Community Services Block Grant Program:
2018-2019 Community Action Plan

Prepared by the Community Action Partnership of Orange County

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June 28, 2017
The Community Action Plan (CAP) serves as a two (2) year roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty. CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency.

Community Action Plans must adhere to the following federal and state laws:

**COMPLIANCE WITH FEDERAL LAW**
To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 676b (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

**COMPLIANCE WITH STATE LAW**
To comply with California Government Code 12747 pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet. Additionally, CAPs should provide for the contingency of reduced federal funding.

**COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS**
As described in the Office of Community Services (OCS) Information Memorandum (IM) #138 dated January 26, 2015, CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.
CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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. This sector would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

COMMUNITY ASSESSMENT

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

Public Agency - Standard 3.1: Department conducted 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 analyzes both current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

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

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

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

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

Standard 4.3: The organization’s /department’s Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle.
STRATEGIC PLANNING
Private Agency Standard 6.4: Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

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

STATE PLAN AND APPLICATION REQUIREMENTS
As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in CSDs biennial State Plan and Application.
COMMUNITY SERVICES BLOCK GRANT
2018/2019 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION

TO: Department of Community Services and Development
Attention: Field Operations Unit
2389 Gateway Oaks Drive #100
Sacramento, CA 95833

FROM: Community Action Partnership of Orange County (CAPOC)

Agency Contact Person Regarding Community Action Plan

Name: Curtis Gibbs
Title: Director of Planning and Fund Development
Phone: (714) 894-6670 Ext: 3400
Fax: (714) 894-5404
Email: cgibbs@capoc.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2018/2019 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson

Date

Executive Director

Date
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The CAP is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

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2018 - 2019 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than June 30, 2017:

☒ Cover Page and Certification
☐ Table of Contents
☒ Vision Statement
☒ Mission Statement
☒ Comprehensive Community Needs Assessment
☒ Documentation of Public Hearing(s)
☒ Federal Assurances
☒ State Assurances
☒ Individual and Community Eligibility Requirements
☒ Monitoring and Evaluation
☒ Data Collection
☒ Appendices (Optional)
VISION STATEMENT

Provide your agency’s Vision Statement which describes your agency’s values. The vision is broader than any one agency can achieve; the agency collaborates with others in pursuit of this vision.

An Orange County where all community members attain self-sufficiency.

MISSION STATEMENT

The Mission Statement describes the agency’s reason for existence and may state its role in achieving its vision.

Organizational Standard 4.1 references the Mission Statement for private and public entities:

**Private Entities**
The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The organization’s programs and services are in alignment with the mission.

**Public Entities**
The tripartite board/advisory body has reviewed the department’s mission statement within the past 5 years and assured that:
1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

Provide your agency’s Mission Statement

**Mission Statement (Insert Statement)**
The Community Action Partnership of Orange County (CAPOC) believes that poverty in all its forms and manifestations is degrading to the individual and represents a clear threat to the continued health and prosperity of our nation.

Community Action Partnership of Orange County’s mission is to enhance the quality of life within Orange County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to assist, educate, and promote self-sufficiency.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT
Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (California Government Code 12747(a)).

The Community Needs Assessment captures the problems and conditions of poverty in the agency’s service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency’s goals, and program delivery strategies. The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive “picture” of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-
income population in the service area, beyond the legal requirement for a local public hearing of the CAP.

Agencies should describe the methods and strategies used to collect the information and should utilize a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

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| A Comprehensive Community Needs      |
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**Comprehensive Community Needs Assessment (Insert Narrative)**

**COMMUNITY PROFILE**

Community Action Partnership of Orange County serves Orange County, the nation’s sixth most populous county and ranking third most populous in California.¹

Orange County faces enormous challenges because it has a substantial amount of inequity amongst its various regions. Although, media depictions of Orange County have led the general public to believe that Orange County is white and wealthy, in reality, Orange County is a socially diverse, multicultural, and densely populated area.² Overall, the county has a higher median income, lower unemployment, and lower crime rate than many other counties, in California and nationwide. However, hidden behind the general statistics one will find large racial and geographic inequities in all key socio-economic indicators including income, employment, poverty, health, education, and public safety.³ In 2013, 12 “red zone” cities, those with low income and high unemployment, were identified, largely in the central and northern areas of the county where poverty is concentrated.⁴

The Well-Being Index, a national annual poll by the Gallup firm (which factors in physical health, emotional health, healthy behavior, and access to basic necessities) highlights this disparity. The 48th Congressional district, which includes parts of Seal Beach, Costa Mesa, Newport Beach, Laguna Beach, Aliso Viejo, Sunset Beach, Huntington Beach, Midway City, ranks among the top 1% for overall well-being. In contrast, the bordering 46th district, which includes Garden Grove, Huntington Beach, Santa Ana, parts of Seal Beach, and Westminster, ranks in the bottom third for overall well-being.⁵

Because Orange County is densely populated, the social issues highlighted in the following pages affect a large number of people – including children, families, seniors, and ethnic minorities.

GEOGRAPHICAL AREA

Orange County is located in the heart of Southern California with Los Angeles County to the north, San Diego County to the south, and Riverside and San Bernardino Counties to the east.⁶ There are currently 34 cities within the county, including Santa Ana, Anaheim, and Irvine.⁷ The unincorporated areas are Anaheim Independencia (or La Colonia), El Modena, and Midway City.⁸ The county of Orange is situated along 42 miles of southern California coast and extends 15 miles inland, comprising 798.23 square miles.⁹ Orange County crosses 11 watershed and

² Ibid.
⁵ UCLA Labor Center and UCI Community & Labor Project, Orange County on the Cusp of Change Report, 2014.
⁶ Orange County, At Your Service Delivering for Orange County: A Guide to Agencies and Departments (Santa Ana, CA: 2017)
⁸ Orange County Local Agency Formation Commission, Unincorporated Areas (Santa Ana, CA: 2016).
major bodies of water include Santa Ana River and Irvine Lake. Orange County is a major commuter region; major thoroughfares include I-5 Santa Ana Freeway, SR-57 Orange Freeway, I-405 San Diego Freeway, and the and I-605 San Gabriel Freeway running north-south and SR-91 Riverside Freeway and the SR-22 Garden Grove Freeway running east-west.

DEMOGRAPHICS

Trends in the distribution of age, sex, race and ethnicity, and education attainment can help predict future concerns that need to be addressed and can provide basic information regarding population composition.

Orange County and the state of California have nearly identical sex ratios, with Orange County being comprised of 49.4% males and 50.6% females. The population of Orange County has a slightly higher median age of 37.1 years compared to California’s median age of 35.8 years. Nearly half of Orange County residents are between the ages of 21 and 55 years old. Whites make up the largest racial group in Orange County at 42.4%, a figure slightly higher than California’s proportion of Whites which is 38.7%. There also appears to be significant differences in the racial makeup of minorities in Orange County compared to California. While Asians make up only 13.5% of the California population, Asians represent 18.8% of the Orange County population. Orange County also has lower proportions of Black and Latino populations. In Orange County, Blacks make up 1.5% of the population compared to California’s 5.6%, while Latinos make up 34.2% of the county compared to California’s 38.4%.

Language spoken at home can be used to indicate demographic trends and is an important subject particularly in the field education. Of the Orange County population, 54.3% only speak English, while 45.7% speak another language. It is important to note that bilingualism in English and another language is included in the 45.7% figure. Of those able to speak another language, 55.4% speak English very well. The most common non-English language in Orange County is Spanish, just as in the state of California. In Orange County, of those able to speak a language other than English, 26.3% could speak Spanish. Like other languages, however, this figure varies according to age group. The age group with the highest proportion of people able to speak another language was ages 18-64 years, while minors had the lowest population proportion able to speak another language.

10 Orange County, Introduction to Watersheds in Orange County, California (Santa Ana, 2017).
13 Ibid.
14 Ibid.
15 Ibid.
16 Ibid.
17 Ibid.
18 Ibid.
19 Ibid.
20 Ibid.
21 Ibid.
Lastly, Orange County has significantly higher educational attainments rates than California. 37.7% of Orange County residents have a bachelor’s degree or higher, compared to just 31.4% of California. In Orange County, the proportion of the population with at least a bachelor’s degree is relatively consistent across age groups over 25 years.

**ECONOMY**

Orange County is known for its vibrant industry clusters, world-class educational institutions, diverse workforce, and ideal geographical location. It has a powerful combination of economic growth, low levels of unemployment, and a high quality of life for residents that outperform neighboring regions. Unemployment rate and job growth are typically used as an indicators of economic success. The 2017 unemployment rate in Orange County (3.7%) is lower than the rate in California (4.8%), and the continuing job growth is projected to increase by 14%, or 224,900 occupations, from 2014 to 2024. These aspects contribute to the growing and successful economy of Orange County as a whole, but there are stark differences between cities within the county.

