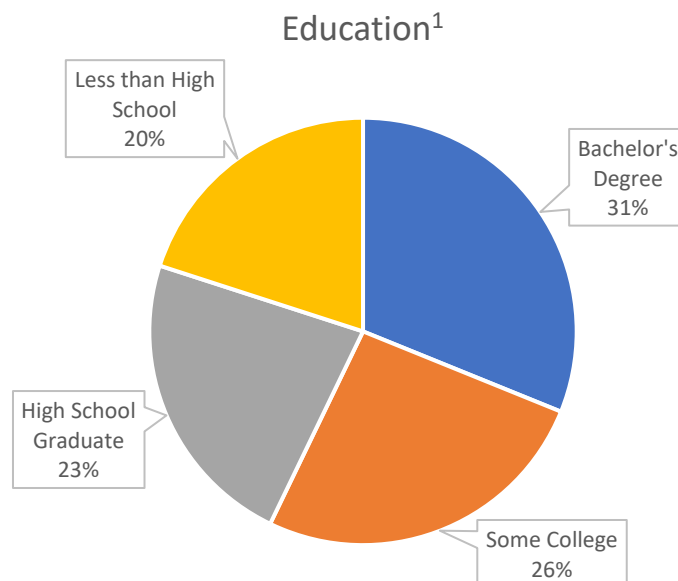
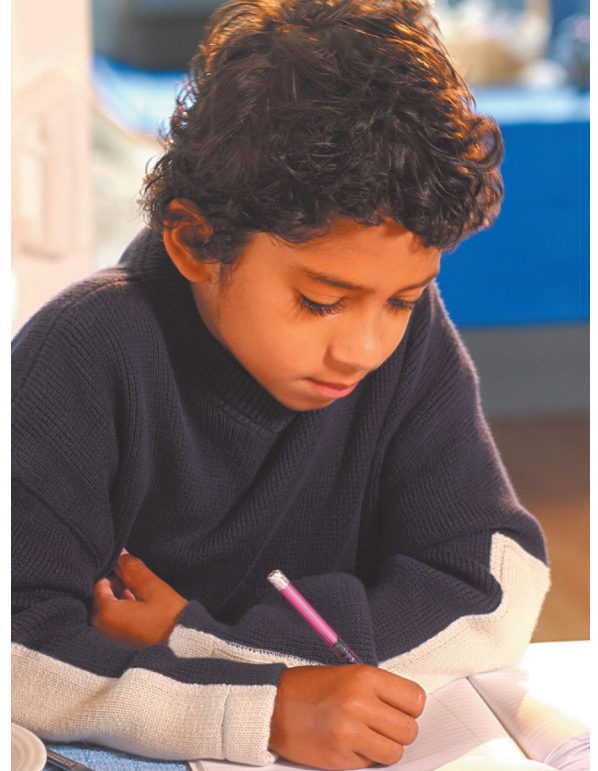


¹<https://www.labormarketinfo.edd.ca.gov/cgi/dataanalysis/cesReport.asp?menuchoice=ces>

Economic Landscape Continued

Education and Employment

In Shasta County, the employment rate follows a similar trend being the highest among those who have obtained a bachelor's degree or higher with a rate of 83.9%, followed by those who have attended some college at 70.2%, those with a high school diploma at 61.6%, and lowest among those who have obtained less than a high school diploma with an Employment Rate of 53.9%. However, looking at the Labor Force Participation in the county, those who have a high school diploma have a rate of 67.2%, higher than those who have attended some college with a rate of 65.2%. The Unemployment Rate in the county is also disproportionate with the level of education attained being highest among less than high school graduates at 13.1%, followed by those who have graduated high school with a rate of 5.2%. The employment trends by education differ from those of California where the Labor Force Participation and Employment Rates are in proportion with the level of education attained, and the Unemployment Rate has an inverse proportionality with the level of education attained.



¹ US Census 2019 ACS-5-Year Survey (Table S2301), <https://data.census.gov/cedsci/table?tid=ACSST5Y2019.S2301>

Economic Landscape Continued

Housing

Shasta County is a rural county that has a relatively vast county size. Most households commute an average of 19 minutes and have two cars per household, which is in line with the national average. More than 25% of the housing units were built between 1970 and 1979.

Key Observations:

