

# **2016-2017 Community Action Plan**

**California Department of  
Community Services and Development**

**Community Services Block Grant**



## PURPOSE

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 678B (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 a 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) [draft Information Memorandum \(IM\) dated March 24, 2014](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States will report on the development and implementation of the Standards to OCS beginning January 1, 2016.

### **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 State Plan.

### **STATE ACCOUNTABILITY MEASURES**

Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the new measures.

**COMMUNITY SERVICES BLOCK GRANT  
2016/2017 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:**

Housing + Community Investment Department, City of Los Angeles (HCIDLA) 1200 West 7 <sup>th</sup> Street, 9 <sup>th</sup> Floor Los Angeles, CA 90017
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**Agency Contact Person Regarding Community Action Plan**

Name: Manuel Chavez  
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**CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES**

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2016/2017 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

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## **2016-2017 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, 2015**:

- Cover Page and Certification**
- Table of Contents**
- Vision Statement**
- Mission Statement**
- Community Information Profile**
- Comprehensive Community Needs Assessment**
- Documentation of Public Hearing(s)**
- Federal Assurances**
- State Assurances**
- Individual and Community Eligibility Requirements**
- Monitoring and Evaluation**
- Data Collection**
- CSBG/National Performance Indicators (NPI) CAP Projections**
- Appendices (Optional)**

## VISION STATEMENT

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

### HCIDLA Vision

*To create viable urban communities by advocating for safe and livable neighborhoods through the promotion, development and preservation of decent, safe, affordable housing and by expanding economic opportunities and public services, principally for low and moderate income persons.*

## MISSION STATEMENT

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

The following 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)

#### HCIDLA Mission

*HCIDLA creates livable communities for all LA residents.*

## COMMUNITY INFORMATION PROFILE

The Community Information Profile describes the CAA's service area, target population and current economic conditions (i.e., major business in the area closed affecting employment

status of community members, or, destructive fires in the service area impacting business, health, water supply, etc.). The profile provides a summary of the most impactful conditions affecting the community and the conditions the community members are facing. In the space provided, describe the Community Profile in approximately 2 pages.

**Community Information Profile (Insert Narrative)**

With a population of near 4 million people and a land area of more than 450 square miles, Los Angeles is the largest city in the California and the second largest city in the county.

**LA’s Racial and Ethnic composition in 2013**

White	55.1%
Black or African American	10.3%
American Indian and Alaska Native	1.2%
Asian	12.7%
Native Hawaiian and other Pacific Islander	0.4%
Some other race	23.9%
Hispanic or Latino (of any race)	48.6%

Source: US Census 2009-13 ACS

An incredibly diverse city, Los Angeles is home to people from over 140 countries who speak 224 languages that have been identified. The LA 20/20 Commission report states “the city’s great climate enables a unique lifestyle that draws people to visit, live and work.” But there are other unavoidable truths about Los Angeles.

In 2013, 22% of the City’s population lived in poverty<sup>i</sup>. Poverty has increased slightly each year since the Great Recession began in 2007. Not surprisingly, unemployment in the city has not rebounded as with other major cities. Los Angeles is the only metropolitan city to show a net decline in jobs over past two decades: Despite its many attributes “ten percent fewer people are employed in Los Angeles than two decades ago.”<sup>ii</sup> Those who live in poverty, both working and unemployed, earn low wages and have difficulty improving employment prospects and increasing their incomes<sup>iii</sup>. Although improving, twenty-five percent of Angelenos are without health insurance.

**A Glance Poverty in Los Angeles<sup>iv</sup>**

	2013	2012	2011	2010	2006 Pre- Recession
Total Population	3,827,261	3,804,503	3,782,544	3,772,486	3,773,846
Population (over 16 yrs.)	3,062,309	3,031,479	3,002,210	2,979,153	2,915,706
Unemployment	12.10%	11.40%	10.30%	9.10%	6.70%
Median Household Income	\$49,497	\$49,745	\$50,028	\$49,138	\$44,445
No High School Diploma	25.4%	25.8%	26.1%	26.3%	27.2%
Poverty (All Persons)	22.0%	21.2%	20.2%	19.5%	19.0%
Families in Poverty	17.8%	17.2%	16.5%	16.0%	15.6%
No Health Insurance	25.6%	25.8%	na	na	na

Source: US Census ACS Estimates

The City grapples with homelessness (29,682 Homeless in 2013),<sup>v</sup> to affordable housing (min rents average \$1495 per mo.),<sup>vi</sup> to education.

A quarter of adult Angelenos have not graduated from high school and an estimated 20%<sup>vii</sup> of Los Unified School District students do not graduate from high school.

According to the California Department of Education, the Los Angeles Unified School District (LAUSD) enrolled 516,949 students identified as “socioeconomically disadvantaged.” A student is defined as such if both of the student’s parents have not received a high school diploma *or* the student participates in the free or reduced-price lunch program. In 2013-14, the number of socioeconomically disadvantaged constituted over 79% of the total student population in LAUSD.<sup>viii</sup>

**LAUSD Disadvantaged Students**

Student Enrollment	2013-14	2012-13	2011-12
Socioeconomically Disadvantaged	516,949	467,433	542,621
Total Enrollment	653,826	655,494	662,140
% of Students Socioeconomically Disadvantaged	<b>79.1%</b>	<b>71.3%</b>	<b>81.9%</b>

Source: LAUSD and CA Dept. of Education

Because of its large population, geographic span and the increased demand for services with limited resources, the City of Los Angeles has strategically focused services in targeted geographic areas of the City where they would have the most impact. The result is the placement of 19 FamilySource Centers in areas of the City that have the highest gang-related activity and concentration of poverty. The table below identifies the number of FamilySource Centers (FSCs) located within the City).