There is an unequal distribution of unemployment and income throughout Orange County, with a positive relationship between low income and unemployment rate. The cities with unemployment rates higher than Orange County’s rate of 3.7% are Westminster (5.1%), Stanton (4.8%), Anaheim (4.7%), Garden Grove (4.6%), Santa Ana (4.2%), La Habra (4.2%), Fullerton (4.2%), San Juan Capistrano (4.1%), and Placentia (4.1%). These central cities are also places with the highest rates of residents experiencing poverty. Of the 3.7% unemployed workers in Orange County, Native Hawaiian and Other Pacific Islander, American Indian and Alaska Native, and Black or African American populations have the highest unemployment rates of 12.8%, 11%, and 10% respectively; the populations with the lowest unemployment rates are White (7.5%) and Asian (6.7%).

About 37.7% of Orange County’s population over the age of 25 has a bachelor’s degree or higher. The populations with the highest rates of a bachelor’s degree or higher—White (46%) and Asian (51.7%)—are the same populations that experience the lowest unemployment rates. People who have a bachelor’s degree or higher have a median income of at least $60,446, while

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22 Ibid.
23 Ibid.
26 Ibid.
27 Ibid.
29 Ibid.
30 Ibid.
people who have an associate’s or some college degree and lower have a median income of $39,880 or less.\textsuperscript{31} This suggests that higher educational attainment increases the chances of obtaining a job that pays above the Housing Wage, which is defined as the hourly wage needed to afford a one-bedroom unit.\textsuperscript{32} In Orange County, this equates to an annual income of $57,440.\textsuperscript{33}

The majority (64\%) of Orange County jobs pay less than the Housing Wage.\textsuperscript{34} The three largest sectors in Orange County have the lowest average salaries—tourism ($26,000), business and professional ($67,000), construction ($65,000), and health services ($60,000)—while the smaller sectors have the highest average salaries—biomedical ($79,000), computer software ($116,000), computer hardware ($96,000), and defense and aerospace ($105,000).\textsuperscript{35} The biomedical and computer software and hardware sectors grew 29\% and 12\% from 2011 to 2015, but still face the challenge of a skills gap.\textsuperscript{36} Skills gap is an imbalance between employers’ demand for skills and applicants’ supply of skills. Applicants can be unfit for a higher-paying job due to unmet requirements of minimum educational attainment level or lack of specific skills. Those who do not bridge the skills gap could be part of the 29\% of Orange County employed residents who commute to work outside of the county to find better opportunities.\textsuperscript{37}

**EDUCATION**

Orange County has consistently exceeded the California state averages for the population’s average rates of higher educational attainment (<-What does this mean?) in recent years. Orange County’s high school graduation rate was 90\% in 2015, significantly greater than the state’s average rate of 82.3\% for the same year.\textsuperscript{38} Among the Orange County population age 25 years or older, nearly 38\% has a bachelor’s degree or higher compared to only 29.7\% of the state population.\textsuperscript{39}

There are educational attainment gaps within Orange County, as certain cities tend to have higher proportions of population without a high school diploma. The cities with the highest proportion of the population without a high school diploma are Santa Ana (30.6\%), Stanton (32\%), and Garden Grove (26.3\%).\textsuperscript{40} These cities are also areas of dense poverty.

\textsuperscript{31} Ibid.
\textsuperscript{32} Housing Wage defined as the hourly wage needed to afford a one-bedroom unit (Orange County, 2017 Orange County Community Indicators Report.
\textsuperscript{33} Orange County. 2017 Orange County Community Indicators Report.
\textsuperscript{34} Ibid.
\textsuperscript{35} Ibid.
\textsuperscript{36} Orange County Business Council, *Orange County Workforce Indicators Report, 2016-2017.*
\textsuperscript{37} Ibid.
\textsuperscript{39} U.S. Census Bureau. 2011-2015 American Community Survey.
\textsuperscript{40} Ibid.
According to the California Department of Education, Orange County public schools had a total of 490,430 students enrolled for the 2016/17 school year. The demographics of the Orange County student body have changed over the years, and this trend seems to be continuing. Latino students currently make up the largest share of public students in the county (49.1%), followed by Caucasian students (27.0%), Asian students (18.4%), students of two or more races (3.4%), Black students (1.4%), and lastly, American Indian students (0.27%).

**English Learners**
The acquisition of the English language by children who speak another language is a challenge for teachers, administrators, children and families, and their communities. Among Orange County public school students in the 2016/17 school year, 24.3% are classified as English Learners (EL), a slightly smaller share than seen in recent years. In the 2014/15 and 2015/16 school years, there were 26.0% and 24.9% English Learners, respectively. Thus, there has been some decrease in the proportion of English Learner students.

Within Orange County, the proportion of English students varies greatly according to school district with a high of 52.4% at Magnolia Elementary and a low of 2.3% at Los Alamitos Unified. School districts with large English Learners proportions include Magnolia District (52.4%), Westminster District (46.8%), Buena Park District (42.9%), Santa Ana District (42.1%), Garden Grove (39.2%), and La Habra District (37.2%). These school districts are clustered in northern Orange County, serving communities with higher rates of poverty and large foreign born populations, mainly of Hispanic/Latino origin or Vietnamese.

**High School Dropouts**
Although the Orange County high school dropout rate is below that of the state average, the dropout rates vary considerably within Orange County. In 2014-15, Los Alamitos Unified had the lowest dropout rate (0.7%) while Anaheim Unified had the highest (7.3%). However, both figures are lower than the dropout rates seen in previous years. In 2009-2010, Los Alamitos had a dropout rate of 2.2% while Anaheim Unified had a dropout rate of 10.2%. There were also differences among the dropout rates between different race and ethnicities, with Asian students having the lowest rate (5.1%) and Hispanic students having the highest (14.4%) in the 2014-15 school year, as consistent with the past.

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42 Ibid.
43 Ibid.
44 Ibid.
45 Ibid.
46 Ibid.
47 Orange County. *2017 Orange County Community Indicators Report.*
48 Ibid.
Suspension & Truancy

Regular school attendance is a strong predictor of academic success and may indicate levels of community engagement. Continual absences are associated with poorer test scores and a higher likelihood of dropping out of high school, which can have a lifelong impact on the opportunities available to a student. Students who are suspended also miss school and its benefits but are subjected to additional risks as well, including a higher likelihood of entering the criminal justice system. Additionally, disproportionate suspension rates among different student groups may indicate school discipline disparities.

The Orange County public school system had a suspension rate of 2.3% for the 2014-15 school year. This share, as consistent with the past, was lower than the California average of 3.8%. However, within Orange County, strong variability exists regarding suspension rates between school districts as well as between different race and ethnicities. Anaheim Union High had the highest suspension rate (5.4%), while Savanna Unified had the lowest (0%). Additionally, within Orange County as a whole, suspension rates widely differed according to race and ethnicity with African Americans having the highest rate of 9.1% and Asians having the lowest rate of 1.3% for 2014-15.

The truancy rates in Orange County have increased over the past years, although they repeatedly have been under the state average. The truancy rate for the 2013/14 school year in Orange County was 22.8% compared to the state average of 31.14%. Truancy rates also range widely within the County. In the 2014/15 school year, Fullerton Joint Union High had the highest truancy rate at 53.6%, and Los Alamitos Unified had the lowest truancy rate at 18.5%.

CRIME AND SAFETY

Any crime can impact on a person’s quality of life, life satisfaction and well-being. The impact can further affect one’s ability to perform variety of roles relating to parenting, intimate relationships, and occupational and social functioning. For Orange County, in 2014, the arrest

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51 Ibid.
52 Ibid.
54 Ibid.
56 Ibid.
57 Ibid.
58 Ibid.
rate per 1000,000 people for felonies were 781.4, for violent offenses were 168.7, for property offenses were 179.3, for drug offenses were 300.7, and for misdemeanors were 1,583.6.\textsuperscript{60} Felonies are the most serious type of criminal offense involving imprisonment for more than a year.\textsuperscript{61} The 2014 data revealed that the cities with the highest felony arrest rate per 100,000 people were Buena Park (1,252.90), Laguna Beach (1085.92), and Newport (1028.94) and the cities with the lowest rate were Laguna Woods (116.55), Villa Park (186.09), and Rancho Santa Margarita (270.72).\textsuperscript{62}

Drug offenses include trafficking, sales, distribution, and possession of controlled substance\textsuperscript{63}. In Orange County, the highest drug offenses rates per 100,000 people in 2014 were found in Buena Park (544.09), Newport (449.22), and Laguna Beach (445.62), and lowest rates were found in Villa Park (16.92), Laguna Woods (18.40), and Rancho Santa Margarita (17.81).\textsuperscript{64} Violent offenses refer to crime related to murder, rape, robbery with a threat of force, assault, and other harmful actions\textsuperscript{65}. The top three cities with the highest rate of violent offenses per 100,000 population were Anaheim (280.82), Tustin (240.64), and Laguna Beach (233.62), and the cities with the lowest rate were Villa Park (50.75), Laguna Woods (55.21), and Seal Beach (61.28).\textsuperscript{66}