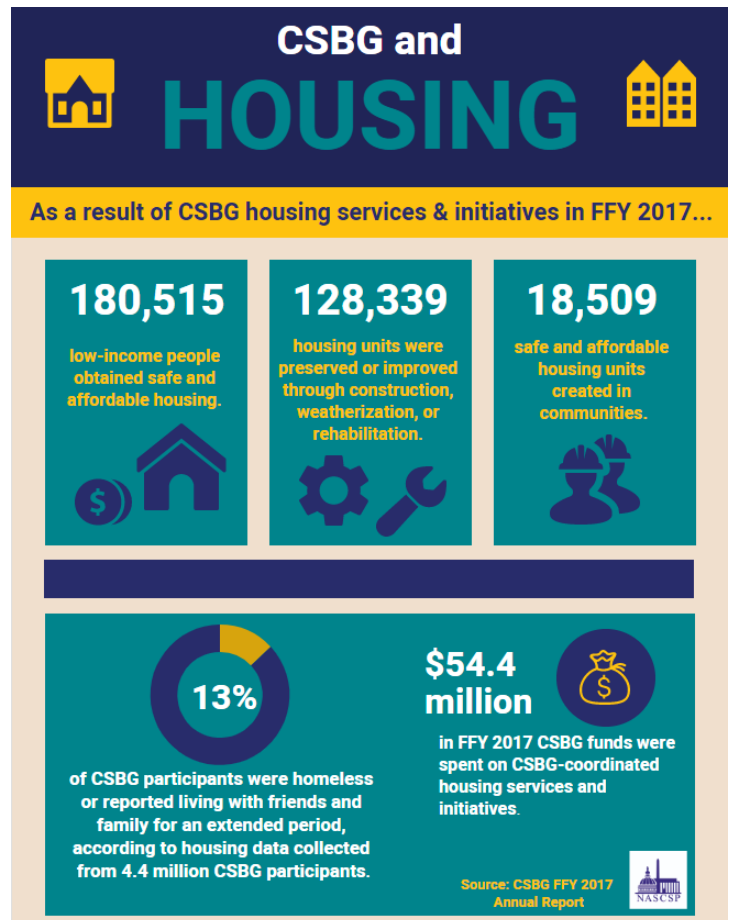
- More than 63% of the housing units in Shasta County are owner-occupied housing units
- Approximately 65% of the housing units have five or more rooms in the unit.
- In 2019, 544 building permits were issued
- 89.3% of all households have a computer and 80.3% of all households have a broadband internet subscription

Shasta has a homeownership rate of 64% which is significantly larger than the general homeownership of California.

The largest household type is that of married people who make up 47.2% of all household types. 57.8% of married households are owners and 28.8% are renters.

Female households make up 9.7% of the households with an ownership rate of 8.7% and a renting rate of 11.5%. Male households make up 5.4% of the households with an ownership rate of 2.6% and a renting rate of 10.1%.

Two-person households dominate the market with 42.3% of all units occupied by owners and 27.1% of all units occupied by renters.



Economic Landscape Continued

Income by Household Type

The median income of households in Shasta County is \$63,091 which is slightly lower than the median income in California with a median of \$75,235. The highest-earning household type in Shasta is that of married-couple families with a median income of \$90,339. The second income group by household is that of families with a median income of \$80,765, and the lowest-earning household type is that of non-families with a median income of \$34,208 and a mean income of \$48,744.

Most households in Shasta County have a household income between \$50,000 and \$75,000. 5.4% of Shasta County households have an income of over \$200,000. Roughly 2.5% of households have an income under \$10K.

Poverty

The overall poverty rate in Shasta County is 18.1% higher than the state-wide rate of 15.1% in California. The male poverty rate in Shasta is 11.15% while the female rate is 13.6%.

The race most likely to be in poverty in the county is that of the Asian population with 17.4% of the population living under the poverty line, while the race least likely to be in poverty is the two or more races population with 9.3% of the population living under the poverty line. The number of persons living in poverty among Black or African American, Native Hawaiian and Other Pacific Islander, and Some other race alone were not measurable by the Census Bureau.

Poverty In Shasta County¹

Race	Total Population	Total Below Poverty	Percentage Below Poverty
White	152,784	19,150	12.5%
Asian Alone	6,145	1,071	17.4%
American Indian or Alaskan Native	4,027	668	16.6%
Two or More Races	8,241	764	9.3%

¹ US Census 2019 ACS 5-Year Survey (Table S1701), <https://data.census.gov/cedsci/table?tid=ACSST5Y2019.S1701>

Economic Landscape Continued

Poverty by Education

Similar to the state-wide trends in California, the poverty rate in Shasta County is proportionate with the level of education attained by the population. The group most likely to be in poverty in the county are those who have attained less than a high school diploma with a poverty rate of 16.6%, while the group least likely to be in poverty are those who have attained a bachelor's degree or higher with a poverty rate of 4.8%. The high school graduates have a poverty rate of 16.6% while those who have attended some college have a poverty rate of 12.7%.



Poverty by Employment Status and Sex



In Shasta, the most likely group to be in poverty are those who have not worked during the past 12 months. This unemployed group has a poverty rate of 21.8%. The group least likely to be in poverty are those who have worked full-time during the past 12 months with a poverty rate of 1.7%, and those who have worked part-time during the past year have a poverty rate of 11.9%.

The poverty rate among the employed female population in Shasta County is 5.9% while the poverty rate among the employed male population is 5.6%. The poverty rate of unemployed among the female population is at 19% and almost 10% for the unemployed male population.

Education Landscape

Education trends and data are important when it comes to planning both school and community services. Student demographics may add insight into factors that may influence their academic success, including socio-economic status or disabilities. Taking the specific characteristics into consideration, each county faces its unique challenges for all the systems of education and childcare.