The poverty rate in Los Angeles is higher than any other major American city, and the number is rising. Since 2007, the number of people living below the poverty line has increased more than any other major metropolitan city in the country.

**Concentrated Poverty in Los Angeles**

Attached in this document are maps that highlight poverty areas throughout the City. One map reveals poverty in Los Angeles citywide. The other maps identify specific neighborhoods within the City which contain the highest levels of poverty. Each map also identifies the location of existing FamilySource Centers in relationship to poverty areas.

While some areas seem to have fewer FSCs than the related level of poverty may warrant, any such inconsistency will be addressed and resolved with the planned redesign of the FamilySource System that will be re-bid later in 2015.

**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)*).

### **Organizational Performance Standards**

Eligible entities will comply with implementation of the Organizational Performance Standards set forth by OCS. Compliance with Organizational Standards will be reported to OCS. In the section below, agencies are asked to provide a narrative description on the Community Needs Assessment. In this section agencies should address how they will comply with the Organizational Standards, specifically those standards pertaining to the Comprehensive Community Needs Assessment, which are outlined here.

#### **CSBG Organizational Performance Standards [click here](#)**

##### **CONSUMER INPUT AND INVOLVEMENT**

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

##### **COMMUNITY ENGAGEMENT**

**Standard 2.2:** 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 sectors 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 3.5:** The community assessment includes key findings on the causes and conditions of poverty and the needs of communities assessed.

## **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.

The 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 as reported on the CSBG/National Performance Indicators (NPIs). 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.

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 include a use a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

Helpful Resources		
<b>United States Census Bureau</b> Poverty Data  <a href="#">click here</a>	<b>State of California Department of Justice</b> Statistics by City and County  <a href="#">click here</a>	<b>U.S. Department of Housing and Urban Development</b> Homelessness Assistance  <a href="#">click here</a>
<b>Employment Development Department</b> <b>Unemployment Insurance Information by County</b>  <a href="#">click here</a>	<b>California Department of Education</b> Facts about California Schools Using DataQuest  <a href="#">click here</a>	<b>California Department of Public Health</b> Statistical Data  <a href="#">click here</a>
<b>Bureau of Labor Statistics</b> Labor Data  <a href="#">click here</a>	<b>California Department of Finance</b> Housing Estimates  <a href="#">click here</a>	<b>Community Action Partnership</b> <b>Community Needs Assessment Tool</b>  <a href="#">click here</a>
<b>A Community Action Guide to a Comprehensive Community Needs Assessment</b>  <a href="#">click here</a>		

### Comprehensive Community Needs Assessment (Insert Narrative)

#### I. The Process (How We Learn)

HCIDLA regularly collects information about issues and conditions impacting poverty within the City.

HCIDLA consults with a wide range of public and private entities that provide educational, social, housing, health services, employment and legal services. Agencies consulted include city agencies such as the City’s Economic and Workforce Development Department (EWDD), the Los Angeles Homeless Services Authority (LAHSA), and the Los Angeles Unified School District (LAUSD). Philanthropic organizations such as Enterprise Community Partners and the California Community Foundation have been consulted for their experience providing services in LA’s low-income communities.

HCIDLA is also convenes a FamilySource System non-profit contractors monthly roundtable to discuss programmatic issues as well as identify significant challenges affecting people living in low-income neighborhoods. Data and studies from national research institutes as well as the LAUSD and the City Planning Department also informed this document.

Finally, HCIDLA listens to its customers. The views from those persons who live in the communities we serve are essential. HCIDLA engaged California State University, Northridge to annually conduct both a customer satisfaction and program impact study for the FamilySource System. In 2015, the City’s Community Action Needs Assessment Survey was completed – with input from over 1500 residents. Lessons learned from such internal and external research, our partners and colleagues and especially our clients fuel the anti-poverty strategies employed by the FamilySource system. The knowledge acquired from these sources not only informs this Community Needs Assessment, but also guides the CAA leaders in program decision making throughout the year.

## **II. The Comprehensive Community Needs Assessments (What We Have Learned)**

In Los Angeles, the inequitable distribution of poor health outcomes is concentrated in low-income communities that have higher rates of vulnerable populations such as children, seniors, immigrants, people with disabilities, linguistically isolated households, and communities of color.

The City Planning Department has identified a few of the most impactful conditions that exist in L.A. communities with concentrated poverty which must be addressed in order to successfully move low-income residents to self-sufficiency<sup>x</sup>. They are:

### ***Access to Basic Needs***

Food security is a key measure of families' food resilience. All parents want to provide adequate, nourishing meals for their children, yet economic pressures and persistent poverty cause too many Angelenos to struggle to put good food on the table. Food insecurity and hunger can have significant physical and mental health impacts. Many residents cannot afford to purchase healthy food on a regular basis for themselves or their children, and many rely on food assistance programs such as CalFresh or WIC (Supplemental Food Program for Women, Infants and Children) to meet their family's daily needs.

### ***Education Learning and Workforce Preparedness***

A strong educational foundation gives people the skills they need to find good jobs, which in turn influence the lifestyle choices they make and the resources they have to make healthy decisions. Given the important connection between good jobs and health outcomes, underserved communities with high levels of unemployment, minimal career-ladder opportunities, and low educational attainment require targeted attention to incentivize economic development.

#### *Disparity in Educational Attainment (West LA vs East and South LA)*

Over 90 percent of residents in west Los Angeles communities have high school diplomas, compared to less than 50 percent in communities such as Boyle Heights and Southeast Los Angeles.<sup>x</sup> Only 4 percent of South Los Angeles residents have a college degree, in contrast to over 70 percent of residents in Brentwood-Pacific Palisades.<sup>xi</sup>

These trends are underscored by the clusters of underperforming public schools in the City's low-income neighborhoods, imperiling the promise that education will be the gateway to a better life.