Property offenses consist of burglary, theft, motor vehicle theft, forgery, fraud, and other unlawful actions in order to gain possession.\textsuperscript{67} The 2014 data based on 100,000 population revealed that Buena Park (399.64), Brea (390.47), and Newport (286.39) had the highest arrest rates; meanwhile, Laguna Woods (18.40), Aliso Viejo (55.74), and Rancho Santa Margarita (59.48) had the lowest arrest rates.\textsuperscript{68}

Out of all offenses, the lowest criminal offense is known as misdemeanor, which leads up to a year in jail and its punishment includes a fine, probation, community service, and restitution.\textsuperscript{69} For cities within Orange County, in 2014, the highest arrest rate per 100,000 people were seen in Laguna Beach (5,360.39), Newport (2,288.84), and Buena Park (2,271.47) and the lowest arrest rate were seen in Laguna Woods (190.16), Yorba Linda (305.20), and Rancho Santa Margarita (406.09).\textsuperscript{70}

\textsuperscript{60} State of California, Department of Justice, Criminal Justice Statistics Center, \textit{Statistics: Arrests} (Sacramento: 2017).
\textsuperscript{61} U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, \textit{Monthly Arrest and Citation Register} (Washington DC: 2016).
\textsuperscript{62} Criminal Justice Statistics Center, \textit{Statistics: Arrests}.
\textsuperscript{63} Bureau of Justice Statistics, \textit{Monthly Arrest and Citation Register}.
\textsuperscript{64} Criminal Justice Statistics Center, \textit{Statistics: Arrests}.
\textsuperscript{65} Bureau of Justice Statistics, \textit{Monthly Arrest and Citation Register}.
\textsuperscript{66} Criminal Justice Statistics Center, \textit{Statistics: Arrests}.
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\textsuperscript{68} Criminal Justice Statistics Center, \textit{Statistics: Arrests}.
\textsuperscript{69} Bureau of Justice Statistics, \textit{Monthly Arrest and Citation Register}.
\textsuperscript{70} Criminal Justice Statistics Center, \textit{Statistics: Arrests}.
In overall as a county, the trend from 2005 to 2014 showed a decrease in all crime.\(^{71}\) When compared to other counties in California, Orange County has the top property crime rate in 2015.\(^{72}\) This may be attributable to high rents and the Proposition 47, which was passed in 2014 reducing offenses by reducing certain felonies to misdemeanors and making difficult to keep low-level offenders to be charged for their violations and placed behind the bars.\(^{73}\)

**HOUSING**

Housing provides shelter and safety as a basic human right, and affordable housing is an important aspect for creating a strong foundation for a community’s health and wellbeing.\(^{74}\) However, high housing and rental costs in Orange County create a challenge for people, especially the poor, to find adequate, affordable housing. Orange County’s housing affordability is less compared to its peer counties, Los Angeles County, Riverside County, and San Diego County, and less than the notoriously expensive San Francisco Bay Area.\(^{75}\) The median home sale price of Orange County increased from $700,000 in 2015 to $745,000 in 2016 for an existing single-family home, with only 43% of households able to afford an entry-level home.\(^ {76}\) California’s median home sale price is much less than Orange County’s at $509,060 in 2016.\(^{77}\) Rental affordability is also a concern because 64% of Orange County jobs pay less than the Housing Wage, $27.62 or an annual income of $57,440.\(^ {78}\) The median gross rent in California is $1,255 and $1,548 in Orange County, with the highest rates in Villa Park ($2,758), Coto de Caza CDP ($2,356), and Newport Beach ($2,009) and the lowest rates in Santa Ana ($1,310), Midway City CDP ($1,295), and Stanton ($1,264).\(^ {79}\) As Orange County’s home sale prices and rent continue to go up, the increase in household income cannot keep up. This puts a housing cost burden\(^ {80}\) on many Orange County residents that can negatively affect health, housing, and employment.

**Homelessness**

Economic hardship, physical or mental disability, and family issues can contribute to homelessness and vice versa. The top reasons for homelessness are difficulty securing or

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\(^{71}\) Criminal Justice Statistics Center. *Statistics: Arrests.*

\(^{72}\) Public Policy Institute of California, *Crime Rates in California* (San Francisco: 2016).

\(^{73}\) State of California, California Department of Corrections and Rehabilitation, *Proposition 47* (Sacramento: 2017).

\(^{74}\) Virginia Vaughn, "Affordable housing provides a strong foundation for a community’s health, well-being and especially its children," *American City & County Exclusive Insight*, May 11, 2016.

\(^{75}\) Orange County. 2017 Orange County Community Indicators Report.

\(^{76}\) Orange County. 2017 Orange County Community Indicators Report.

\(^{77}\) Orange County. 2017 Orange County Community Indicators Report.

\(^{78}\) Orange County. 2017 Orange County Community Indicators Report.


\(^{80}\) Housing cost burden defined as “families who pay more than 30 percent of their income for housing, and may have difficulty affording necessities such as food, clothing, transportation, and medical care” (hud.gov)
retaining jobs with sustainable wages, finding or retaining affordable housing (including evictions and foreclosures), and family issues. \(^{81}\) California has the highest rate of unsheltered homeless in the country. \(^{82}\) Homelessness in Orange County increased 5% from 2013-2015. \(^ {83}\) The majority of homeless in Orange County are U.S. citizens and long-term Orange County residents of over 10 years. \(^{84}\) The U.S. homeless population is made up of both family and individual households, with 32% of homeless unsheltered. \(^ {85}\) In Orange County, half (49%) of the homeless population is unsheltered, which is a ten percent increase from 2013. \(^{86}\) Homeless households with adults only and individual adult homeless households are more likely to be unsheltered than homeless households with children. Of the unsheltered homeless population, 99.8% are persons in households without children. \(^ {87}\) The unsheltered homeless population is vulnerable to health and security threats, which increases their use of medical and safety services. The estimated annual per capita cost of services for homeless is $100,759, which can be cut by at least 50% if homeless, especially the chronically homeless, are housed permanently or temporarily. \(^ {88}\)

**MENTAL HEALTH**

Mental health is an indicator of emotional, psychological, and social wellbeing. It determines how we handle stress and affects how we make choices. Although the importance of mental health has become considerably more recognized as of recently, racial and ethnic minorities still as a whole have substantially less access to mental health services, receive substantially less care for care, and have a lower margin of quality in those services. \(^ {89}\)

2015 Orange County measures of work impairment and number of days missed at work due to mental health causes remain under and along state averages. However comparison of those measures to state data for those 300% above the Federal Poverty Level (FPL) and 100% at or below FPL suggests that those at the extreme ends of the spectrum in Orange County are much

\(^{81}\) Orange County United Way, Jamboree, and University of California, Irvine. Cost Study of Homelessness.


\(^{83}\) County of Orange, OC Community Services, and 2-1-1 OC. Orange County Homeless Count & Survey Report, 2015.

\(^{84}\) Orange County United Way, Jamboree, and University of California, Irvine, Cost of Homelessness (Irvine; 2017).


\(^{86}\) County of Orange and OC Community Services, Orange County Homeless Count & Survey Report (Santa Ana, CA: 2015).

\(^ {87}\) Ibid.

\(^{88}\) Orange County United Way, Jamboree, and University of California, Irvine. Cost Study of Homelessness.

Office of the Surgeon General, Center for Mental Health Services, and National Institute of Mental Health, *Mental Health: Culture, Race, and Ethnicity* (Rockville, MD: 1999).
more impaired by mental health issues. Notably, 55.6% of the population in Orange County at 300% FPL or greater answered yes to mental health issues impairing work performance, while 53.1% said yes statewide. The numbers merit consideration given that over half of those divisions within the community reported effects.

Drug and Alcohol Use
Student reported data of alcohol and marijuana use indicate disparities along racial lines. Higher overall rates than state averages were seen in all races with the exception of Whites and Asians. Native Hawaiian/Pacific Islanders of Orange County reported the highest discrepancy between state rates of excessive use of marijuana, 12.5% and 7% respectively. African Americans were also found to have higher county rates of marijuana use, 17.4% compared to the 12.9% of all of California. These trends continued for percentages of alcohol abuse in regards to ethnicity and race—with the same exception to Asians and Whites.

While most measures of mental health for Orange County are better than state averages, higher rates of substance abuse and gang membership among youth of particular minorities suggests a lack of resources for coping and integration in the community. These rates correlate with a disproportionate number of those in particular ethnic groups, given note that African Americans and Native Hawaiian/Pacific Islanders have a minority presence even among the minorities in Orange County. However, research has shown school engagement and academic achievement to have protective factors towards prevention of substance use. Mental health policies targeting these groups can bring about substantial change if set in the right direction, starting with youth of color.

