2024/2025
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

☒   **Cover Page and Certification**

☒   **Public Hearing(s)**

Part I: Community Needs Assessment

☒   **Narrative**

☒   **Results**

Part II: Community Action Plan

☒   **Vision Statement**

☒   **Mission Statement**

☒   **Tripartite Board of Directors**

☒   **Service Delivery System**

☒   **Linkages and Funding Coordination**

☒   **Monitoring**

☒   **Data Analysis and Evaluation**

☒   **Additional Information (Optional)**

☒   **Federal CSBG Programmatic Assurances and Certification**

☒   **State Assurances and Certification**

☒   **Organizational Standards**

☒   **Appendices**

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

Agency Name	**CALIFORNIA HUMAN DEVELOPMENT CORPORATION (CHDC)**
Name of CAP Contact	Jenalee Dawson
Title	Community Services Division Director
Phone	(707) 816-0554
Email	Jenalee.Dawson@CAHumanDevelopment.org

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

3/15/2023

Board and Agency Certification

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

Miguel Mejia		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Thomas Stuebner		
Executive Director (printed name)	**Executive Director (signature)**	**Date**

Certification of ROMA Trainer/Implementer *(If applicable)*

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

NCRT/NCRI (printed name)	**NCRT/NCRI (signature)**	**Date**

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

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

Public Hearing Report

Date(s) of Public Hearing(s)	May 16th, May 17th, May 18th, 2023
Location(s) of Public Hearing(s)	Woodland, Lodi, Virtual
Dates of the Comment Period(s)	April 18th, 2023 – May 16th, 2023
Where was the Notice of Public Hearing published? (Agency website, newspaper, social media channels)	CHD Website, CHD social media channels, CHD email listserv to clients and stakeholders. Printed material provided to CHD program clients.
Date the Notice(s) of Public Hearing(s) was published	April 18th, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	*(Pending)*

Part I: Community Needs Assessment

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

<u>**Helpful Resources**</u>

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

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

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

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

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

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)
Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

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

The 2023 California Human Development (CHD) Community Needs Assessment (see Appendix C) included secondary and primary data to identify/define what is needed to assist low-income individuals and families from the following sources:

US Census & Literature Review	CHD Programs and CSBG Data	Survey	Interviews & Focus Groups

Priority Areas (Reported to CSBG)

In addition to the U.S. Census, CHD uses published reports and needs assessments, key stakeholder websites and information, etc. to gain community context and as validation/comparison to survey results. CHD program information such as client satisfaction surveys, locations, numbers served, and demographics is also collected.

CHD conducted the 2023 Community Needs Assessment Surveys (see Appendix D) of: CHD Clients and low-income community members; CHD Partners and other community agencies; and CHD staff and Board members. Upon completion of the survey, CHD conducted one-on-one interviews and focus groups (virtually and by phone) with clients. All of this information and data is analyzed to identify program priority areas and to drive the strategic planning process.

CHD serves a 31-county northern California region. Our service area extends from Marin County east to Alpine County and north to the Oregon border. According to the *Healthy Places Index*, some of California Human Development's largest service areas have the most need for our services within those counties. Some pockets of San Joaquin County, Sacramento County, and Sonoma County experience heavy inequity in their community when it comes to access to resources and the quality of those resources. CHD's service areas of Lake, Colusa, Yuba, Sutter, and Butte counties have consistently low scores on the *Healthy Places Index (HPI, 2023)*.

The *Measure of America series, A Portrait of California (2021-2022)* uses a Human Development Index (HD Index) to assess how different areas of California compare with each. The American Human Development Index is constructed using a combination of indicators related to a long and healthy life, with indicators related to access to knowledge and to the ability to maintain a decent standard of living. The Portrait of California classifies most of our service area as "Struggling California."

Furthermore, life expectancy in rural neighborhood clusters ranges from 76.2 years to 83.3 years, revealing major gaps in health equity across rural California. Distinct health challenges that rural communities face include food insecurity, poor access to health care, and higher rates of certain health risks, like physical inactivity and substance misuse. In addition, the Covid-19 pandemic has ravaged rural communities, which have faced some of the highest hospitalization rates in the state.

Often, the housing challenges in rural California are misunderstood and forgotten. Rural communities produce the food, the timber, the recreational amenities, and other resources that sustain our economy and families. These communities, many inhabited by Native Americans, farmworkers, and other marginalized populations, suffer from a chronic lack of decent and affordable homes, buildable land with adequate infrastructure, and state funding to significantly improve living conditions. They also face the threat of wildfires and other natural disasters.