### ***Health and Safety***

For many people, particularly for those with limited financial resources, a healthy lifestyle is not simply a matter of choice, but is fundamentally a matter of access and opportunity. Access to health promoting goods and services, which include affordable, comprehensive medical services including mental health, recreation, and childcare

Often the poorest communities are not safe and just neighborhoods - free of violence, where residents feel safe pursuing healthy activities, and where every resident has access to economic and educational opportunities that help support public safety in all neighborhoods.

### ***Housing Affordability***

Access to safe, affordable, accessible, and healthy housing is beyond the reach of many in the City's low-income communities. Housing affordability is a serious issue throughout Los Angeles, as rising housing costs force households to spend more of their financial resources, limiting their opportunities to purchase healthy food, access transportation, and engage in preventative care, which particularly affects

low-income. The real and perceived threat of displacement and gentrification cause stress for families and can move them away from key resources and social networks, which is a particular concern in areas undergoing rapid change due to new transit infrastructure and catalytic development.

#### *Other Important Considerations*

#### **Undocumented and Immigrant Community Needs**

Los Angeles has a large immigrant population, many of whom are undocumented and/or reside in some of the City's highest poverty neighborhoods. These communities face unique challenges:

- *Language* – residents have limited English proficiency. For school-age children, this affects their performance in school and test scores. Parents with limited English skills are less involved in their child's education.
- *Legal Status* – many of the City's low income communities are home to undocumented immigrants. Because of their legal status, workers have difficulty obtaining and keeping employment. Many don't have access to the educational and workforce supports due to their legal status. In and of itself, the large number of undocumented immigrants needing services is an issue as agencies struggle to assist residents within limited program restrictions.
- *Emphasis on vocation* – Among some immigrants, and especially because of limited social supports available, families may place stronger emphasis on wage work than on continued education. This reduces the chances of youth pursuing college education.

#### **Government Structure in Los Angeles**

The City of Los Angeles is different than other major urban areas in that the City government does not administer mental and physical health services, public education or most social services. The County of Los Angeles and the Los Angeles Unified School District (LAUSD) are the entities responsible for these services. Within the City, administration of programs for specific populations or activities has been delegated to the Departments of Economic and Workforce Development, Aging, Transportation, and HCIDLA; and to the joint City-County Los Angeles Homeless Services Authority (LAHSA). One of the key responsibilities of the CSBG funded FamilySource System is to establish strong linkages to and between these other organizations and their services.

### **III. Improving Our Program and Systems (Learning in Action)**

Over the past several months the City has been in the process of evaluating and refining its approach to moving persons from poverty to self-sufficiency. Information gathered through the needs assessment and citizen and consultation input, has framed the City's efforts to develop more strategic directions that will guide the FamilySource Center Program.

Key elements of the new service delivery system are:

- 1) Adults Focus - Financial Empowerment with an emphasis on asset building and resource development
  - Financial Coaching
  - Financial Literacy
  - Income Tax (VITA) Preparation with emphasis on EITC and Child Tax Credit
  - Individual Development Accounts
- 2) Youth Focus- Academic Achievement, HS Graduation and College Preparation
  - Math –especially Algebra for middle school students

- Computer Skills
  - Arts
  - College Corner
  - Mentoring
- 3) Targeted activities that develop the skills, behaviors and resources needed to sustain positive outcomes (such as employment and post-secondary school completion)
    - Employment and Training
    - Adult Basic Education including ESL
    - Computer Literacy
    - California ID/Drivers License
    - DACA/DAPA information and access
  - 4) Intensive Case-management and Counseling
    - Educational and Pyscho-Social Assessment
    - Mental Health Counseling
    - Parenting Skills
    - Student (Youth) and Employment (Adult) Retention & Follow-Up
  - 5) Increased time in program
    - Up to 5 years
    - Cohorts group/annual carry over cycle
  - 6) Program Evaluation and Data Collection
  - 7) Continued Place-Based center location

HCIDLA is now in the process of ascertaining those geographic areas in the City with the highest levels of poverty and to determine of planned FamilySource Center service areas. The result will be the redesigned FamilySource Center and System which will be re-bid in the Fall of 2015. The improved service delivery system will be more responsive to the needs of, and situations that, persons living in poverty encounter today.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI(s)
Intensive Case Management and Counseling	Yes	<ol style="list-style-type: none"> <li>1) Case Management</li> <li>2) Professional Psycho-Social Assessment</li> <li>3) Mental Health Services</li> </ol>	<ul style="list-style-type: none"> <li>• Los Angeles Unified School District (LAUSD)</li> <li>• LA County Dept. of Mental Health</li> <li>• FSCs-CBOs</li> </ul>	NPI 6.3 Child and Family Development
Job Training & Employment Preparation	Yes	<ol style="list-style-type: none"> <li>4) Job Training Programs</li> <li>5) Job Placement Assistance</li> <li>6) English as a Second Language classes</li> <li>7) Computer Literacy classes</li> <li>8) Adult Basic Education preparation</li> </ol>	<ul style="list-style-type: none"> <li>• LAUSD</li> <li>• LA Community College District (LACCD)</li> <li>• WIOA-WorkSource</li> <li>• WIOA-Youth WorkSource</li> </ul>	NPI 1.1 Employment NPI 1.2 Employment Supports
Parent & Child Services	Yes	<ol style="list-style-type: none"> <li>9) Parenting Classes</li> <li>10) College and career preparation (Academic/career counseling)</li> <li>11) Tutoring for youth (6-17yrs)</li> <li>12) Mentoring for youth (6-17yrs)</li> <li>13) Childcare Referrals</li> </ol>	<ul style="list-style-type: none"> <li>• LAUSD</li> <li>• LA Chamber of Commerce</li> <li>• CBOs</li> <li>• LA County</li> </ul>	NPI 6.3 Child and Family Supports
Multiple Benefit Services	Yes	<ol style="list-style-type: none"> <li>14) Discount on Utilities</li> <li>15) Affordable Housing Options</li> <li>16) Affordable Healthcare Information or Referral</li> <li>17) Domestic Violence Counseling and Shelter</li> <li>18) Low Cost Auto Insurance</li> </ol>	<ul style="list-style-type: none"> <li>• LIHEAP CBOs</li> <li>• HCIDLA</li> <li>• LAHSA</li> <li>• LA Co Public Services</li> <li>• LA Co Mental Health</li> </ul>	NPI 6.2 Emergency Assistance NPI 6.4 Family Supports