Opioid Crisis
Over-prescription of opioid pain relievers, beginning the 1990s, led to a rapid influx of prescription drug abuse, stimulating a resurgence of misuse for other substances such as heroin for opioid users searching for cheaper alternatives. The Surgeon General’s Report on Alcohol, Drugs, and Health addressed the growing concerns over the Opioid epidemic and made it a national priority in 2016. As 12.5 million Americans self-reported prescription pain reliever abuse, statistics have gauged that seventy-eight people die daily in the US alone from opioid overdose.

The Opioid crisis warrants attention in Orange County, as a collaboration study between the Orange County Healthcare Agency and the Orange County Sheriff-Coroner Division in 2017 had

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UCLA Center for Health Policy Research, California Health Interview Survey.
94 Patrick et al., "Adolescent Alcohol Use"
documented 66.8% of all overdose deaths related to opioid use, with over half of those opioid-related cases (56.0%) involving prescriptions. Some key findings of the study were that females were 1.6 times more likely to overdose by prescription than males, and those numbers were amplified in each consequent age group after the 35-44 years of age. With the overall rate of drug and alcohol overdose deaths to have increased by 82% in the county since 2000, that rising number can be attributed to the effects of the national Opioid epidemic on Orange County.

### CHRONIC DISEASE

Chronic diseases are ongoing, long-term diseases that affect anyone regardless of age, gender, or ethnicity. These conditions can include asthma, diabetes, heart disease, and cancer. Chronic diseases account for the most deaths in the United States, with 7 out of 10 people dying every year from them. Besides being responsible for the most deaths of Americans per year, at least 86% of health care costs in the country are from chronic disease. Although treatment is needed in order to care for these diseases, the cost of treatment is high for most Americans. This results in deferred care and possible worsening of conditions.

A 2015 report from the California Healthcare Foundation states that 36% of adults in Orange County have at least one chronic condition. From the year 2005 to 2015, least 5.6% of people living in 100% above federal poverty level and above have been diagnosed with Heart Disease. Another chronic that has been affecting community members in Orange County is Diabetes. Approximately 7.2% of community members of Orange County living in poverty are reported to be diagnosed with diabetes. Another chronic disease that affects members of Orange County is high blood pressure. It is reported that 23.5% of the population in Orange County were diagnosed or had high blood pressure last year.

Data from the California Department of Educations shows passing rates for the California Fitness Exam. The data indicates that certain school districts in Orange County show a decrease in passing rates for both the Aerobic Capacity and Body Composition portions of the exam. In

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96 Orange County, Drug & Alcohol Report.
98 Ibid.
100 UCLA Center for Health Policy Research, *California Health Interview Survey*.
101 Ibid.
102 Ibid.
Centralia Elementary, passing rates for Aerobic Capacity have decreased substantially from 70.3% to 60.1% between the years of 2009 to 2016. In the Irvine Unified School district passing rates for Aerobic Capacity for high school students went from 85.1% in 2010, to 74.3% in 2016. These data shows that children are being less physically active every year, which can lead to high risks for chronic diseases in the future.

In conclusion, chronic diseases such as diabetes and heart disease are prevalent in Orange County. Since the costs for chronic disease treatment is high, people are delaying the care that they need in order to treat these diseases. The silver lining to chronic diseases is that they are preventable. Prevention of chronic disease starts with awareness, which is why it is important for community members to know what causes chronic diseases in the first place.

**FOOD INSECURITY**

Food insecurity is the reduced access to adequate amounts of food and nutrition, and is one consequence of poverty. The high cost of living in Orange County increases the chances of food insecurity of Orange County residents, impacting about 13% of adults and 24% of children. In food insecure households, the household income after rent, utilities, and health care is not enough to buy sufficient foods for adequate nourishment. In Orange County, 24% of food insecure households are living in poverty. Of all people whose income in the past 12 months was below the poverty level, less than half received food stamps/SNAP benefits in the past 12 months. This disparity between the need and supply of resources produces a food budget shortfall, the additional dollar amount that food insecure individuals report needing to meet basic food needs. In 2014, Orange County’s annual food budget shortfall was $190,303,000. About one in two Orange County students live in households with incomes below 185% of the Federal Poverty Level and are eligible for the National Free and Reduced Price Lunch program. For many children, the free or reduced price lunch may their only meal or source of nourishment for the day.

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104 Ibid.
110 Ibid.
# Community Needs

<table>
<thead>
<tr>
<th>Top Needs</th>
<th>Agency Priority (Yes/No)</th>
<th>Description of Programs/Services Directly Provided by Your Agency</th>
<th>Coordination Efforts</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>No</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Community Safety</td>
<td></td>
<td></td>
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<tr>
<td>Substance Use</td>
<td>No</td>
<td></td>
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<tr>
<td>Pedestrian Safety</td>
<td>Yes</td>
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<tr>
<td>Food</td>
<td>Yes</td>
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</tbody>
</table>

**Instructions:**

- **Top Needs**: list the top needs from your most recent Needs Assessment
- **Agency Priority**: Enter a Yes or No in the box to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.
- **Description of programs/services/activities**: Briefly describe the program, service or activity that your entity will directly provide.
- **Coordination**: If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.
- **Page**: Please include the location where this information can be found.
DOCUMENTATION OF PUBLIC HEARING(S)

California Government Code 12747(b)-(d) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency’s public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community’s needs. Examples include: Surveys, public forums, and secondary data collection.

Note: Public hearing(s) shall not be held outside of the service area(s).

Public Hearing Process (Insert Narrative)

Community Action Partnership of Orange County utilized a multi-faceted approach to involving low-income populations in the Community Action Planning Process and the determination of needs. The agency used the following methods:

1. Community assessments were completed at various community events including at the Family Resource Centers, local faith institutions and schools. We had interns from local universities (University of California, Irvine, California State University, Long Beach and California State University, Fullerton) conduct the face-to-face community assessments at these events beginning in February 2017.

2. CAPOC also distributed community needs assessment and client satisfaction surveys at the Anaheim Independencia and El Modena Family Resource Centers, program sites, food distribution agencies through collaborating with program staff. The agency also conducted its first ever online community needs assessment survey through SurveyMonkey, starting in February 2017 and ending April 2017. Paper and online surveys were available in English, Spanish, and Vietnamese.

3. The agency held strategic CAP planning sessions beginning in December 2016 at the Planning Committee/Board of Directors meetings each month.

4. The agency posted notices for Community Forums and the Public Hearing at program sites and at the agency main office. The agency distributed flyers to the community and to clients at program sites. Emails were sent to community partners and collaborative groups informing them of the meetings.
5. A public notice was published in the Orange County Register on May 5, 2017 and May 15, 2017.

6. A public notice was also posted on the agency’s website: www.capoc.org

7. The agency also provided an opportunity for public comment and testimony on the 2018-2019 Community Action Plan at the May 24, 2017 Public Hearing at the agency’s main office that is centrally located and accessible to clients.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

<table>
<thead>
<tr>
<th>Comment/Concern</th>
<th>Was the concern addressed in the CAP?</th>
<th>If so, indicate the page #</th>
<th>If not, indicate the reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job training needs</td>
<td>Yes</td>
<td>32</td>
<td>N/A</td>
</tr>
<tr>
<td>Transportation needs in ABC, CA</td>
<td>No</td>
<td>N/A</td>
<td>Due to limited funding, agency meets 50% of the transportation needs in ABC, CA.</td>
</tr>
</tbody>
</table>

Attachments
- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:
(See Appendix blah blah for additional Public Hearing and Community Forum advertisements)

Summary of Testimonies at Community Action Partnership of Orange County Public Hearing

<table>
<thead>
<tr>
<th>Comment/Concern</th>
<th>Concern addressed in the CAP?</th>
<th>If so, indicate the page #</th>
<th>If not, indicate the reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Francisco Orozco, Orange resident, low-income individual</td>
<td>Increase safety and law enforcement before and after</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Comment</td>
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<td>-------------------------------</td>
<td>-------------------------------------------------------------------------</td>
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<td></td>
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<tr>
<td>Jose Perez, Orange resident, high school student</td>
<td>Need programs in health education and drug awareness in schools, beginning in elementary school; Train teachers on cultural awareness and mindfulness;</td>
<td></td>
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<tr>
<td>Connie Jones, CAPOC Board member, Santa Ana resident</td>
<td>More outreach to connect communities, especially in Central and North Orange County</td>
<td></td>
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<tr>
<td>Jessica Cedillo, Stanton resident, participant of Healthy Relationships</td>
<td>CAPOC works in collaboration with school districts in Orange County. CAPOC also trains residents to be leaders in their community and advocate for themselves, including attending school board meetings. See above.</td>
<td></td>
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<tr>
<td>Healthy Relationships program taught valuable advice and gave voice</td>
<td>Yes</td>
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<tr>
<td><strong>Nathan Moreno,</strong> <em>Anaheim resident</em></td>
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<tr>
<td>More programs on healthy relationships for kids and parents</td>
<td>Yes</td>
<td></td>
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<tr>
<td><strong>Patty,</strong> <em>Orange resident, mother of three</em></td>
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<tr>
<td>Open more resource centers as safe spaces for young children and teens; Drug abuse threatens safety of the community</td>
<td>Yes</td>
<td></td>
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<tr>
<td><strong>Giselda Medel,</strong> <em>Orange resident, California Academic Partnership Program member</em></td>
<td></td>
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<tr>
<td>More workshops and opportunities for students and parents to become community leaders</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td><strong>Community member,</strong></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Very specific issue. CAPOC also trains residents to be leaders in their community and advocate for themselves, including attending planning meetings. CSP department, through PICH funding, has progressed</td>
<td></td>
</tr>
</tbody>
</table>
Develop plan to turn vacant lot between Jordan and Hughes, next to El Modena Library, into a community park; | No | the development of green space and pocket parks in communities.