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

Federal Government/National Data Sets
- ☒ Census Bureau
- ☒ Bureau of Labor Statistics
- ☒ Department of Housing & Urban Development
- ☒ Department of Health & Human Services
- ☒ National Low-Income Housing Coalition
- ☒ National Center for Education Statistics
- ☒ Other online data resources
- ☐ Other

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

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

Local Data Sets
- ☐ Local crime statistics
- ☒ High school graduation rate
- ☒ School district school readiness
- ☒ Local employers
- ☒ Local labor market
- ☐ Childcare providers
- ☒ Public benefits usage
- ☒ County Public Health Department
- ☐ Other

Agency Data Sets
- ☒ Client demographics
- ☒ Service data
- ☒ CSBG Annual Report
- ☒ Client satisfaction data
- ☐ Other

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

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

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

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

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

☒ **Community Forums**

☐ **Asset Mapping**

☒ **Other**

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

California Institute for Rural Studies

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

CHD analyzes information collected from low-income individuals primarily through two methods. First, staff collects and completes a preliminary analysis of data to present to the CHD Board of Directors for their review. Information collected from low-income individuals includes all of the CHD-generated data: customer satisfaction surveys, client needs assessment survey, and CSBG Annual Report client characteristics. It also includes all the public survey data like the Healthy Places Index, Measure of America, Census data, and Public Policy Institute of California. Second, at the CHD Board Strategic Planning retreat, data from low-income individuals is presented and analyzed.

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

    A. Community-based organizations

Data was gathered from the following community-based organizations, along with a summary of the data. The needs assessment begins with client and stakeholder survey responses, which are then correlated to publicly available data from a variety of sources, including community-based organizations.

CHD Stakeholder Survey: The Stakeholder Survey was sent to CHD stakeholders representing community-based organizations, faith-based organizations, private sector, public sector, and educational institutions via email on February 4th, 2023, with two follow-up reminder emails. The survey closed on March 10th, 2023. The qualitative survey asks stakeholders to summarize the needs in their community by CSD Annual Report Domain. Forty-two (42) responses were received.

CHD Client Needs Assessment Survey: The Client Needs Assessment Survey was available to CHD clients for a five-week period between February 4th, 2023 and March 10th, 2023. The quantitative

survey asks clients to identify the needs in their community by CSD Annual Report domain. Six hundred and six (606) responses were received.

Public Policy Institute of California: The Public Policy Institute of California (PPIC) is a nonprofit, nonpartisan think tank. It is dedicated to informing and improving public policy in California through independent, objective, nonpartisan research.

United Ways of California–*The Real Cost Measure in California 2021*: *The Real Cost Measure* is an extensive report that seeks to go beyond just determining where families are in regard to the poverty line. This study seeks to identify the actual gaps in low-income families' budgets to identify the biggest needs.

B. Faith-based organizations

Data was gathered from the following faith-based organizations, along with a brief summary of the data. The needs assessment begins with client and stakeholder survey responses, which are then correlated to publicly available data from a variety of sources, including faith-based organizations.

CHD Stakeholder Survey: The Stakeholder Survey was sent to CHD stakeholders representing community-based organizations, faith-based organizations, private sector, public sector, and educational institutions via email on February 4th, 2023 with two follow-up reminder emails. The survey closed on March 10th, 2023. The qualitative survey asks stakeholders to summarize the needs in their community by CSD Annual Report Domain. Forty-two (42) responses were received.

Catholic Charities--*California Poverty Data by Diocese*: Catholic Charities produces a report that aggregates poverty data from their own sources as well as trusted others, to give a detailed representation of poverty in California. The poverty data is separated by county for comparison as well.

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

Data was gathered from the following private sector organizations, along with a brief summary of the data. The needs assessment begins with client and stakeholder survey responses, which are then

correlated to publicly available data from a variety of sources, including private sector organizations.

CHD Stakeholder Survey: The Stakeholder Survey was sent to CHD stakeholders representing community-based organizations, faith-based organizations, private sector, public sector, and educational institutions via email on February 4th ,2023, with two follow-up reminder emails. The survey closed on March 10th, 2023. The qualitative survey asks stakeholders to summarize the needs in their community by CSD Annual Report Domain. Forty-five (45) responses were received.

Workforce Development Boards: The California Workforce Development Board (CWDB) was established in 1998, as outlined in the federal Workforce Investment Act (WIA). In 2014, the WIA was replaced by the Workforce Innovation and Opportunity Act (WIOA), which outlines the vision and structure through which state workforce training and education programs are funded and administered regionally and locally. The CWDB is responsible for the oversight and continuous improvement of the workforce system in California, which encompasses a wide array of work, including policy development, workforce support and innovation, and performance assessment, measurement and reporting.

California Institute for Rural Studies: The COVID-19 Farmworker Study (COFS, 2021) utilizes sixty-three (63) in-depth interviews to highlight the heightened stress, attrition, and burden farmworkers experience due to the pandemic. Before the pandemic, farmworkers were already facing equity and access issues in their work and communities. This study demonstrates how this pandemic has intensified these issues through farmworkers' voices.