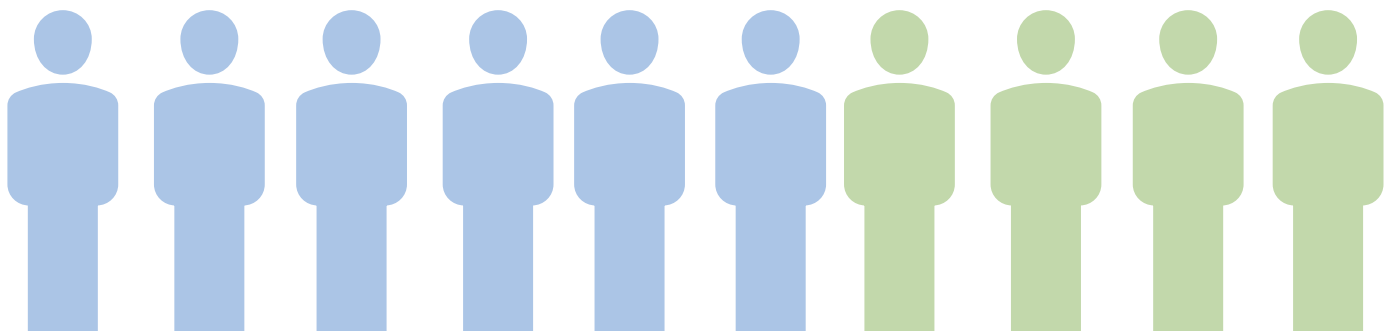
Key Observations:

- Shasta County has a higher percentage of high-needs students than the California state average.
- Shasta County performs better than the California average for some categories of support personnel per student ratio; however, this county does not have social workers employed in public high schools.
- The male population tends to have higher percentages of lower-level education attainment, and the female population scores higher rates for higher education.

The Economic Landscape section will contain information on high-needs students, Support Personnel in Educational Institutions, Education attainment among adults, Educational attainment by race and sex, and Earnings by education and sex.

High Needs Students

California has an overall 62.7% rate of high-needs students, while Shasta scores lower with a rate of 56.2%.¹



¹ High-Need Students (Unduplicated Pupil Count - Kindsdata.org)

Education Landscape Continued

Support Personnel in Educational Institutions

The support personnel offer their support services to students and smaller numbers of students per support personnel indicate greater and easier access to those services. The ratio takes into consideration the enrolled high-school students, and the full-time personnel serving in public schools.

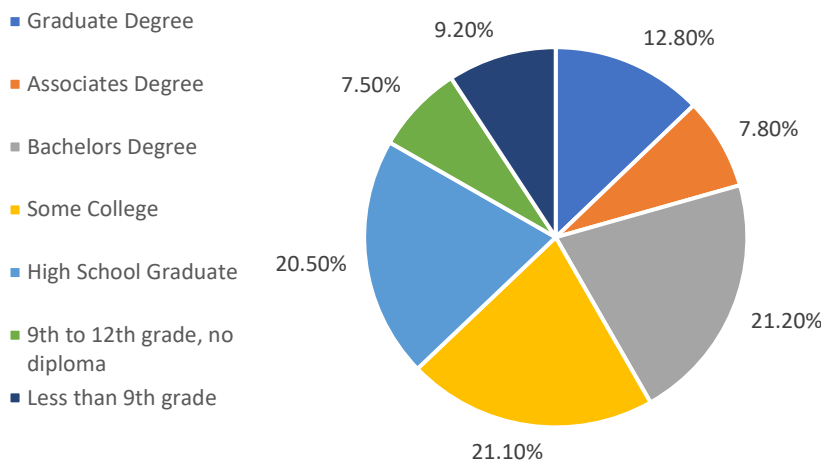
While Shasta County scores better than the state-wide average for support personnel, Shasta County has no personnel of social workers in their public high schools, opposed to California which has 1 social worker per 7,308 students.

Type of Support Personnel	Students per Support Personnel	
	California	Shasta County
Counselor	626:1	662:1
Librarian/ Library Media Teacher	Suppressed Data	
Nurse	2410:1	3137:1
Psychologist	1041:1	1173:1
Social Worker	7308:1	0
Speech/Language/hearing Specialist	1093:1	1283:1
Special Education/ Other Personnel	962:1	1087:1

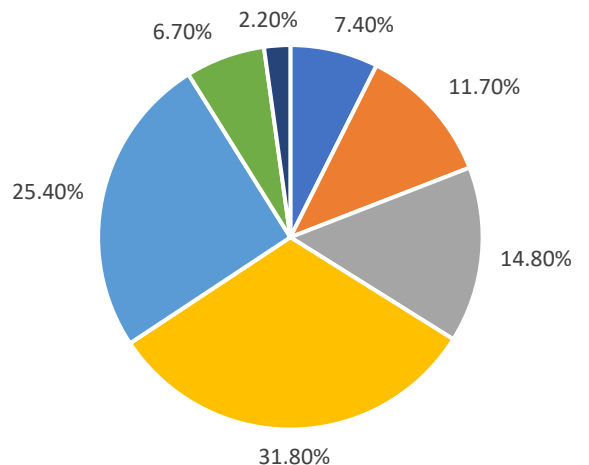
Educational Attainment Among Adults

For residents over 25 years old, Shasta County scores below the California of average number of college graduates. While the state-wide rate is 21.2% for bachelor’s degree attainment, While Shasta County has 14.8%. However, 11.7% of Shasta County’s population has Associate degree attainment, where the State of California has 7.8%.²

State of California Education Attainment



Shasta County Education Attainment



¹ Kids Data, Ratio of Students to Pupil Support Service Personnel, <https://bit.ly/20ke3DY>