		19) Assistance Applying for Food Stamps and Public Assistance	<ul style="list-style-type: none"> <li>• HCICLA DVSO</li> <li>• CA Dept. of Insurance</li> <li>• Other CBOs</li> </ul>	
Financial Empowerment and Education Services	Yes	20) Financial Literacy 21) Financial Coaching 22) Free Tax Preparation 23) Tax preparation Assistance 24) Help Opening a checking or savings account	<ul style="list-style-type: none"> <li>• LAUSD</li> <li>• LACCD</li> <li>• IRS</li> <li>• Bank/Financial Institutions</li> <li>•</li> </ul>	NPI 1.3 Economic Asset Enhancement and Utilization
Housing Services	Yes	25) Affordable Housing Referral 26) Fair Housing Services including Rent Stabilization Ordinance	<ul style="list-style-type: none"> <li>• HCIDLA</li> <li>• LAHSA-Family Solutions</li> <li>• Public Counsel</li> </ul>	NPI 6.4 Family Supports
Legal Services	Yes	27) Immigrant Services 28) Housing Related 29) Acquisition of Documentation Required for Work (CA ID, SSA)	<ul style="list-style-type: none"> <li>• Mayor Office of Immigrant Affairs</li> </ul>	NPI 1.2 Employment Supports
Civic Engagement	Yes	30) Citizenship & Civics Classes 31) Neighborhood & Community Participation	<ul style="list-style-type: none"> <li>• LACCD</li> </ul>	NPI 2.3 Community Engagement
Domestic Violence Shelter Operations	Yes	32) Emergency Temporary Shelter 33) Emergency Protection from Violence 34) Emergency Legal Assistance 35) Emergency Clothing	CBOS LAPD	NPI 6.2 Emergency Assistance

**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.

**National Performance Indicators (NPIs):** List the NPIs that correspond with the services/activities

**Insert Narrative (Explain why need will not be met.)**

NA

## 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)**

The City welcomes and encourages public participation in the development of the Community Action Plan (CAP). Emphasis is placed on the involvement of low income people—especially those living in the low income communities where funds are proposed to be used. The City coordinates with organizations that serve low income families and individuals to solicit participation of the city residents they serve. Opportunities for residents to participate in these processes, include, but are not limited to surveys, public meetings/hearings, and meetings of CSBG-funded agencies.

One of the tools used in this 2016-17 planning process was an online needs survey, developed by City and California State University, Northridge staff, to gain additional input from community residents.

#### *Making the Proposed Plan Available to the Public*

After the City has reviewed survey results, the HCIDLA staff develops the draft Community Action Plan that identifies specific activities to be funded and sends that proposal to the Community Action Board (CAB) for review and approval. The HCIDLA notifies the public that the proposed Plan is available for review, generally in April of each year. The draft plan is published on the HCIDLA/CAB website. There are 30 days for public comment. Public comments received by the deadline are acknowledged in the final Plan.

#### *Conducting a Public Hearing(s) on Proposed Plan*

In April, the Community Action Board schedules a public meeting to discuss the proposed activities for proposed upcoming program year Plan. This CAB meeting is an opportunity for the public to comment on the proposed CAP. The CAB notifies the public that the draft plan is to be presented at the regular CAB meeting. Comments are specifically requested/encouraged. The presentation of proposed CAP and the Community Action Needs Assessment Survey results usually commences the 30-day review and comment period. After the end of the review/comment period a summary of the public comments is prepared and the plan is scheduled for approval by the CAB at a subsequent meeting in May before proceeding forward to the City Council [Housing Committee] for approval. The Council Committee

meeting provides yet another opportunity for public comment.

***Making the Final Plan Available to the Public***

As previously noted, the final Community Action Plan is made available to the public on the HCIDLA website. The public can access the Internet at all public libraries in the City as well as at many community-based organization and senior centers.

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

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

**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:

Attachments:

1. Community Needs Assessment Survey Summary (Attachment 2)
2. Public Hearing Notice (Attachment 3)
3. Summary of comment from community and CAB meetings (Attachment 4)
4. Poverty Maps (Attachment 5)

## 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);

FamilySource Centers provide universal access services to poverty level, very-low income, and low-income residents. Universal access services are identified as emergency or short-term services for those customers who do not require or who are unable to participate in intensive services. Such services may include information and referral, multi-benefit screening, or access to a community resource room.

As described earlier in this document, in 2016 the HCIDLA will implement an improved FamilySource Center System that deploys strategic efforts/resources designed to more effectively move youth and families out of poverty. Revised goals are:

1. For Adults - [Not just increased income, but] Financial empowerment with an emphasis on asset building, and
2. For Youth – [Not only academic achievement but] Student Retention with an emphasis on preparation for post-secondary education.

In 2016, FamilySource contractors plan to partner with the LA County of Public Social Services (DPSS) to better serve families who receive TANF (CalWORKS), are homeless and/or disabled and are automatically eligible for the FSC program.