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

Data was gathered from the following public sector organizations, along with a brief summary of the data. The needs assessment begins with client and stakeholder survey responses, which are then correlated to publicly available data from a variety of sources, including public sector organizations.

CHD Stakeholder Survey: The Stakeholder Survey was sent to CHD stakeholders representing community-based organizations, faith-based organizations, private sector, public sector, and educational institutions via email on February 4th, 2023 with two follow-up reminder emails. The survey closed on March 10th, 2023. The qualitative survey asks stakeholders to summarize the needs in their community by CSD Annual Report Domain. Forty-two (42) responses were received.

Census.gov: *The American Community Survey* (ACS) is an ongoing survey that uses its data to reflect the changes and differences in communities across America. Through ACS, we know more

about jobs and occupations, educational attainment, veterans, whether people own or rent their homes, and other topics.

Measure of America: *A Portrait of California* goes beyond the state's fiscal and budgetary woes to examine the well-being of its people using the American Human Development Index, a measure based on official government data in health, education, and living standards. This timely report introduces the 'Five Californias' to highlight the varied opportunities open to differing segments of the population and provides close-up snapshots of major metro areas.

Public Health Alliance of Southern California: The *California Healthy Places Index* (HPI) is a tool that can be utilized to determine life expectancy based on the "social determinants of health." This index is essentially a map that ranks locations based on public and economic policy that contribute to the longevity of one's life.

E. Educational institutions (local school districts, colleges)

Data was gathered from the following educational institutions, along with a brief summary of the data. The needs assessment begins with client and stakeholder survey responses, which are then correlated to publicly available data from a variety of sources, including educational institutions.

CHD Stakeholder Survey: The Stakeholder Survey was sent to CHD stakeholders representing community-based organizations, faith-based organizations, private sector, public sector, and educational institutions via email on February 4th, 2023 with two follow-up reminder emails. The survey closed on March 10th, 2023. The qualitative survey asks stakeholders to summarize the needs in their community by CSD Annual Report Domain. Forty-two responses (42) were received.

University of California, Davis--*National Agriculture Work Survey* (NAWS) is an employment-based, random-sample survey of U.S. crop workers that collects demographic, employment, and health data in face-to-face interviews during the period covering fiscal years (FY) 2019 and 2020. These findings are based on data collected from face-to-face interviews with 2,172 crop farmworkers through the U.S. Department of Labor's *National Agricultural Workers Survey* (NAWS).

Stanford Center on Poverty and Inequality: The Stanford Center on Poverty and Inequality (CPI) has built a comprehensive research program focused on measuring and explaining trends in poverty, inequality, and labor market outcomes. This program features 15 research groups (RGs) that address

some of the important poverty-relevant measurement problems facing the nation.

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

This Needs Assessment data was collected at the end of the COVID-19 State of Emergency. Causes of poverty are changing the trends in the country's economics. A few of the primary causes of poverty within our services areas include unemployment, inflation, poor management of resources, lack of education, high cost of housing, and lack of access to food. From our clients' own perspective (the poverty rate of CHD clients is significantly higher than poverty rate of the general population in CHD's service area)…(???)

Below are a few "causes of poverty" affecting the communities that we serve:

Lack of Affordable Housing: The lack of safe and affordable housing in California is affecting every county in the State. The primary cause of homelessness is the lack of affordable housing. Increased economic and housing trends (???not clear what trends we are referring to) across the counties throughout northern California specifically have resulted in a shortfall of affordable housing, particularly for low-income and older adult households. This in turn has left many people homeless and many more people vulnerable to homelessness. Over 52% of CHD clients have indicated that the cost of housing is too high, and many struggle to find safe and adequate housing for their family size.

Lack of Employment, and Workforce Development Opportunities: Our service area has not fully recovered by the COVID-19 pandemic. The most significant long-term economic trends in our service area are declining job quality, stagnating real wages, and ongoing and persistent seasonal unemployment, the latter associated primarily with agricultural employment. The lack of employment in the past three (3) years was significantly impacted by the COVID-19 State of Emergency. Many businesses were forced to close their doors, impacting thousands of families in the community. Parents with school-aged children were forced to leave employment to care for their children. Many employment seekers seeking employment in new sectors identified issues with lack of education, lack of English proficiency, and immigration status. Over 58% of CHD clients indicated they have struggled to find good paying jobs with benefits.

Lack of Food: A lack of access to healthy foods is often a significant barrier to healthy eating habits. Low-income and underserved areas often have a limited number of stores that sell healthy foods. People living farther away from grocery stores are less likely to access healthy food options on a regular basis and thus are more likely to consume unhealthy foods which are readily available at convenience stores and fast-food outlets. Food insecurity is also a significant concern, with 42% of CHD clients expressing some difficulty with affording and accessing food.