Dirty water that needs to be drained in vacant lot by El Modena Library | No | Very specific issue. Board member suggested to contact vector control.

Linda Franks, Executive Director of Kids Healthy in Santa Ana |  |

Desire to continue partnership based on success of the “Padres in Action” program | Yes |  

Maria Aguilar and Vicente Reyes, Orange residents |  |

Able to access many valuable resources with CAPOC’s help; Continue providing programs and workshops like Healthy Relationship workshop and financial education classes | Yes |  

Amelia Ramos, Garden Grove resident |  |

Thankful for “Parents & Kids in Action” that made a difference in families, parents, and kids’ lives | Yes |  

Ariel Monterrores, Orange resident |  |
| Kids Café, Karate program, and El Modena FRC helped kids with school work and college preparation; | Yes | El Modena staff’s recommendation letter helped student obtain college scholarships | Yes | Centers made positive impacts on students’ lives and makes them happy | Yes |

**Connie Jones, CAPOC Board Member**

Commend Jessica Bello from El Modena FRC for being a great listener and Spanish language translator

**Mike and Joanne Ladewig, Garden Grove residents**

Parents are concerned about mentally ill in parks;

Concerns about homeless, drug addicts, petty theft, and mental illness

Yes

**Amanda Ow, Midway resident**

Specific suggestion. CAPOC works with various coalitions to advocate for affordable housing and address the homelessness issue.
| Possibility of advertising the Coordinated Entry System at OC Food Bank for homeless to be assessed for potential housing subsidies | No |
| --- |

**Yaritza Trejo,**  
*Orange resident, low-income individual*  
Programs at El Modena helped and encouraged the pursuit of a higher education;  
Received so much help from the FRC staff when filling out college applications

**Lizbeth Cuenca,**  
*Orange resident, low-income individual*  
Grateful for resources offered at El Modena FRC, especially college preparation help

**Emily Rosenberf,**  
*Irvine resident, low-income resident*  
Grateful for financial support from utility service program;  
Weatherization program helped conserve energy;  
Thankful for Garden Grove facility, especially Isabella, for knowledge and help through the processes;
| CAPOC provides invaluable services | Yes | OC Food Bank and all its distribution sites operate fairly and equitably. Donated food is not sold to volunteers or anyone else. It is possible that this person is commenting on another organization’s food pantry. |
| Erika Delgado de Ramos, San Bernardino resident, low-income individual | No | CAPOC employs several bilingual persons, including bilingual Spanish and Vietnamese, in all departments. |
| Food is very expensive and believes that food is being mismanaged at the Food Bank, particularly sold to volunteers | No | |
| Patricia Vázquez Orange resident | No | |
| Housing and offices should have more Spanish speaking staff | No | |
| Chantal Camacho Westminster resident | No | |
| Utility assistance helped pay bills | Yes | |
| Weatherization helped procure new appliances | Yes | |
| Peter Pacheco Santa Ana resident | Yes | |
| Utility assistance helped pay bills | Yes | |
| Weatherization helped with home repairs | Yes | |
| Rossina Carrillo | No | |
Anaheim resident
Weatherization helped procure new appliances

Leida Pagan
Stanton resident
Utility assistance helped pay bills
Weatherization helped lower bills permanently

FEDERAL ASSURANCES

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Provide a detailed narrative describing the activities your agency will conduct that will enable low-income families and individuals to achieve the programmatic purposes listed below. **(Federal Assurances can be found on Public Law pages 2736-2739)**

1. **Programmatic Purposes**
   (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers 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, (including self-sufficiency 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);

   Community Action Partnership of Orange County (CAPOC) provides self-sufficiency programs at our two (2) Family Resource Centers in underserved low-income communities of Anaheim Independencia and El Modena, both located in county islands. These two Centers provide services directly to low-income families and individuals and through our community partners to directly identify barriers, meet basic needs, and create pathways out of poverty.
(ii) secure and retain meaningful employment;

The CAPOC Executive Director is a member of the Anaheim Workforce Development Board and the Santa Ana Workforce Development Board. He has input in planning, policy development and program review activities related to workforce issues. CAPOC programs receive client referrals from the Workforce Development Boards and provide available support services (e.g. utility assistance, weatherization services, food assistance, etc.). When needed, clients are referred to America’s Job Training Centers for training and job search assistance.

Our Family Resource Centers also provide employment services. Our Healthy Relationship program provides workforce development services, contracted to Orange County Asian and Pacific Islander Community Alliance (OCAPICA), at partnering sites. The agency also provides job training and work experience with community partners such as Taller San Jose and Orange County Conservation Corps. CAPOC is also a work experience site for many organizations including SeniorServ, AmeriCorps, the California Conservation Corps and others. In addition, CAPOC partners with local universities to provide internship opportunities for college credit.

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

The El Modena Family Resource Center provides an adult education program in conjunction with the Orange County Board of Education, in addition to English as a Second Language (ESL) courses through Rancho Santiago Community College District. Both Family Resource Centers have reading, tutoring, and mentoring programs at after-school programs for children of all ages.

(iv) make better use of available income;

CAPOC is an active member of the Orange County Financial Stability Alliance and through the Healthy Relationship program provides financial education workshops/courses for our clients CAPOC provides money management classes and promotes the responsible investment of the Earned Income Tax Credit (EITC). In addition, the agency conducts enrollment assistance in food stamp (SNAP/CalFresh) benefits and provides VITA, free tax preparation, services. We are partners with Consumer Credit Counseling and Orange County United Way and help low-income clients access workshops, financial counseling, and financial stability programs to assist them in overcoming barriers to self-sufficiency.

(v) obtain and maintain adequate housing and a suitable living environment;

Community Action Partnership of Orange County coordinates services with the Affordable Housing Clearinghouse of Orange County, NeighborWorks Orange County, Kennedy
Commission, and the Clearinghouse CDFI (Community Development Financial Institutions Program) to work with financial institutions and local cities to increase the supply of affordable housing.

Affordable Housing of Orange County and NeighborWorks Orange County conduct first time homebuyer seminars and assists potential first time homebuyers in applying for home loans. CAPOC has participated on the Kennedy Commission that advocates for affordable housing for very low income families. CAPOC operates and maintains seven (7) units of affordable housings. CAPOC is a founding member of Orange County Communities Organized for Responsible Development (OCCORD) that is comprised of community-based organizations, the Orange County Human Relations Commission, the Kennedy Commission, and local unions who are working together to obtain community benefit agreements with developers on major development projects in Orange County. OCCORD works to develop low-income housing for the extremely low-income, to create jobs, and advocate for livable wages.

Additionally, CAPOC has worked with the Affordable Housing Coalition led by Orange County Congregational Community Organization (OCCCO), a faith-based coalition for churches, housing advocates, as well as labor and community organizations advocating for affordable housing for low-wage workers. CAPOC has been an active member on the South Orange County Alliance for Housing Our Community (SOCAHOC).

(vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and

Community Action Partnership of Orange County makes referrals and links to the Salvation Army for assistance. At times, the agency submits applications to the Change-A-Life Foundation when funding is available. CAPOC’s Energy and Environmental Services Departments provides emergency assistance for families and individuals in need of utility assistance and provides referrals to 211.

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots 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 widespread replication; and;

Community Action Partnership of Orange County is a founding member of the Santa Ana Building Health Communities Coalition; with funding from the California Endowment, Santa Ana Building Healthy Communities is working to implement a 10-year plan to reverse urban decline, address problems, and build healthy communities in Central Santa Ana.
CAPOC received a 3-year grant to develop Partnerships to Improve Community Health (PICH) in three cities: Garden Grove, Anaheim, and Santa Ana. This initiative brings together low-income residents, community organizations, and local government and county agencies, to development environmental and policy changes that transform communities.

(II) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

CAPOC’s two Family Resource Centers have residents and youth advisory groups that meet with local law enforcement agencies.