(ii) secure and retain meaningful employment;

FamilySource contractors are required to partner with WIOA-funded City WorkSource Centers, Youth WorkSource and/or other job training/job placement providers to ensure clients obtain and/or retain meaningful employment.

(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 primary youth goal of the FamilySource program is to increase the academic achievement of low-income students, as well as improve the comprehension skills of low-income adults.

In 2014, the LAUSD Pupil Service and Attendance Counselor (PSAC) component, was successfully implemented in 13 FamilySource Centers. The LAUSD PSACs bring uniformity in counseling practice within the FSC delivery system. Also, the counselors serve as a conduit between the schools and the FSC low-income communities. They provide beneficial information and access to LAUSD's large

administration and vast array of educational services.

In 2016, additional strategic focus for youth will be on student retention with an emphasis on counseling and [academic] preparation for post-secondary education. For Adults, literacy focus includes ESL and Adult Basic Education with emphasis on preparation for post-secondary education (job training) or employment.

Core services provided at FamilySource Centers which assist in achieving these outcomes will include intensive case management for both youth and adults , math and computer skills development, tutoring and mentoring, behavioral and mental health services. The outcome measures for increased academic achievement are improved reading and math. Additionally, FamilySource Centers are partners with the Los Angeles Unified School District and/or other educational institutions to provide adult education, such as ESL and ABE/GED preparation classes.

(iv) make better use of available income;

All FamilySource contractors are required to provide financial literacy classes that cover topics such as budgeting, understanding credit, and debt reduction. An example of a recommended financial literacy curriculum is the FDIC's Money Smart program.

In 2016 Adult goals will encompass financial empowerment for low income families with an emphasis on asset building. FamilySource contractors will additionally provide financial coaching for individuals and families.

Additionally, eligible and interested FamilySource clients are screened and referred to other City economic support initiatives such as Bank on LA, which facilitates access to mainstream banking institution.

Each FamilySource Center is a Volunteer Income Tax Assistance (VITA) site, which provides free tax preparation services and assist with filing for the Earned Income Tax Credit, if applicable. It is often through VITA services that FSC low-income clients realize extra income derived from EITC tax refunds. The additional income then leads clients to participate in further personal money management courses offered by the FSC.

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

Los Angeles is one of the least affordable housing markets in the nation. Through FamilySource Centers, clients can receive legal assistance to resolve illegal evictions and/or slum conditions. Additionally, clients can be referred to appropriate housing assistance programs such as Section 8 and foreclosure counseling.

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

FamilySource Centers are allowed to finance family emergencies through client supports, including rent payments and emergency childcare.

(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;

(l) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

While the FamilySource Center System does not have a formal relationship with law enforcement , such as the FSC/PSAC collaboration with LAUSD, each FSC is empowered to develop relationships and engage in activities that will improve and enhance public safety, and develop strategies that improve relations with law enforcement in the communities they serve. The Tom Bradley FSC has hosted meetings for and engages in actual Neighborhood Council projects. Another example of this is the Community Build FSC in Southwest Los Angeles.

*Community Build FSC (Southwest II) has identified Safety as a key component in the community that must be addressed in order to achieve an increase in family income and improved academic achievement. Moreover, a safe community attracts quality housing, sustainable businesses and infrastructure investments to combat poverty.*

*In a L.A. Times article dated January 19<sup>th</sup>, 2014, the Westmont area of Los Angeles, which encompasses the Community Build FSC, was designated as “death alley” due to the overwhelming number of homicides occurring there. Two months later a triple shooting took place across the street from the Community Build FSC location. This occurred while thirty children were reporting for tutoring at our FSC. Many of the children heard the gun fire.*

*Community Build decided to mobilize the community to participate in a peace walk. On April 26th, a collaboration of eighteen agencies, including the L.A. Police Department and the County Sheriff's Department executed a highly successful peace walk. As many as four hundred people walked the nearly two mile stretch of Vermont Avenue, the heart of “death alley” terminating in the City parking lot behind the Community Build FSC. A community rally was held in the parking lot which included presentations from clergy, law enforcement and community leaders.*

*As a result of this effort, the community learned about additional resources. New partnerships were formed between law enforcement, community agencies, schools, clergy and gang interventionists. Community Build FSC and the City's Gang Reduction and Youth Development (GRYD) programs reinforced the status of the FSC as a neutral zone for gangs in the area so young people and families can come and participate in the services available to them. A concentrated effort was made to involve senior citizens in the safety effort. More senior citizens are coming to the FSC to participate in services such as food distributions, computer access, referral and fax services.*

*With increased community involvement in FSC services, more people are taking advantage of job search services, open computer lab and tutoring.*

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

See above.

## 2. 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

The FamilySource Centers provide a wide range of youth development activities, such as tutoring, mentoring, youth leadership, college access, recreational and cultural activities.

Tutoring - Required tutoring activities include one-on-one instruction and/or homework assistance for youth participants. Tutoring activities may also include writing activities, cognitive skill activities, and reading opportunities with the goal of increasing grade level advancement.

Mentoring - Mentoring is defined as a structured and trusting relationship that brings young people together with caring individuals who offer guidance, support and encouragement aimed at developing the competence and character of the mentee.

Examples of types of mentoring programs include, but are not limited to:

- Educational mentoring-aimed at improving academic performance and behavior.
- Career mentoring- focused on helping youth develop skills needed in a chosen occupational or career paths.
- Personal development mentoring- geared toward helping youth during times of personal or social stress and providing guidance for decision-making.

Youth Leadership -Contractors shall provide opportunities for youth participants to develop their leadership skills. Youth councils are common vehicles for providing leadership opportunities for youth. Other examples of activities that may fall under this service category are community and service learning projects, life skills training, and training in decision-making.