Both stakeholders and clients aligned on needs. Training and education programs, housing, job placement, ability to meet their basic needs, and more are the most common responses. The needs identified in this CAP will also align with these needs and CHD's programs also align closely.

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

CHD's programs are committed to providing a path to self-sufficiency for individuals and families who are in poverty. There are more than a quarter of Californians living in poverty and many in our service area are struggling economically (PPIC, 2023). Most families living in poverty are working but the annual wages for a full-time work are at the minimum wage. In 2023, 250% of the federal poverty level in the continental U.S. is $33,975 for a single individual, $57,575 for a family of three, and $92,975 for a family of six (Healthcare.gov, 2023). An overview of the conditions of poverty includes:

- Deep poverty is high, currently 4.5 million Californians live in deep poverty, half the regular poverty threshold (Calmatters.org, 2022).

- The poverty rate for immigrant Californians was 16.1%, compared to 10.0% for US-born; poverty among undocumented immigrants was 25.1%.

- Low-income individuals in our service area would benefit greatly from improved access to programs such as Cal Fresh, Cal Works, the Earned Income Tax Credit (EITC), and affordable housing and health care (Poverty Is a Problem We Can Address, 2022).

- Some programs are also limited by ineffective outreach and enrollment protocols. Cal Fresh, for example, enrolls less than 60% of those eligible for this most important food security program leaving millions of federal SNAP dollars on the table (Anderson, Poverty

Is a Problem We Can Address, 2021).

- Many of the working poor–especially farmworkers–are undocumented immigrants who cannot access federal benefits including subsides under the Affordable Care Act (ACA) (Hernandez & Gabbard, 2018). CSBG is a notable and important exception.

- In Fall 2021, about 3.9 million more Californians (10.3%) would have been in poverty without safety net programs. CalFresh kept 1 million Californians out of poverty (2.6%), up from 500,000 in 2019, due to both temporary and ongoing changes. Through temporary monthly payments to families with children, the federal CTC lowered poverty by 1.8 points; the federal Earned Income Tax Credit lowered poverty by 1.1 points (PPIC, 2022).

- Full-time work protects against poverty–only 11.5% of those in families with at least one person working full time are in poverty.

- Education protects against poverty; the rate of poverty among families where no adult has a high school degree is 5.6 times higher than families with at least one college graduate.

- The safety net protects many from falling into poverty. Without it, an additional 4.8 million Californians would be poor. CHD's programs are designed to help clients find the path to self-sufficiency by removing barriers in their lives.

From our client's own perspective (the poverty rate of CHD clients is significantly higher than poverty rate of general population of CHD's service area), programs that address the following are important to reduce poverty:

- Lack of affordable housing

- Lack of good paying jobs and the means to get these jobs

- Lack of educational attainment and barriers to achieving education

- Immigration status

California Human Development works to reduce poverty through workforce development programs, education and job training programs, building and maintaining affordable housing, and providing immigration remedies so immigrants can fully participate in their communities and the workforce. CHD creates paths and opportunities for people in need to rise above barriers in their pursuit of better lives.

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

CHD collects customer satisfaction data for each of its programs on an ongoing basis and analyzes it as part of preparation for the CHD Board's Program Committee. Satisfaction data is presented and analyzed at the Board's Program Committee meetings and then reported to the full Board as part of the committee report. Additionally, customer satisfaction data is presented to the full Board as part of its annual strategic planning process.

Community Needs Assessment Results

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

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Access to good paying jobs, including vocational training and job placement	Family	Y	Y	Y
English proficiency	Community & Family	Y	Y	Y
Affordable housing for farmworkers and other low-income families	Community & Family	Y	Y	Y
Cost and access to healthcare	Community	N	N	N
Immigration and citizenships services	Family	Y	Y	Y
Self-reliance among disabled adults	Family	Y	Y	Y
Emergency response in natural disasters	Family	Y	Y	Y
Supportive services to address immediate needs	Family	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Help finding good paying jobs	• Basic and intensive services for farmworkers • Dislocated worker programs • Day Labor program for workers to connect with employers for daily work • Youth programs to help at-risk youth finish school and prepare for the workforce	FNPI 1, 2, 3 FNPI 1, 2, 3 FNPI 1, 2	By boosting the income of low-wage workers who have jobs, a higher minimum wage would raise their families' real income (that is, income adjusted to remove the effects of inflation), lifting some of those families out of poverty.
2. Vocational training	• Provide vocational training for farmworkers through our ASET centers or other vocational training • Train non-farmworkers through ASET centers • Supported employment to prepare adults with disabilities for jobs	FNPI 2 FNPI 2 FNPI 2	Workforce Development Programs are effective anti-poverty tools when they create avenues for low-income people to gain skills and find secure, better-paying jobs.
3. English proficiency	• Provide English proficiency classes for limited-English speakers as part of workforce development and job training activities	FNPI 2 CNPI 2	Working age LEP adults earn 25 to 40 percent less than their English proficient counterparts. While less educated overall than English proficient adults, most LEP adults have a high school diploma, and 15 percent hold a college degree. LEP workers concentrate in low-paying jobs and different industries than other workers.
4. Affordable housing for farmworkers and other low-income individuals	• Develop additional affordable housing • Maintain affordable housing for farmworkers, seniors, and other low-income families	CNPI 4 FNPI 4	Affordable Housing not only enables families to meet their housing needs but also, by lowering their rental costs, leaves them with more resources to meet other basic needs.