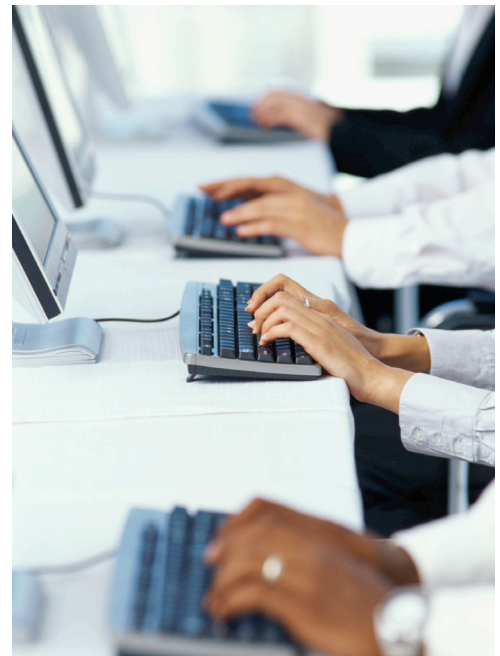
² US Census 2019 ACS 5 - Year Survey (table S1501) <https://data.census.gov>

Education Landscape Continued

Educational Attainment by Sex

In Shasta County, the male population over the age of 25 leads with higher rates of education in lower levels as well. Both the male and female populations are more likely to have some college education, however, no degree completed. The female population over 25 years old in Shasta County is more likely to hold an associate degree, a bachelor’s degree and a graduate degree.

The population between 35 and 44 years old are more likely to hold a Bachelor’s degree than those who are between 25 and 34 years old.



Educational Attainment by Race

Reflective of the county’s population make up, the white population has the highest percentage of high school graduates, followed by two or more races. The Asian population holds the highest rate of Bachelor’s Degree attainment at 41.6%.

1

Race	Total Number	High School graduates (number)	High School Graduates (percentage)	Bachelor’s Degree (Number)	Bachelor’s Degree (Percentage)
White	112,754	105,686	93.7%	24,734	21.9%
Hispanic	10,396	9,168	88.2%	2,053	19.7%
2+ Races	3,905	3,563	91.2%	554	14.1%
Asian	3,940	3,369	85.5%	1,639	41.6%
Other	2,687	2,500	93%	507	18.8%
Pacific Islander	N/A	N/A	N/A	N/A	N/A
Black	N/A	N/A	N/A	N/A	N/A
Native American	N/A	N/A	N/A	N/A	N/A

¹ US Census 2019 ACS 5 - Year Survey (table S1501) <https://data.census.gov>

Shasta County

Community Needs Survey Results 2021

Community Survey Period: March 1st - March 21st 2021

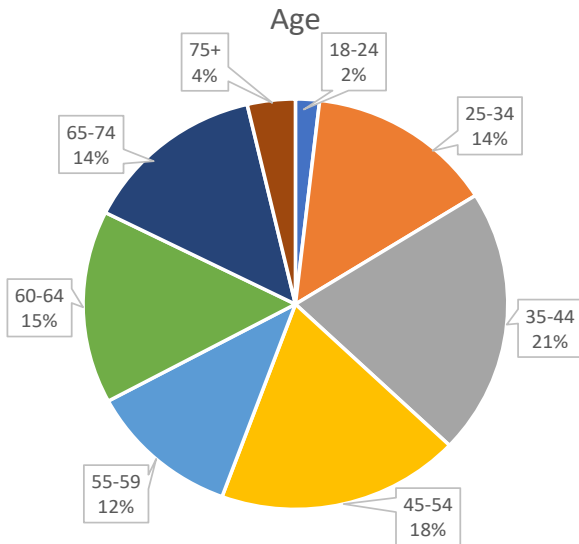
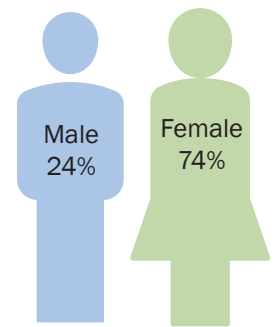
Methodology

Between March 1, 2021 and March 21, 2021, the Shasta County Community Action Agency (SCCAA) administered a community needs assessment e-survey via Survey Monkey. The link to the survey was published on the Shasta County webpage, in addition to hard copy surveys being administered locally by staff and community partners. A total of 332 persons responded, 315 persons responded via the Survey link, 15 persons responded via the website page, and 2 persons responded via the Spanish Survey link. Hard copy surveys were entered by SCCAA Staff.

Demographics of Respondents

Gender

Respondents that participated in the community survey, were comprised of 74% female, while 24% male and 2% chose either non-binary or preferred not to state.