FSC contractors are required to participate in the City's Cash for College program. At a minimum, contractors work with the City's Cash for College program to provide counseling and guidance to low-income youth and adults about their educational aspirations and opportunities. This includes providing assistance with college and financial aid applications.

(ii) after-school childcare programs

FamilySource Centers provide quality afterschool activities to ensure that thousands of Los Angeles youth have structured activities while not in school. Additionally, FamilySource Centers are at minimum open until 8:00 p.m. or later at least twice a week to assist working parents.

**3. Coordination**

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

All FamilySource Centers coordinate client services with the County's various social services agencies and programs through the *My Benefits Now* system which electronically links each County Department of Public Social Services to each FSC. Some FamilySource Centers may have a LA County agency (Dept of Public Social Services, Department of [Mental] Health, Probation Office) co-located at their center. The relationship brings much needed county services to the community. Thirteen of the FSCs have an LAUSD pupil services counselor onsite full-time to provide counseling and connect residents to school district student and parent 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.

The City of Los Angeles provides funding to dozens of community-based organizations for emergency food distribution and operates farmer's markets and community gardens throughout the City. Most FamilySource Centers provide food distribution. The City also works with the United Way of Greater Los Angeles in their efforts to allocate Federal Emergency Management Agency (FEMA) contracts for shelter and emergency food programs.

**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 under the Workforce Investment Act of 1998.

The City of Los Angeles coordinates the social service programs it funds with other such programs, both publicly and privately funded, in the City's service area to avoid duplicating social services. The FamilySource Program promotes coordination by requiring a consortium-based co-located service delivery design. Each FamilySource Center must be composed of at minimum five nonprofit organizations who work together to provide a comprehensive array of services. In addition, a contractual provision for increasing collaboration and cooperation in the City's agreements with its funded service providers requires that they document cooperative linkages which are used to assist

program participants in reaching their greatest possible level of self-sufficiency.

Since 2009 all FamilySource contractors have worked with nearby WIOA funded City WorkSource, YouthSource Centers and/or other job training/job placement providers to ensure eligible clients were connected to job training and placement services.

Beginning in program year 2016, FamilySource Center will strengthen these WIOA center relationships with a memorandum of understanding (MOU) which outlines the work related activities and supports for FSC and WIOA co-enrolled clients. We anticipate an increase in DACA/DAPA potential participants interested in both WIOA and FamilySource Center services.

#### **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.

The City assures that all agencies funded as part of the FamilySource program and Domestic Violence Shelter Operations program are made aware of emergency energy crisis intervention programs operating in the Los Angeles area under title XXVI, and pledges to further coordinate among the social service providers with the energy programs. The City has coordinated several meetings between providers of low-income home energy intervention programs and CSBG-supported anti-poverty programs and has established a referral procedure to ensure that antipoverty program clients can access energy assistance programs. Some FSCs have LiHEAP providers as co-located partners.

#### **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.

Coordination of community action efforts through consultation with the staff of other CAAs in Los Angeles County and regular contact among the Executive Directors is ongoing. The City worked closely with the County of Los Angeles to establish the Los Angeles Homeless Services Authority (LAHSA) through a Joint Powers Agreement. An independent agency, LAHSA's mission is to serve Los Angeles area residents who are currently homeless, those who are intermittently homeless, and those who, because of sudden changes in income or personal situations, are in danger of becoming homeless. Finally, City staff regularly attend meetings of local non-governmental agencies, including religious, charitable and community organizations.

#### **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).

Bylaws adopted by the City's Community Action Board (CAB) permit a low-income individual or a representative of low-income individuals—a person or a representative of a community or religious organization—to become an announced or write-in candidate for election to the CAB as a Poverty Sector Representative or Alternate Poverty Sector Representative. Board elections are held every two years or as deemed appropriate by the CAB.

**9. Participation in ROMA, or Alternative System for Measuring Performance**

Does your agency participate in ROMA?      Yes       No

Describe how your agency addresses ROMA or another performance measure system which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

The City is recognized as a leader not only in adapting the ROMA structure to assess the impact of program activities, but also in developing a client-based electronic reporting mechanism called the Integrated Services Information System (ISIS) to record the results in ROMA terminology.

All FSC contractors have annual enrollment, service and outcome goals incorporated into their agreements. Contractors are responsible for recording all such participant activity in the CAA's ISIS system. The system is web based and password protected. All contractor staff are provided training on use of the system to ensure that all information is reported accurately. Information entered into ISIS is then used to measure actual performance against contract goals. Additionally, the information recorded in ISIS is then used to prepare and submit reports to the State.

Each year the City uses a system-wide scorecard that evaluates contractor performance. Contractor performance is based on the FSC contractor's annual enrollment, service and outcome goals which are incorporated into their agreements.

This evaluation is conducted in accordance with the FamilySource Center Certification Policy and Procedures that require contractors to be successful in order to continue to receive funding. The Annual Evaluation focuses on four categories of performance: Satisfaction, Outcomes, Flow and Aministrative capability (SOFA). To ensure customer satisfaction with the services provided, the CAA contracts with California State University, Northridge, to survey FamilySource customers on-site. These survey results are shared with each FamilySource Center and are incorporated into the Annual Evaluation of contractor performance.

## **10. 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.

The City will comply fully with applicable requirements for serving persons at or below the poverty level as defined by the OMB. Staff from the Accounting Division of HCIDLA conduct audits of each nonprofit organization receiving funds under CSBG and requires submission of agency single audit reports on an annual basis.

## **11. Service Delivery System**

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.

The City of Los Angeles' FamilySource System is the City's service delivery system for services provided with CSBG funds. It is composed of the City's FamilySource Center (FSC) Program and the City's Domestic Violence Shelter Operations Program (DVSO).