5. Immigration and citizenship services	• Provide high quality, affordable immigration services immigrants and their families • Enable immigrants to work and access services by maintaining, improving, or resolving their immigration status	FNPI 6 FNPI 6	Pathways to citizenship would increase stability for undocumented immigrants and their families, translating to better educational and employment opportunities for these individuals.
6. Supportive services to address immediate needs	• Clients enrolled in programs can access supportive services to assist with transportation costs, food costs, childcare costs, etc.	SRV 4, 5	Services to address employment, education, better use of available income, housing assistance, nutrition, energy, emergency services, health, and substance abuse needs help reduce poverty.
7. Disaster or Emergency Assistance	• Dislocated worker jobs programs • Supportive services specific to disaster relief	FNPI 1 SRV 4, 5	People experiencing poverty are more vulnerable to disasters because of the significant impacts of poverty on their daily lives.

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

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

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

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

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.
We Open Doors, Build Strong Communities & Improve Lives

2. Provide your agency's Mission Statement.
A human services organization that creates paths and opportunities for people in need to rise above barriers in their pursuit of better lives.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b); 676(b)(10)
California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605

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

CHD has a tri-partite Board of Directors, representing 1/3 public, 1/3 private, and 1/3 low-income client sectors. California Human Development accepts applications for Board of Director members all year round. In filling our all-volunteer Board of Directors, CHD analyzes community needs in consultation with the client communities we serve (farmworkers, immigrants, the broader low-income community, such as seniors) in search of Board members who are capable of identifying solutions to pressing service area needs that are consistent with our mission and within our capability.

Public Sector: The Board of Directors fills vacancies as they occur in this sector. Candidates must be elected officials, currently holding office at their time of selection, or their representatives.

Private Sector: The Board of Directors fills vacancies as they occur in this sector through the solicitation of individuals who would bring needed expertise and talent to the Board and/or representation of a particular constituency that is an underrepresented segment on the Board. Board representatives interview candidates for the Board and make a recommendation to the full Board.

Low- income Sector: The Board of Directors solicits candidates to represent the low-income sector through community engagement, public media, service organizations, and other means. Representatives of the low-income sector are not required to be low-income but must represent and be familiar with the interests and needs of low-income people. Candidates for this sector follow one of two processes before the CHD Board and Governance Committee reviews the applications and selects candidates to recommend to the Board for its approval:

 • Submit a petition in support of their candidacy. The petition must be signed by 20 low-income persons as defined by the federal poverty guidelines and reside in one of the counties that CHD

serves; or

• Two letters of recommendations may be submitted in support of their Board candidacy from organizations serving or consisting of low-income people.

The governing Board of Directors is involved in the decision-making process and participates in the development, planning, implementation, and evaluation of programs funded under CSBG and as part of the ROMA cycle. The Community Needs Assessment and the Community Action Plan are presented to the Board for evaluation, planning, and approval. The results of the Community Action Plan are incorporated into CHD's strategic plan and progress on those goals is reported to the Board via the Program Committee during regularly scheduled Board meetings. Programs are evaluated annually, including the results of the CSBG Annual Report as part of the strategic planning process.

Service Delivery System

CSBG Act Section 676(b)(3)(A)
State Plan 14.3

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

California Human Development has a comprehensive self-sufficiency model of services primarily geared toward the farmworker population. Our self-sufficiency model includes the following elements:

• Outreach, intake, assessment, case management, exit, follow up, and evaluation.

• Community based operations with 18 service offices located in communities where there are concentrations of farmworkers.

• Outreach for CSBG and other services through meetings, forums, community events, door-to door contacts and bilingual media.

• Bilingual staffing.

• Operation of Day Labor Centers that serve underserved, at-risk populations.

• MSFW and family friendly office hours and methods of operation.

• Links to and MOU's with the larger One-Stop delivery system.

• Local representation of farmworker interests on One-Stop Workforce Investment Boards.

• Coordination with other MSFW service providers including Migrant Health, Migrant Head Start, Migrant Housing and HCD, Migrant Education, and EDD's Wagner Peyser services.

• Integration of CSBG with other funding such as the WIOA 167 National Farmworker Jobs Program.