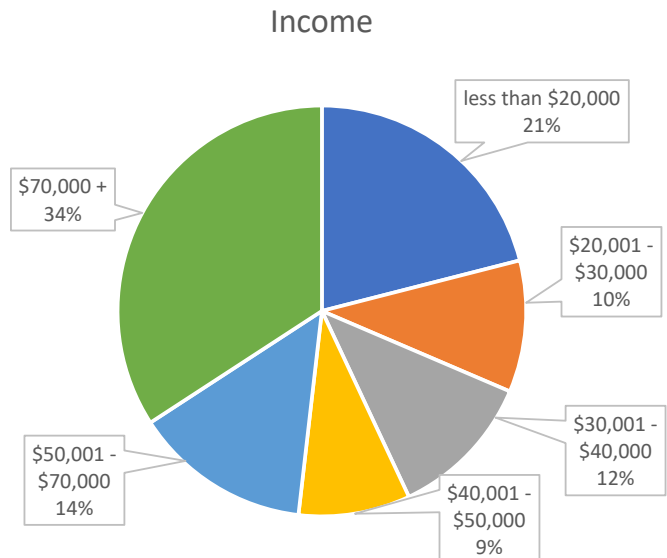


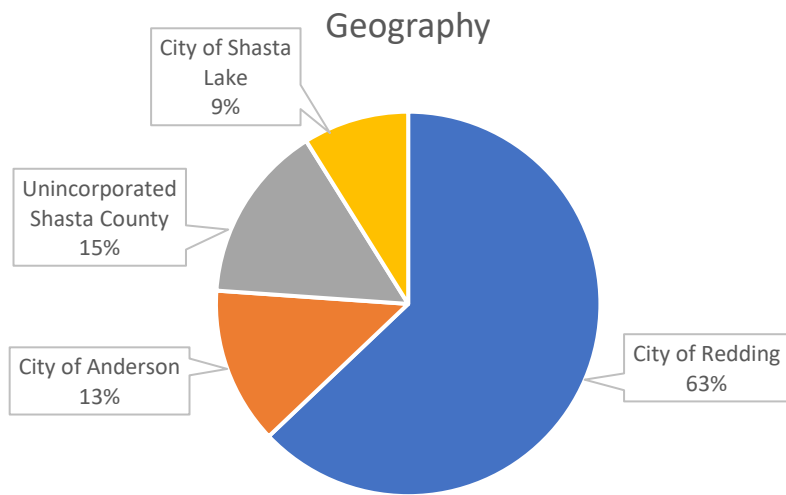
Age

21% of the respondents or 69 responses were between the ages of 35 and 44, while only 2% or 6 responses indicated that they were between the ages of 18 and 24. Adults over the age of 55 were 44% or 146 of the participants.

Income

Of those respondents 332 respondents, 21% indicated they had a total household income of less than \$20,000, 45% of respondents indicated income between \$20,001 to \$69,999, while 34% indicated they had a total household income of more than \$70,000.





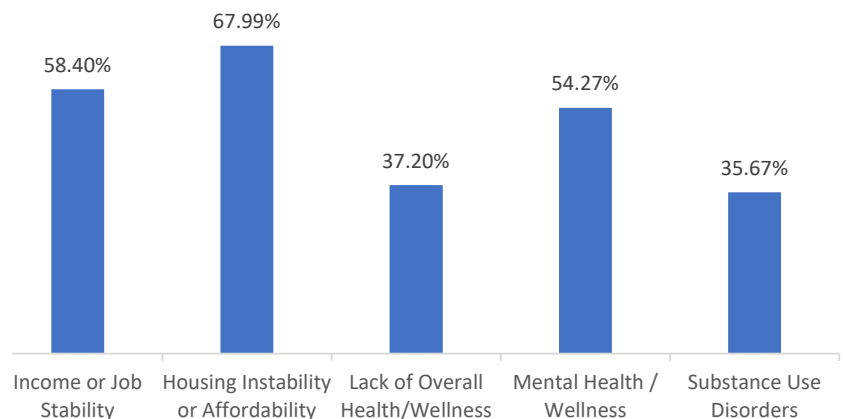
Geography

Sixty-three (63%) percent of respondents were from Redding zip codes, 13% from Anderson, 9% from Shasta Lake City and 15% from other areas of the county.

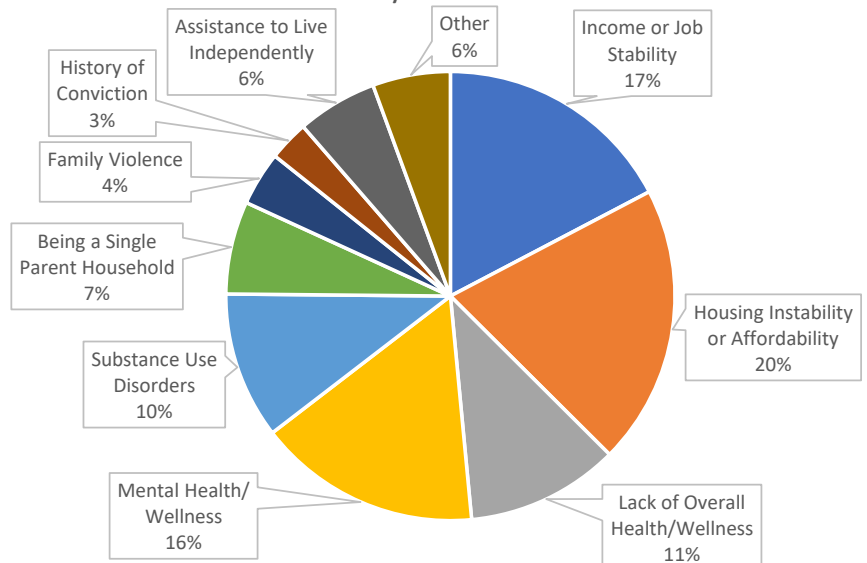
Community Priorities Identified

The survey question “When you think about your family, neighbors, colleagues, and community members, what are the most pressing issues they face” was answered by 328 persons. Housing instability or affordability was the highest need with 68% or 223 of the responses, making this the top priority. The next four responses round out the top five priorities: Income or Job stability with 193 responses, Mental Health/wellness with 178 responses, Lack of overall health/wellness with 122 responses and Substance use disorders with 117 responses.

Top 5 Community Priorities



Community Barriers Identified



Community Comments

Survey respondents were given the opportunity to advise the Shasta County Community Action Agency if there were any additional comments about the needs they perceived to be important in their community. There were over 100 comments received from the Community Needs Assessment Survey. Any survey comments submitted were reviewed and taken into consideration in the development of the 2022-2023 CAP. These comments have not been published into this report in order to maintain the anonymity of the survey respondents in this public document.