The FamilySource Center Program, a network of 13 Non-profit operated and 3 city-managed FamilySource Centers (FSC), provides an array of essential core services for low-income children and their families. A two-generational approach, the FSC goal is focused on removing barriers to economic opportunity by 1) increasing family income and/or economic resources and 2) increasing youth academic success.

Core services include case management, pre-employment/employment support, parenting classes, financial literacy, adult education, computer literacy, tutoring, mentoring, youth leadership, recreational activities, cultural activities, supportive services, legal services, multi-benefit screening, and information and referral. FamilySource operators are required to establish strong linkages with the City's WIOA adult and youth workforce development programs to obtain job training and placement opportunities for their clients, as well as local, LIHEAP providers to obtain assistance with utility costs on an emergency basis. The FamilySource collaborative structure helps the City better coordinate services by having fewer points of contact to interact with when establishing linkages.

The Domestic Violence Shelter Operations (DVSO) Program provides safe and secure emergency and transitional shelter, and shelter-based services, for victims and domestic violence and their families. Emergency shelters provide confidential shelter for up to 90 days and supportive services to victims. Services include telephone crisis counseling 24 hours a day, 7 days a week; hospital emergency room assistance; emergency food, clothing; transportation; psychological support; legal assistance; judicial advocacy; educational relocation assistance; and information and referral. Transitional shelters provide safe, secure and staffed transitional housing. Services include case management, psychological support, financial literacy, employment assistance, and access to job readiness and placement services.

The CAA is currently in the process of redesigning the FamilySource Center and Domestic Violence Shelter Program delivery system for implementation in 2016.

## **12. 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.

The manner in which services are funded across multiple governmental jurisdictions and wide geographic areas in the City of Los Angeles creates an acute need to ensure that service providers are able to establish and maintain strong linkages with other service organizations and governmental entities. Comprehensive client services that integrate workforce development, social services, and/ educational development require case management as an essential service delivery mechanism. Both the FamilySource and the DVSO programs offer case management in which trained professionals coordinate client service plans which involving a variety of external government and social service agencies.

In 2014, the FamilySource System partnered with the Los Angeles Unified School District (LAUSD) locating Pupil Services and Attendance Counselors (PSACs). The PSA counselors have brought consistency in counseling practices across the FamilySource System. Additionally, through the FSCs, PSACs are able to connect with parents – giving them a better understanding of school administration and access to the many student/parent services offered at local schools.

HCIDLA is currently working to develop similar relationships with LA County (Dept of Public Social Services, Departments of Mental and Public Health) agencies and the LA Community College District.

Already partnering with Adult and Youth WIOA agencies to provide employment and job training services, HCIDLA will strengthen those relationships in order to achieve more positive outcomes for FSC co-enrolled clients.

## **13. Funds Coordination**

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

The HCIDLA coordinates resources through contracts with approximately 40 lead agencies, acting either as a single-service provider or as the administrative representative for a consortium of agencies. The HCIDLA believes it is important to coordinate resources at the service provider level to most effectively reach low-income clients who turn to their community service providers for information. Some resources, such as LIHEAP, are formally coordinated in contractual documents or MOUs between service providers; others are coordinated through MOUs at the governmental level and training is provided to contractors.

## **14. 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 parental responsibility.

All FamilySource Centers provide parenting classes. Additionally, the centers provide opportunities to local, neighborhood-based groups and organizations to offer classes and meetings to address specific area concerns. For example, the East Los Angeles FamilySource Center provides space for the Girls Today Women Tomorrow mentoring project, which matches young girls with successful women to encourage the young girls to not only finish, but excel in, their educational goals and to delay pregnancy. Community residents near the Pico-West FamilySource Center identified the need to help local youth improve their math skills when they found that students could not pass the required high school graduation tests. Concerned residents worked with center staff to establish classes and computerized math tutorials focusing on algebra and geometry at the center.

## 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.

In the past 5 years the City has faced decreased funding for both CSBG and CDBG. In response, the City has taken several steps.

It is believed that, in the event of reduced funding, coordinated city service providers will be in a fairly good position to absorb cuts and still deliver effective services. The City has strongly encouraged collaboration among its funded agencies to place emphasis on limiting administrative costs, space costs, and related overhead expenses in order to maximize programmatic funding. The FamilySource program design incorporates features such as co-location and shared resources at the service delivery level. In addition, the FamilySource model reduced the number of contracts to be processed and allowed the City CAA to reduce some administrative staff through attrition.

The Mayor and City Council have provided solid leadership on the importance of coordinating and streamlining all City services and encouraging collaboration among City departments and programs as well as funded agencies and other governmental and private partners.

[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.

As the designated Community Action Agency (CAA) for the City of Los Angeles, the HCIDLA pledges coordination of its community action plans and activities with other eligible entities funded under Article 7 (commencing with Section 12765) and Article 8 (commencing with Section 12770) which serve any part of City of Los Angeles communities, so that funds are not used for duplicative services to the same beneficiaries, including migrant and seasonal farm workers and Indian and Alaskan Native populations. Plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all grantees and the populations they serve.

[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 you are not an MSFW, 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

TANF Benefit Statement reflecting monetary aid credit and customers name as the beneficiary

- Other, describe:

Presumed Low- Income Person: Domestic Violence Victim (Police or Agency report); Elderly (62 and

older); Homeless (Homeless Shelter Agency referral letter); Abused Children (Court document); Severely Disabled Adult

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.

When the situation dictates a need to provide a service (immediate, apparent emergency ) and income verification is not possible, self-certification may be used as an alternative to income verification *on an occasional basis*.