• Comprehensive array of family self-sufficiency services including training, ESL, housing childcare, and emergency assistance.

• Program follow-up to track results and to ensure the effectiveness of services.

• Linkages between service providers to ensure continuity of service for migrants.

• Training and technical assistance to ensure staff development and quality assurance.

• Support from local County Community Councils who advise both staff and our Board about service priorities.

• Support from a central administrative unit to ensure involved and active governance and consistency of administration for fiscal, human resource management, operations, and program development management.

• Leveraged funding support for the majority of divisions and programs operated by California Human Development.

• Support from statewide associations such as La Cooperativa Campesina de California and nationwide associations such as Association of Farmworker Opportunity Programs (AFOP).

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

Every two years, California Human Development conducts a Community Needs Assessment (CNA) to identify current and emerging needs for low-income individuals and families across the northern California region. As part of the Results Orientated Management & Accountability (ROMA) model, the CNA, as well as other organizational information, is used to identify priority community needs and as a guide in creating CHD's strategic goals and a foundation for continuous improvement. Client input, as well as poverty data related to gender, age, and race/ethnicity is a critical part of the CNA and informs the service delivery and strategies CHD pursues. For the full analysis of the client responses of the 2023 Community Needs Survey, please see Appendix C.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); (3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747, 12760
Organizational Standards 2.1, 2.4
State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

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

California Human Development works with agencies such as CalWorks, Workforce Innovation and Opportunity Act (WIOA) and WIOA Operators, the Employment Development Department (EDD), and other Community Action Agencies to ensure that our partnerships with like agencies are clearly defined. Our goal is to promote a shared mission by offering needed, non-duplicated services to low-income, at-risk populations in our service area. CSBG funds are leveraged with $12 million of other public and private resources. Some of the larger leveraged resources include: WIOA, Housing (USDA, HUD), General Fund, EDD, and more.

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

CHD has Memorandums of Understanding (MOUs) with each Workforce Development Board in our service areas. These MOUs provide for coordination of services and funding between partners in each location.

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

California Human Development coordinates CSBG funded services with other government and non-government agencies to avoid duplication of service and to achieve the best and most cost-effective outcomes for our clients. CHD is part of the local Workforce Innovation and Opportunity Act (WIOA) America's Job Center of California governance and operations system and we serve as a local Workforce Investment Board (WIB) representative of both CSBG and WIOA 167. With the WIOA legislation that went into effect July 1st, 2016, CHD is no longer a mandatory Board member of the area WIBs. However, the WIBs in most of CHD's service area have requested that

we remain on the Boards. CHD continues to be an active partner of the America's Job Center of California system.

Our planning for CSBG, farmworker programs, and other programs takes into account the services that can be provided by over 250 local and regional partners. These services are provided to our clients under referral agreements or Memorandums of Understanding (MOUs) that are periodically reviewed and updated to ensure holistic and coordinated service plans for our clients. CHD also actively reaches out to rural Community Action Agencies to offer supportive Migrant and Seasonal Farmworker (MSFW) services that they are unable to offer.

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

California Human Development would be significantly impacted by reduced CSBG funding. Our CSBG funding currently supports necessary central administrative and program operations and enhances leveraging in our pursuit of additional program funding. Although a decrease in the support and flexibility of CSBG funding would alter the way we do business, CHD is prepared to make necessary changes.

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

California Human Development fully understands that additional cuts at both the State and federal levels are possible. We have identified a contingency plan to alter our organizational operations with minimal impact to client services:

• By removing redundancies within our administrative capacity and restructuring our management staff, we are cutting costs without having to make reductions to field staff.

• By selectively reducing the total number of staff that we have and investing in more training, education, and capacity-building within the remaining staff, we will decrease our overhead while increasing our productivity.

• By increasing our fee-for-service contracts, we can offset various losses while continuing to redirect funds to operational costs.

• By continuing to leverage CSBG dollars with other funding, we pursue ongoing program

improvement and expansion.

While we have already begun to reduce our rents and relocate into more affordable spaces, we intend to continue to downsize, consolidate, and reassess to reduce overhead and redundancy in our business operations.

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

California Human Development volunteer hours are recorded and tracked by our Community Impact Director, and reported annually in the CSBG Annual Report, as well as our organization's Annual Report. All volunteers are required to complete a volunteer application and packet which is also retained by Human Resources. CHD also provides background checks on volunteers in the event they would be working directly with clients who may identify as a vulnerable population.

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

CHD currently operates WIOA out-of-school youth programs for youth in low-income communities. These programs focus on parenting skills training, gang prevention, life skills development, youth mentoring, community engagement, educational achievement, and vocational training.

In San Joaquin County, CHD's youth program focuses on reducing the dropout rate among the children of Migrant and Seasonal Farmworkers. Families are strengthened through the development and success on their children. Nearly 30% of Latino students in San Joaquin County drop out of high school and CHD is committed to changing that.