Please indicate the activities your agency sponsors to satisfy the Federal Assurance listed in #1 above (check all that apply):

☐ Disaster Preparedness and Relief
☒ Energy Support
☐ Job Training
☐ Asset Development Programs
☐ Educational Support
☐ Career Development
☐ Volunteer Coordination Efforts
☐ Food Resources
☒ Health Education
☐ Tax Preparation /Tax Credit Information
☒ Mentoring
☐ Parent Support
☐ Child Development Information
☐ Medical Service Access
☐ Home Visiting/Case management
☐ Childcare Services/Head Start
☐ Other: Click here to enter text.
☒ Other: Click here to enter text.

2. Needs of Youth

(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

Please select the types of programs your agency sponsors to address the needs of youth:

☐ Youth Mediation Programs
☒ Youth Mentoring Programs
☒ Tutoring
☐ Life Skills Training
☐ Youth Employment
☐ Entrepreneurship Programs for Youth
☐ Other: Click here to enter text.
☐ Other: Click here to enter text.
☐ Other: Click here to enter text.

Narrative Response:

Youth programs that involve mentoring, tutoring, enrichment, and life skills development are provided at the El Modena and Anaheim Independencia Family Resource Centers and multiple other Family Resource Centers throughout OC through the youth component of the Healthy Relationship program. County FaCT funding is used to provide case management and family development programs at El Modena. The Federal Office of Family Assistance provides support for healthy youth relationship training, financial stability and employment development services. Both Centers offer resources and training for youth to develop their character and enhance their well-being. The Centers are designated violence-free zones.

(ii) after-school childcare programs

Community Action Partnership of Orange County operates after-school programs at the El Modena and Anaheim Independencia Family Resource Centers for local families and elementary school children. Both of these programs collaborate with CAPOC’s partners to provide innovative community-based programming for participants to discover their full potential. Moreover, CAPOC puts an emphasis on STEM programs, cultural arts, reading, and writing.

3. Coordination of Other Programs

(C) To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts)

Please indicate the types of programs your agency coordinates services with:

☒ Local Workforce Investment Boards
☐ Social Service Departments
Narrative Response:

By coordinating with other agencies (both public and private), Community Action Partnership of Orange County leverages resources to further make a positive impact in our communities. The two Family Resource Centers’ activities at the family development level are coordinated with the Sheriff’s Department, Health Care Agency, Social Services Agency, County Board of Education, community organizations, and service providers to help individuals achieve and lead healthy lifestyles.

The two Family Resource Centers coordinate services with the Women, Infants, and Children (WIC) program to provide nutrition education and food vouchers to mothers with children 0-5 years old. Community Action Partnership of Orange County also collaborates with the Health Care Agency to provide health screenings. Staff members are also trained to assist clients in enrolling for health insurance and other benefit programs.

CAPOC’s Planning Department participates in meetings with Orange County United Way, public agencies, and community organizations to strengthen safety-net services and develop strategies to move families out of poverty. CAPOC participates in more than 70 partnerships to coordinate services.

4. Emergency Food and Nutrition

Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.

Community Action Partnership of Orange County operates the OC Food Bank, a large food distribution program that provides emergency food to nearly 400 smaller nonprofit agencies, churches, and food pantries. The OC Food Bank partners with the American Red Cross and Second Harvest Food Bank in emergency situations. Community Action Partnership of Orange County is a member of the Orange County Emergency Food and Shelter Program Board, Voluntary Organizations Active in Disaster (VOAD) and Emergency Network in Los Angeles (ENLA). The agency has a contract to operate the Emergency Food and Shelter Program (EFSP) and the Commodity Supplemental Food Program (CSFP).
5. Employment and Training
Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102].

Please indicate the types of entities your agency coordinates services with:

☒ Workforce Investment Boards  ☐ Social Service Departments  ☐ One-Stop Centers  ☐ Child Care Centers  ☐ Faith-Based Organizations  ☑ Local Colleges  ☐ Adult Education programs  ☐ Job Training Organizations  ☐ CSBG MSFW Agency  ☐ CalWORKS  ☐ Community Based Organizations  ☐ Substance Abuse Treatment Providers  ☐ Other: Click here to enter text.

☐ Other: Click here to enter text.

☐ Other: Click here to enter text.

Narrative Response:

Community Action Partnership of Orange County coordinates Community Services Block Grant (CSBG) activities with America’s Job Centers operated by the (3) Workforce Development Boards (WDB) operating in Orange County: Santa Ana WDB, County of Orange WDB, and Anaheim WDB. Community Action Partnership of Orange County provides services to eligible clients referred for assistance and makes referrals to the appropriate Job Center for employment related services. Additionally, CAPOC serves as an employment site for the Orange County Social Services Agency CalWORKS (TANF) Work Experience Program and Senior Employment Program. Community Action Partnership of Orange County offers activities to Job Centers throughout Orange County to provide outreach and enrollment assistance for Job Center clients. Consumer education services, information and referral, emergency services, and family support services are available to these entities and their clients on a referral basis to Community Action Partnership of Orange County Family Resource Centers.

The agency’s Executive Director, Clarence Ray, is a member of the Anaheim Workforce Development Board and the Santa Ana Workforce Development Board. He serves on the Anaheim WDB “Workforce Development Committee” and the Santa Ana WDB “Program Oversight & Performance Committee”.

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6. **Low-Income Home Energy Assistance**
   Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in the community.

Community Action Partnership of Orange County participates at regular meetings of the State Department of Community Services and Development Low-Income Home Energy Assistance Program (LiHEAP) Providers that coordinate between anti-poverty programs and providing emergency energy crisis intervention programs. Community Action Partnership of Orange County is a member of and participates in regular meetings of the ACCES that coordinates activities between California anti-poverty programs providing emergency energy crisis intervention programs with other providers. CAPOC is the LiHEAP provider for Orange County. The Weatherization Director monitors the Low-Income Oversight Board (LIOB) and sometimes attends the meeting. The LIOB makes recommendations to the Public Utilities Commission (PUC) on policy matters pertaining to low-income consumers.

7. **Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships**
   Describe how your agency 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.

Please select the various organizations that your agency forms partnerships to serve low-income residents in your service area, check all that apply:

- ☒ Local school districts
- ☐ Social Service Departments
- ☐ State agencies
- ☒ Colleges
- ☒ Faith-Based Organizations
- ☒ Community Based Organizations
- ☐ Local Utility Companies
- ☒ Charitable Organizations
- ☐ Homeless Programs
- ☒ Participant in County Taskforce
- ☐ Local Food Banks
- ☒ Other: Hospitals
- ☒ Other: Local county departments
- ☐ Other: Click here to enter text.
CAPOC in addressing poverty in Orange County is a member of many organizations and coalitions, both locally, statewide, and nationally, and staff and Board members have also served in leadership positions. CAPOC is a member of the California Community Action Partnership Association (CalCAPA), the statewide association of anti-poverty programs and has served in leadership positions.

CAPOC was a founding member of the Kennedy Commission in Orange County that advocates for affordable housing for the extremely poor or families earning less than $20,000 and leads discussion of welfare reform and the community safety-net and looks to continue its support and participation. CAPOC continues to seek out opportunities to support partnerships and coalitions to increase the supply of affordable housing in Orange County.

At the agency level, the Planning Department coordinates activities with the Affordable Clearinghouse and CDFI, NeighborWorks Orange County, and the Kennedy Commission to expand affordable housing opportunities. The Planning Department works with the Orange County Asian and Pacific Islander Community Alliance (OCAPICA) to alleviate poverty, improve community health, and increase empowerment in the Asian and Pacific Islander community.

CAPOC is a participant in the Santa Ana Faith-Based Roundtable that works to increase collaborations between faith-based organizations and local nonprofits to solve community problems. The Planning Department and Staff from the two (2) Family Resource Centers and our Healthy Relationship program participate in the Orange County Financial Stability Alliance that works with the IRS, public agencies and community organizations to promote EITC, financial literacy, and asset building in low-income communities throughout Orange County.

Food Bank staff is also engaged in several anti-hunger advocacy and professional organizations. CAPOC’s Food Bank director serves on the Executive Committee of the Orange County Food Access Coalition and is active in that organization’s Public Policy Committee and Farm to School Committee. CAPOC staff serves on the Orange County United Ways Health Committee and on the board of directors of the local Emergency Food and Shelter Program (EFSP). Agency staff also serves on the Food Insecurity Committee at the University of California, Irvine, and on the Orange County Senior Food Providers Forum. The OC Food Bank is credited with being co-founders of the nationally recognized Waste Not OC Coalition.

CAPOC’s Food Bank director is also treasurer of the California Hunger Action Coalition and serves on the board of directors of the California Association of Food Banks.

The Food Bank director also serves on the Public Policy Committee of the National Commodity Supplemental Food Program (CSFP) Association.