Shasta County Community Action Agency

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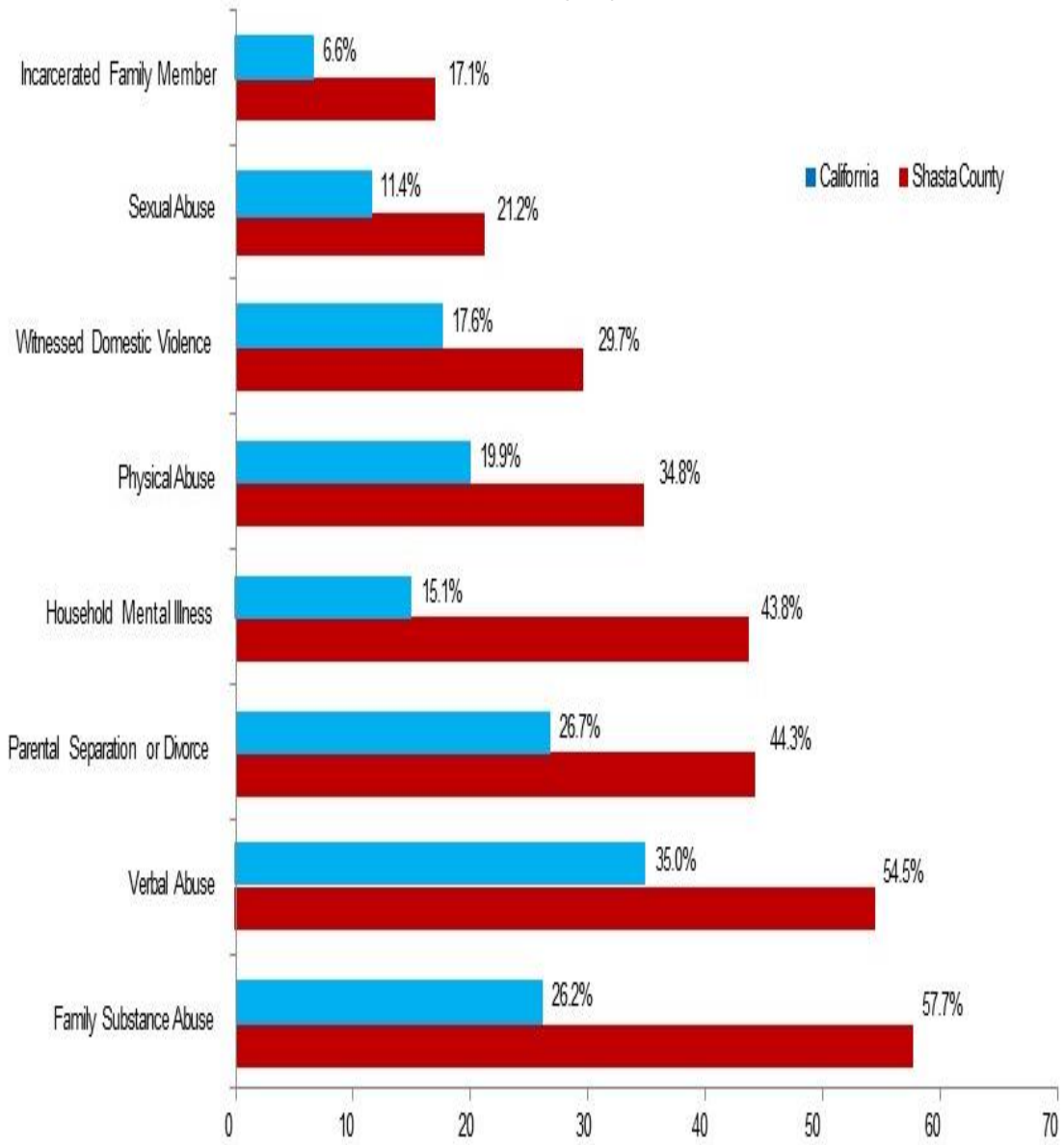
Website