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

CHD is continuing to work with area Community Action Agencies and various other youth focused organizations to provide youth services that focus on facilitating school success and dropout prevention, as well as employment skills training that fosters successful adult transitions into self-

sustaining employment and independence. CHD is dedicated to continuing to operate these programs and will look to expand the service areas where we operate as opportunities arise.

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

CHD is a National Farmworker Jobs Program 9NFJP) grantee under Section 167 of the Workforce and Innovation and Opportunity Act. CHD will continue to offer WIOA career services including basic, individualized, training and related assistance to eligible farmworkers and their dependents. The mix of services will depend on individual assessments, informed consumer choices, and local labor market conditions and opportunities. The program will link with CHD's other programs including the WIOA MSFW 167 housing program. Additionally, CHD provides employment and training activities through our Day Labor Services program and ASET Centers.

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

CHD has responded, and will continue to respond, to emergencies and disasters in our service area. CHD provides emergency supportive services through CSBG funding for needed items like nutrition, transportation, rental assistance, and more. Additionally, in cases where there have been natural disasters, CHD often provides temporary work programs under La Cooperative and EDD. These programs put people affected by the disaster back to work helping clean up and restoring their community. And finally, CHD coordinates services with other organizations that are providing emergency response and refers clients to those agencies as appropriate, including food banks, faith-based organizations, and more.

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

CHD makes a strong effort to coordinate with local Community Action Agencies in the various counties that we serve. In many cases, CHD has engaged in collaborative projects with these entities to ensure that services are not duplicated. Through contracts and Memorandums of Understanding (MOUs) with federal, state, county and local government agencies, private businesses, faith-based organizations and other non-profits, CHD is able to provide needed

services and appropriate referrals to at-risk and vulnerable populations throughout our service area.

Many of our Farmworker Services offices are located within America's Job Centers of California, which allows for seamless referrals and simplified service access. CHD staff is also actively involved with local Workforce Investment Boards and other community investment entities to coordinate services and to ensure that services are provided to low-income farmworker populations. Though the new WIOA regulations no longer name the NFJP's as a required seat on the WIBs , many WIB's have already requested that CHD remain an active Board member for each of the service area counties.

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

CHD staff currently works with local LIHEAP service providers across the regions we serve. Through our affordable housing programs, we connect residents directly to LIHEAP service providers for utility payment assistance, as well participate in weatherization services and energy efficiency-improving measures to reduce energy cost. Our Farmworker programs case managers work directly with clients as well to provide resource referrals to local LIHEAP office for assistance. CHD will continue to coordinate and promote the LIHEAP program as we recognize LIHEAP is one of the most critical components of the social safety net.

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

Workforce development is a common thread through many of CHD's programs. These programs rely on community involvement from the WIBs, employers, and other nonprofits. Workforce development and the upward mobility it enables strengthens families by providing the economic means to support the family. In San Joaquin County, CHD runs a youth program focused on reducing the dropout rate among the children of Migrant and Seasonal Farmworkers. Families are strengthened through the development and success on their children. Nearly 30% of Latino students in San Joaquin County drop out of High School and CHD is committed to changing that.

California Human Development is dedicated to meeting the needs of the communities we serve through innovative community-based initiatives like these, and we will continue to pursue projects and partnerships that focus on creative and innovative solutions to the most pressing problems that

face the clients and communities we serve.

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

CHD is a lead agency and strong partner in the communities served. Collaboration and opportunities to partner and/or contract with others strengthens service delivery and positive outcomes for low-income individuals and families across our wide service areas throughout northern California. CHD has both formal and informal relationships with hundreds of community service agencies, partners, collaboratives, and other organizations from all sectors of the community including community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

Continuous leveraging of funding—both monetary and in-kind—along with other support partners and volunteers help CHD to maintain and grow capacity to serve through its existing diverse programs to assist and empower individuals and families across communities served. CHD leadership and staff are fully engaged as cooperative and collaborative partners, seeking existing and new opportunities to apply for funding support and partnerships through grants, projects and activities aligned with the agency mission and philosophy and purpose to creates paths and opportunities for people in need to rise above barriers in their pursuit of better lives.

Monitoring

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

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

CHD regularly monitors programs and activities through a variety of means. Within each program, performance is monitored regularly to ensure we are meeting our objectives and to correct anything that needs to be corrected. Additionally, program staff and fiscal staff meet monthly for a financial fiscal meeting that includes a review of progress on deliverables as they pertain to financial performance. The Program Committee of the CHD Board receives and reviews regular reports on programmatic performance and reviews Key Performance Indicators, including client satisfaction, to ensure performance. Funding sources also regularly monitor our programs and outcomes of these are shared with the Board of Directors.

2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, and issuance of formal monitoring reports.