A maximum of 50% of the total customers may be allowed to self-certify. Self certification is reserved for customers who may be undocumented, homeless, or in other special circumstances. Agencies make every reasonable effort to document the clients annual family income. However, this self-certification policy only applies to customers not able to provide documentation to verify income. There is no waiver for non-City residents so all clients must verify income and residency.

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?

This strategy is rarely deployed in our current delivery system.

## 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.

HCIDLA sub-allocates some of the CSBG annual allocation to 26 other non-profit and governmental agencies to operate its FamilySource System (Domestic Violence Shelter Operations, FamilySource Center Program, and Specially Targeted Programs). With the implementation of contracts and MOUs, HCIDLA conducts quarterly routine monitoring activities to ensure contractor compliance with program administration and objectives. Monitoring is done through a combination of desk reviews, on site monitoring reviews and fiscal reviews.

Each year, HCIDLA Program Operations Division (POD) establishes a monitoring schedule by program and funding source. Generally, onsite review of Family Source System, Domestic Violence Shelter Operations and the Specially Targeted Program contractors are conducted quarterly. The focus of

monitoring visits varies by month. However, monitoring topics include at a minimum a review of documentation to support: CSBG eligibility, customer orientations provided, preparation of individual service strategies, provision of services, customer outcomes and follow-up, and overall performance. Operations staff also monitors the actual provision of services and customer flow through these visits. During each site visit 20-25 participant files are randomly chosen for review to ensure program compliance.

Fiscal review includes review of expenditure against budget plan (by month) and budget modifications, if any. POD issues a monitoring and progress report to follow up on program issues and sub-recipient response to noted deficiencies.

During the months that visits are not conducted, desk reviews are conducted and technical assistance is provided to FamilySource System operators.

## 2. Describe the frequency of evaluations conducted.

Formal onsite review of Family Source System contractors are conducted quarterly. Technical assistance via phone and email is provided on a daily/weekly basis. More frequent bi-monthly monitoring is provided for contractors that require further support or guidance.

Customer satisfaction surveys are conducted annually to assess how the program and services received are perceived by the customer.

California State University Northridge (CSUN) also conducts an annual Economic Impact report on the money saved and value of the services provided by the FamilySource Center program.

## 3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

From #1 above.

HCIDLA conducts quarterly routine monitoring activities to ensure contractor compliance with program administration and objectives. Monitoring includes at a minimum a review of documentation to support: CSBG eligibility, customer orientations provided, preparation of individual service strategies, provision of services, customer outcomes and follow-up, and overall performance. Operations staff also monitors the actual provision of services and customer flow through these visits.

# 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, and 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.

Contractors collect and maintain all participant information and related program documents in individual client files at the service center location, as well as, input representative data and information the HCIDLA Integrated Services Information System (ISIS).

Describe the data reporting process.

Contractors are responsible for recording all participant information and activity in the HCIDLA Integrated Services Information System (ISIS). The system is web based and password protected. All contractor staff is provided with training on use of the system to ensure that all information is reported accurately. Information entered into ISIS is then used to measure actual performance against contract goals. Additionally, the information recorded in ISIS is then used to prepare and submit reports to the State.

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

The ISIS data collection system also generates formatted [client profile/demographics , service activity level and performance outcome] reports by contractor or for the entire system. Contracted agencies are able to access/download program information 24hrs daily. HCIDLA is able to track contractor and program client activities and service levels. During quarterly site visits, operation analysts discuss current performance data with program staff when reviewing contractor progress throughout the year. At monthly Executive and Program Directors convened by HCIDLA, performance data is discussed and shared as part of continuous efforts to address systemic issues/problems and also identify and share best practices.

## **CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS (CSD 801)**

The National Performance Indicators (NPI) were created collaboratively within the CSBG Network to enable the more than 1,000 Community Action Agencies in 52 States and territories to present a more uniform and coherent national picture of the work and accomplishments. This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to strengthen the entire CSBG Network.

The NPIs contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. The indicators are crucial in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

The CSBG/NPI CAP Projections (CSD 801 CAP) will be monitored and evaluated by CSD Field Operations Representatives.

1. To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's Website at <http://providers.csd.ca.gov/CSBG> under the tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

Helpful resources to complete the CSBG NPI CAP Projections (CSD 801) are the [CSBG Information System \(IS\) Instruction Manual for National Performance Indicators \(NPI\)](#) and the [NASCS Targeting Field Manual](#).

## APPENDICES (OPTIONAL)

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

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<sup>i</sup> 2009-13 ACS 5Yr Estimates, US Census

<sup>ii</sup> A Time for Truth, LA 20/20 Commission Report, Dec 2013

<sup>iii</sup> A Time for Truth

<sup>iv</sup> 2009-13, 2008-12, 2007-11, 2006-10 ACS 5Yr Estimates; 2006 ACS 1Yr Estimate; US Census

<sup>v</sup> 2013 Greater Los Angeles Homeless Count, LA Homeless Services Agency (LAHSA), November 2013

<sup>vi</sup> [http://la.curbed.com/archives/2013/09/average\\_rent\\_in\\_los\\_angeles\\_county\\_has\\_jumped\\_to\\_1435.php](http://la.curbed.com/archives/2013/09/average_rent_in_los_angeles_county_has_jumped_to_1435.php)

<sup>vii</sup> CA Department of Education

<sup>viii</sup> LAUSD Pupil Services Fact Sheet (and CA Dept of Education)

<sup>ix</sup> [Draft] Plan for a Healthy Los Angeles Plan, LA Planning Department, Raimi and Associates, (Updated 2014)

<sup>x</sup> Health Atlas for the City of Los Angeles, Raimi and Associates (June 2013)

<sup>xi</sup> Health Atlas for the City of Los Angeles, Raimi and Associates (June 2013)