At the program level, CAPOC’s Community Partnerships and Services (CPS) department was created to form partnerships and coordinate services with diverse sectors to mobilize and direct resources to ensure services to low-income Orange County residents. CPS’s Community
Building Initiative (CBI), in partnership with St. Joseph’s Health Systems, creates healthy communities by engaging local low-income residents, schools, and community organizations in improving their neighborhoods, our Peer Educator model engages and trains residents to provide health education training to their peers, and our Faith Based activities engage congregations in health education and policy, systems and environmental change for improved health.

8. **Establishment of Procedures for Adequate Board Representation**
   Describe your agency’s procedures for establishing adequate board representation 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 the board (or other mechanism).

Community Action Partnership of Orange County makes every effort to be inclusive and representative of low-income individuals or groups. The CAPOC Board of Directors has established guidelines and procedures to ensure that low-income, community organizations, religious organizations, or representatives of low-income individuals are adequately represented on the Board to petition or address the Board at the beginning of each scheduled Board meeting. Time is specifically set aside for public comments. The Board either offers a response or designates a time when the response will be given to the petitioner or organization.

The procedures for nominating Board members are established in the By-Laws. The CAPOC Nominations Committee reviews the composition of the Board to meet those standards on an annual basis. The Committee recruits from the nominations made by the Board and recommendations from the community. Representatives from low-income populations serve on CAPOC’s Board and all committees.

9. **Cost and Accounting Standards**
   Describe how your agency will ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds.

Community Action Partnership of Orange County maintains a comprehensive accounting system utilizing the accrual method. Accounting staff are experienced in the procedures of the Office of Management and Budget (OMB) Cost Principles and receive trainings on OMB’s Circulars and rules. Program and administrative staff have also attended these trainings. For oversight and governance purposes, financial statements are presented to the Board’s Administrative Committee on a regular basis (usually 10 times per year) for review and comment before forwarding to the full Board for acceptance. Also, CAPOC conducts an annual audit from an independent CPA that includes an OMB Single Audit to give assurance on financial and program compliance. The audits are reviewed by the Board’s Administrative Committee, and then forwarded to all Board members prior to the next scheduled Board...
10. Service Delivery System
   a. Provide a description of your agency’s service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.

   b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based an in-depth analysis of performance data.

Community Action Partnership of Orange County uses CSBG funds to target low-income individuals and families in Orange County. Two of CAPOC’s service departments are the Orange County Food Bank and Energy/Environmental Program that largely provide emergency safety-net services. Community Partnerships and Services department has a wide array of services; including nutrition education, physical activity promotion, obesity prevention, community engagement, and policy, systems and environmental change strategies to improve health. Individual and family development services for all ages are provided at CAPOC’s two Family Resource Centers, Anaheim Independencia and El Modena and through the Healthy Relationship program. This program also provides financial stability and workforce readiness services throughout Orange County. CAPOC uses CSBG funds to leverage other resources both public and private to link with other funding streams to maximize the efficient and effective delivery of services to low-income individuals and families. Program services are coordinated with public and private service providers to avoid duplication. CAPOC’s Board of Directors established the Operations Committee to monitor program performance and the Planning/Program Development Committee to review program outcomes, assess community needs, and to make recommendations to meet underserved or unmet needs.

A diverse and wide array of both public and private support are used to deliver services to low-income communities in Orange County, including funds from the County of Orange, Department of Energy and Health and Human Services, USDA, State Department of Community Services and Development, California Department of Education, City of Anaheim, City of Buena Park, City of La Habra, and various private and community support.

Community Action Partnership of Orange County services include the following: Commodity Supplemental Food Program (CSFP); Nutrition Education and Comprehensive Counseling; Surplus Food/Commodities distribution; Food distribution to pantries, food shelves, food distributors, and programs; Community Organization/Participation; workforce development Program; L; Information and Referral; Translation; Application Assistance; LiHEAP and HEAP; CARE and RRP; LiHEAP Weatherization; Weatherization-Private Utilities; Consumer Education; Emergency Food and Shelter Program funds to provide emergency food to partner agencies; Case Management Services; Capacity Building; Community Center Activities (after-school programs, youth programs, senior meals, ESL, citizenship assistance) and child care is provided through the Department of Education at the Figueroa Child Development Center.
11. Linkages

Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

Client characteristics and demographic information are collected and analyzed. Management staff reviews all department information. Performance measures and outcomes tracking are being refined and modifications will be incorporated into our programs. A Client Service Survey is administered to analyze CAPOC service performances. The Operations Committee reviews program performance on a regular basis. Assessments are made of outcomes and revisions are made, if necessary. Program Evaluation is submitted to the CAPOC Board of Directors via the Operations Committee. Board members and staff review the Vision and Mission Statements of CAPOC on a regular basis and develop strategies for improving agency's capacity and committee.

In December 2016, the CAPOC Board of Directors approved a new five year Strategic Plan for 2017 – 2022, and in May 2017, new Vision Statement.

CAPOC services are largely emergency safety-net services. All programs, information and referral program, community outreach and education provide information to the larger community. Unmet needs are identified through a variety of means that are in coordination with private and public entities. The two (2) Family Resource Centers provide information and referral services, makes referrals and operates Case Management programs. Additionally, CAPOC provides a wide variety of consumer education programs that makes contacts with low-income groups on a regular basis. The two (2) Family Resource Centers have advisory boards that are comprised of residents and public/private agencies from local neighborhoods served by the two Centers. The Centers also hold regular community meetings with local residents to identify unmet needs and gaps in services. Community input and testimony from these sources are compiled and forwarded as recommendations to the appropriate CAPOC Board Committees for consideration. Input from staff, board members, community, collaborators and consumers are incorporated into our planning, monitoring, and evaluation processes. Changes are made to programs or direction of agency, if necessary.

The Family Resource Centers provide linkages to a wide array of community services and fill identified gaps in services. CAPOC has implemented the Results Oriented Management Accountability (ROMA) evaluation tools to measure family development. The Family Development Matrix enables management to measure the impact of services on clients and change their progress in moving towards self-sufficiency. The scaling system enables managers to make decisions regarding program effectiveness, relevance, and identifies gaps in services. In 2017, CAPOC will begin the implementation process for incorporating the new CSBG Annual
Report requirements for 2018.

12. Funds Coordination

Describe how CSBG funds will be coordinated with other public and private resources.

CSBG funds are leveraged and coordinated with both private and public resources whenever possible. For example, with CSBG funding in 2016, CAPOC used a CSBG grant of $2,752,163 to mobilize: an additional $16,729,926 in non-CSBG Federal Resources, $825,462 in state resources, and $2,325,868 private sector resources (2016 CSD IS 425 OR).

In 2016, the agency mobilized over 60,000 hours of volunteer services that would be valued at $600,000 if we paid $10.00 per hour (California minimum wage). CAPOC mobilized over $43,000 in County of Orange Community Resources funding to operate El Modena Family Resource Center aimed at eliminating poverty and its effects. The center offers a wide array of both funded and non-funded family and community services to help strengthen and build family self-sufficiency. Case management services helps low-income clients overcome language and access barriers by providing services and programs at the neighborhood level. Through this Family Resource Center, CAPOC coordinates services with the County of Orange Department, Health Care Agency, Social Service Agency, Housing and Community Development and the Sheriff’s Department.

Additionally, services are coordinated and leveraged with private resources from partners comprised of community-based organizations. In addition, CAPOC coordinates activities with three (3) Workforce Development Boards throughout Orange County. CAPOC coordinates Food Stamp Outreach with the County of Orange Social Services Agency. We provide support and resource development services for County Social Workers working to rebuild the lives of families who are victims of domestic violence or abuse or who are transitioning off of welfare. CSBG funds are also used for Anti-Hunger and Nutrition programs that are leveraged and coordinated with a variety of public and private resources such as MAZON: A Jewish Response to Hunger funding; Orange County United Way; KaBOOM!, Target, Edwards Lifesciences; Disney Resorts; Wells Fargo Bank; Banc of California; Union Bank; Pacific Western Bank, Pacific Life Foundation; PIMCO Foundation; The Capital Group; UPS; Walmart Foundation; SCAN Health Plan; Fluor; Wilson W. Phelps Foundation; and other funding sources. The Orange County Food Bank’s Farm to Family and Farm 2 Seniors programs are leveraged and coordinated with support from the California Association of Food Banks and private donations.

13. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)

Describe how your agency will use funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle which may include fatherhood and other initiatives with the goal of strengthening families and encouraging effective parenting. -.
Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

☐ Fatherhood Strengthening Classes  ☑ Counseling  ☐ Non-court-ordered parenting classes  ☑ Co-parenting communication skills  ☐ Classes assisting incarcerated or recently paroled men  ☐ Job training and employment assistance  ☐ Other: Click here to enter text.

☑ Other: Click here to enter text.

☐ Other: Click here to enter text.