www.co.shasta.ca.us/caa

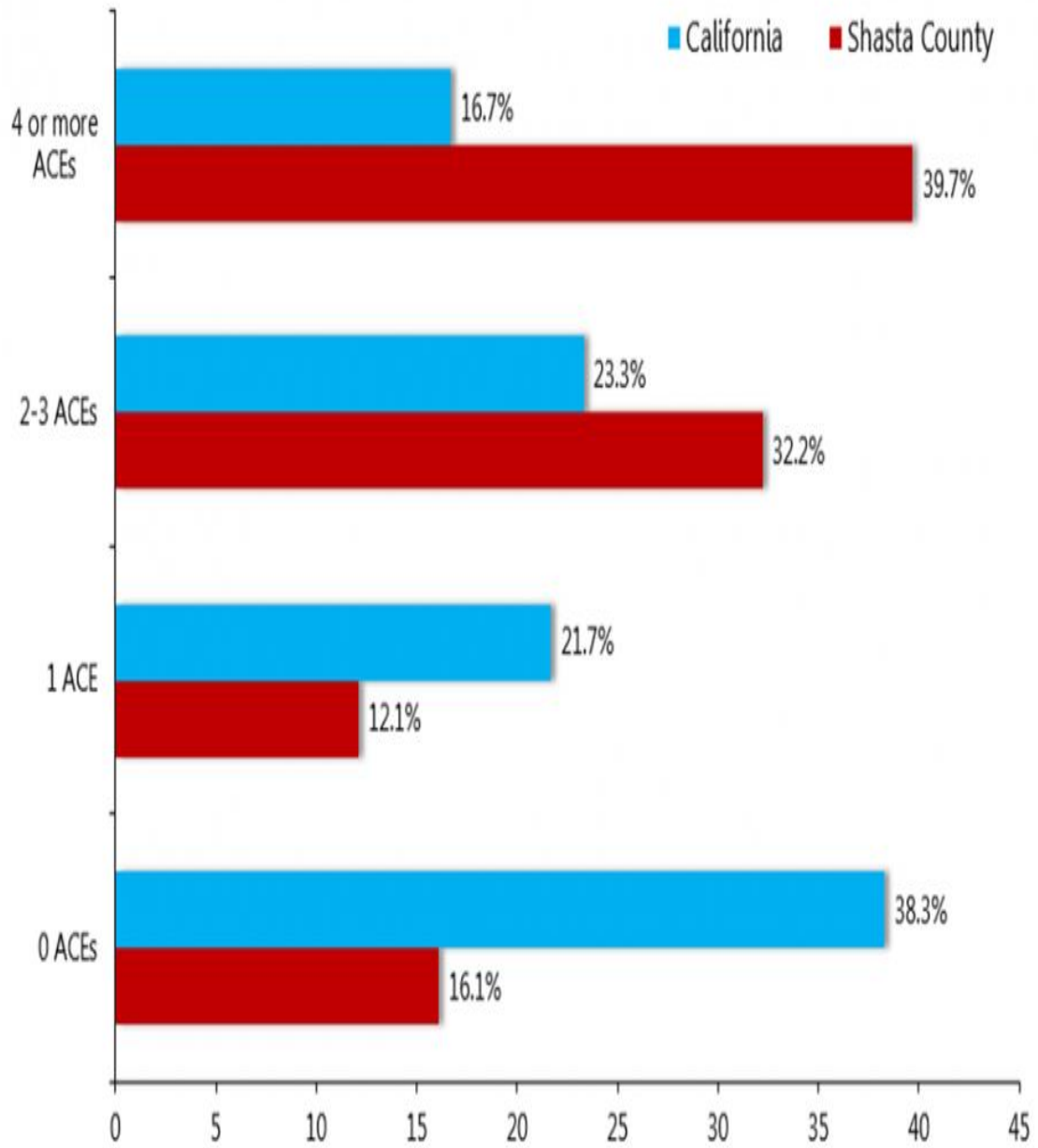
Developed by Lucy Hernandez, MBA, NCRT & CCAP

Shasta County Adverse Childhood Experience Study 2020

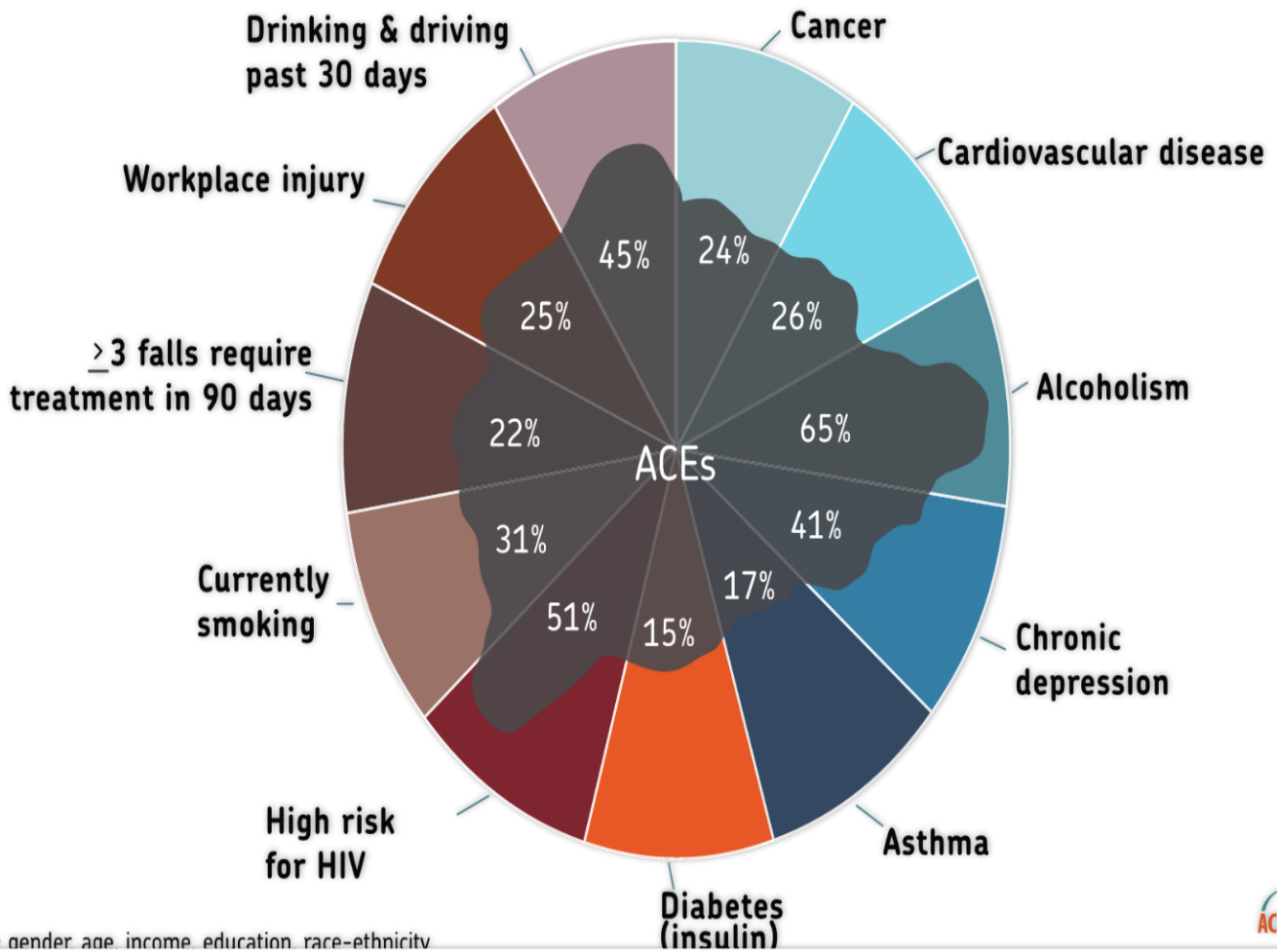
Shasta County vs. California – ACE Specific
(2012)