Narrative Response:

Community Action Partnership of Orange County supports community and neighborhood-based initiatives that strengthen families and encourages effective parenting through two (2) Family Resource Centers. The El Modena and Anaheim Independencia Family Resource Centers provide an array of community center activities for the entire family and serve the poorest communities in Orange County. Parenting programs and fatherhood initiatives are incorporated into their family services and programs. The Healthy Relationship Program provides relationship/communications training for couples and youth. These services are partnered with Financial Stability services and workforce development services.

With FaCT funding, CAPOC provides family development services and strengthening services, targeting: low-income adolescents, ages 12-21 with multiple risk factors; low income homeless or unemployed families who are dealing with substance abuse, school failure, and emotional/personal crisis; and families with children who are at-risk of abuse and neglect.

**STATE ASSURANCES**

California State Law establishes assurances for the State and eligible entities. Provide narrative descriptions of how your agency is meeting each assurance.

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

As required by Government Code Section 12747(a), Community Action Plan of Orange County (CAPOC) continually seeks new funding opportunities and joint ventures with other community agencies, businesses, projects and foundations to leverage CSBG funds. The
The agency’s Fund Development Process integrates sustainability strategies into its program development activities. However, should CSBG funding be reduced significantly, the CAPOC Board of Directors and Senior Management will implement the following strategies:

- Implement zero-base funding strategies, in order of priority, administrative/programmatic functions and cost(s) effectiveness;
- Review alternative funding sources and increase efficiency and cost effectiveness;
- Conduct public hearings to discuss effective methods of reducing program costs of services to the needy;
- Continue to implement agency resource development activities that focuses on increasing the following: grants from foundations, corporate support, community giving, and general public support from fundraising events;
- Priority will be given to maintaining support to core programs and key administrative personnel to support activities;
- Implementation of a long-range strategic plan;

The Agency currently maintains a healthy reserve fund of over $1 million dollars.

**California Government Code § 12760**: Community action agencies funded under this article shall coordinate their plans and activities with other eligible entities 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.

CAPOC is the designated anti-poverty organization that serves Orange County. As a result, CAPOC services are available countywide and coordinates services with the County of Orange Health Care Agency, Social Services Agency, Community Resources Agency and the Office of Aging. CAPOC coordinates services with three local Housing Authorities and three Workforce Investment Boards. The Agency coordinates services with the County of Orange Board of Education, as well as the Southern California Indian Center. CAPOC is a member of the Orange County Emergency Food and Shelter Program Board.

**California Government Code § 12768**: Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other eligible entities funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not an MSFW entity, please write “not applicable”.

Not applicable
INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

☒ Pay Stubs
☒ Social Security Award Letters
☒ Bank Statements
☒ Tax Statements
☒ Zero-income Statements
☒ Unemployment Insurance Letters
☒ Qualification for other need-based program, describe

Clients provide income eligibility information for enrollment into Cal Fresh/SNAP (Food Stamps), Medicare and Medi-Cal programs.

☐ Other, describe:

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

The agency adheres to income eligibility requirements as required by contracts. We use the most recent official guideline issued annually to assure compliance for programs requiring that eligible beneficiaries be individuals living in household whose income is at or below the official Federal Poverty Income Level. The agency’s programs currently operate in target areas where residents have a high incidence of poverty. The agency also coordinates services with the Social Services Agency to service CalWorks (TANF) clients. In addition, the agency currently serves individuals who received Federal Supplemental Security Income benefits who are eligible for services. The agency puts income eligibility requirements on outreach materials and provides written intake forms. Clients usually come prepared with income documentation. CAPOC makes a concerted attempt to verify income eligibility with the documents checked above. We also accept self-declaration oral disclosures.
Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

Over the past 52 years, CAPOC has developed a strong community network of public and private agencies to coordinate services, conduct outreach, and provide community education. CAPOC collaborates with community partners experienced in developing community-based programs, resources and experience to focus on large numbers of priority populations to create institutional and policy changes among low-income, underserved, and at-risk communities. Selection of priority populations are based on assistance from experienced agencies (i.e. Orange County Health Care Agency) that provide maps of our populations with low socioeconomic status and educational attainment levels layered by census tract. Each partner organization identifies evidence-based strategies that they utilize in their program planning to support target populations. CAPOC also identified experienced research and evaluation partners to develop evidence-based evaluation for each of our select strategies using logic models and evaluation tools.

CAPOC ensures that services reach low-income communities by reviewing and evaluating monthly reports submitted by community partners. Monitory visits are conducted to review client in-take and eligibility forms.

MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

CAPOC uses multiple indicators to measure the success of its programs. Programs gather demographic characteristics, track program services delivered, and collect program indicators according to the requirements of the funding source. Program indicators are reviewed each month by the Program Directors and then reported on a monthly basis to the Board’s operation committee for review. The data collected by the agency’s Planning Department is compiled into the CSBG reporting system.

2. Describe the frequency of evaluations conducted.
3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

CSD conducts periodic program monitoring reviews. CAPOC uses CSBG for agency operated programs. We do not sub-grant CSBG funds. The Planning Department conducts periodic site visits at the Family Resource Centers a few times per year. The Board Operations Committee meets with program staff to monitor progress towards goals and to discuss operation issues monthly.

DATA COLLECTION

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the State and Federal Accountability Measures, provide a narrative description on your agency’s data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the system(s) your agency has in place to ensure accuracy, review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

Planning staff collects and documents agency and community development performance indicators, and uses the information to prepare the CSBG reports.

Some examples of data collection process are:

LIHEAP: Program Coordinators and Eligibility Workers collect data at time of client intake interview and use the self-sufficiency calculator to determine eligibility. Daily reports are submitted to the Case Manager and LIHEAP Supervisor; client follow-ups are collected monthly by Supervisors and Case Manager; Program reports are submitted monthly to the Board’s operation committee and Senior Manager’s for evaluation. Quarterly, Semi-Annual and Annual Reports are submitted as required. The agency uses LIHEAP and EARS software to update agency systems and to make reporting online more efficient and effective.

CSFP: CAPOC Eligibility Workers conduct client in-take interviews and enrollment into the Commodity Supplemental Food Program. Enrollment verification and tracking is
made at each monthly food box pick-up by CSFP workers. Daily, weekly and monthly reports are compiled and submitted by CSFP Manager to Program Director.

FACT: In partnership with the County of Orange Social Services, Families and Communities Together (FaCT) counselors interview and enroll clients into counseling and family support services. The FRC Manager and staff collect and track client statistics from counselors and report monthly outcomes to the County of Orange Social Services via online reporting systems. The FRC Manager and Program Director provides monthly reports to Operations Committee and Planning Department.

To protect client privacy, all paper client records files are kept in locked cabinets and the agency complies with all confidentiality, privacy, and HIPAA requirements. Computer files and records are password protected with a protocol of only specific appropriate personnel having access to these files. All other identifiers of clients are removed when sent to non-program personnel.

Describe the data reporting process.

Data is collected and meets external compliance needs. Programs adopt definitions, standardized measurement tools, and standardized software packages. Programs collects client application and intake, demographic, tracks program services delivered and collects program indicators according to what is required by funding sources. Post-service outcome data is collected by the program or department that needs to report it, using measurement and collection systems which are added on to the existing service structure.

The program indicators are reported on a monthly basis to the Board’s operation committee and Senior Managers for evaluation and review. Quarterly, Semi-Annual and Annual Reports are submitted as required to the various funding agencies. The data is collected by the agency’s Planning Department to be compiled into the CSBG reporting system.

Statements of policy and procedure regarding reporting may also be addressed in the Accounting Policies and Procedures Manual.

Describe how the data is used, analyzed and acted on to improve agency programs and services.

Assessment data is used by Program Coordinators to determine if services need improvement to effect greater change. Additionally, data is evaluated to see how clients are progressing, and to track outcomes. Outcome data is used by Seniors Managers to make adjustments to the program, analyze performance and impact on clients, and to report findings to funding sources, agency Board, and to the community.
CSBG/NATIONAL PERFORMANCE INDICATORS (NPI)
CAP PROJECTIONS

The Office of Community Services (OCS) published CSBG IM #152 Annual Report on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.

Appendix A: Works Cited........................................................................................................

Appendix B: Community Survey (results being tabulated; will be available June 16th)........................................................................................................

Appendix C: Community Forum Posters ............................................................................

Appendix D: Community Forum Sign-In Sheets .................................................................

Appendix E: Community Forum Minutes ...........................................................................

Appendix F: Public Hearing Diagram.................................................................................

Appendix G: Official Public Notice......................................................................................

Appendix H: Flyers for Public Hearing................................................................................

Appendix I: Public Hearing Poster......................................................................................

Appendix J: Public Hearing Agenda....................................................................................

Appendix K: Public Hearing Sign-In Sheet and Comment Cards........................................
Acknowledgements

A big thank you to our intern team for their tremendous contributions to the CAP. Their help conducting surveys, collecting data and writing the report has been immeasurable. We want to recognize:

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