Shasta County vs. California - ACE Prevalence
(2012)



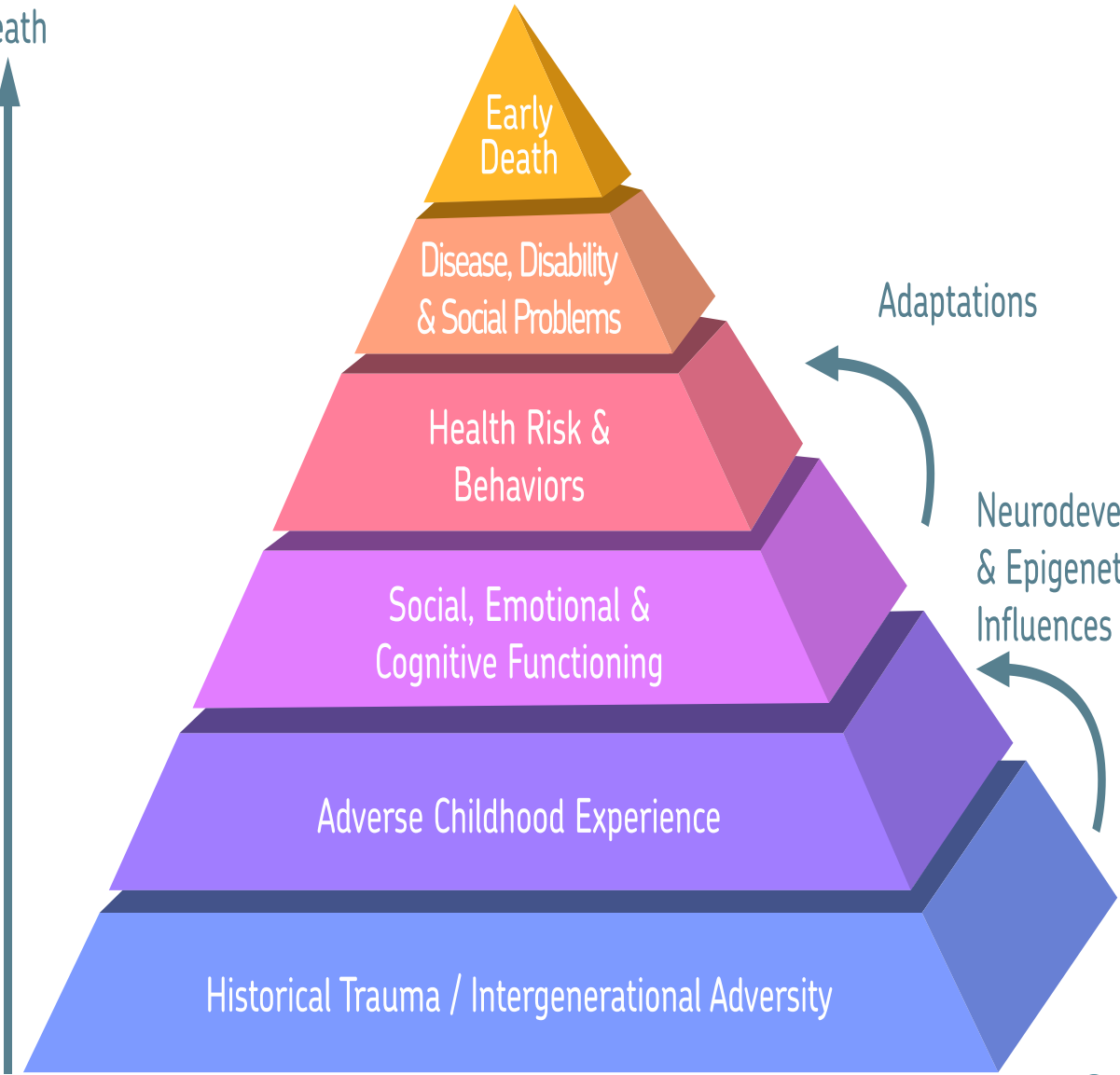
Population Attributable Risk



Controls: gender, age, income, education, race-ethnicity

Death

Whole Life Perspective



Preconception