CHD does not utilize subcontractors.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)
Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)
CHD follows the ROMA cycle. Programs are aligned with CHD's strategic plan, including the Community Action Plan. Annually, programs and services are evaluated by staff and the Board of Directors as part of CHD's strategic planning process. Evaluation methods include reviewing customer satisfaction data, reviewing deliverables and outcomes, and identifying how programs are meeting the needs of the community. CHD monitors program progress towards goals through the Program and Division Monthly Reports. These reports have targets and specific program indicators that show monthly and annual progress. These reports include indicators (FNPI, SRV, etc.) for items that are included in the CSBG Annual Report.
2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)
CHD is in the process of implementing a comprehensive Customer Relations Management (CRM) software system, that will allow the agency to collect, monitor, and report client data and outcomes across all programs. There will be a comprehensive record of each client/family that accesses CHD as they move through our programs and staff will be able to see progress and report outcomes in real time. This will allow CHD to gain meaningful insights in how our families access services, length of stay, and exit information. The real time data reporting will be part of our efforts to continually monitor and improve client outcomes. Currently the software system is being utilized in two of our programs. As a bridge, each program completes a monthly report with targets and goals. These reports will be used as a tool for program monitoring and reporting and presented to the Programs Committee as well as to the full Board of Directors quarterly.

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

CHD is always working towards strengthening our agency to assure that we are able to provide needed services in our community. When fully implemented across all CHD programs, the CRM project discussed previously, will assist CHD in providing well-integrated services and new service strategies, as well as greatly improve program data reporting. This includes incorporating CSBG performance indicators and client demographics to improve collection and review, with the intent to provide comprehensive services once the system is fully implemented. This is a complex project; however, we have made progress in FY 2022-2023 on creating a customer insight/dashboard, creating dedicated platforms for those programs that did not have a system in place, and working with external systems on data sharing.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
☒ Yes
☐ No
2. If yes, please describe.

In our mission to open doors, build strong communities, and improve lives, California Human Development understands the pivotal role that a robustly diverse organization plays in achieving organizational and community goals. Our strength comes from the diverse population that we hire and serve. We celebrate all the qualities and attributes that make us unique, and we firmly believe in the power of an inclusive community, where we can create a sense of belonging for everyone and provide a basis for social justice. Through our efforts, we strive toward diversity, equity, inclusion, belonging, and social justice by engaging in continuous improvement and addressing any barriers arising from bias, discrimination, racism, and organizational structures that support such attitudes and actions.

CHD's commitment to diversity, equity, and inclusion will be reflected in the following expectations and actions:

- Members of CHD management are committed to building and sustaining an equitable and inclusive work environment where cultural diversity is celebrated and valued. Those involved in the hiring process will practice and advocate for diversity, equity, and inclusion practices in the recruiting process.

- The CHD Board of Directors and all employees of the organization work to recognize, incorporate, and value diversity as opportunities to gain valuable insights from one another and to learn from each other's experiences and global ideas.

- CHD promotes open dialogue, active listening, and the incorporation of ideas from employees to establish inclusion as an organizational landmark.

- Advance equity and social justice at CHD and improve equity and justice on a global scale.

CHD has recently incorporated Diversity, Equity, and Inclusion (DEI) Program within our staff training. CHD is working to rollout DEI Programs within our current programs that we operate and serve to encourage and engage the representation and participation of clients and different groups

genders, religions, cultures, and sexual orientations. CHD believes community-based DEI programs would bring value to our future Community Needs Assessment (CNA) and Community Action Plan (CAP).

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
☐ Yes ☒ No
2. If yes, when was the disaster plan last updated?
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
CHD is in the process of developing a more robust disaster plan. The 2020 pandemic and corresponding policies, procedures, and safety protocols, as well as lessons learned are being incorporated into the agencies overall disaster preparedness planning.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

 –

 I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
 II. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Needs of Youth

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

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

Coordination of Other Programs:

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

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

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

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

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

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
CHD 2023 Community Needs Assessment	C
CHD Client / Stakeholder Needs Assessment Survey	D
Executive Summary	E
Works Cited	F

==Appendix B==

California Human Development
Community Needs Assessment 2023

California
Human Development

Creating
Opportunities

Table of Contents

Introduction

Every two years, Community Action Partnership of California Human Development (CHD) conducts a Community Needs Assessment (CNA) to identify current and emerging needs for low-income Individuals and families. As part of the Results Orientated Management & Accountability (ROMA) model, the CNA and other organizational information is used to complete the Community Action Plan (CAP) and to develop CHD's strategic goals and as a foundation for continuous improvement.

Approach and Methods

The CNA is completed through a collection and analysis of data and information from the following sources:

US Census & Literature Review	CHD Programs and CSBG Data	Survey	Interviews & Focus Groups

Priority Areas (Reported to CSBG)
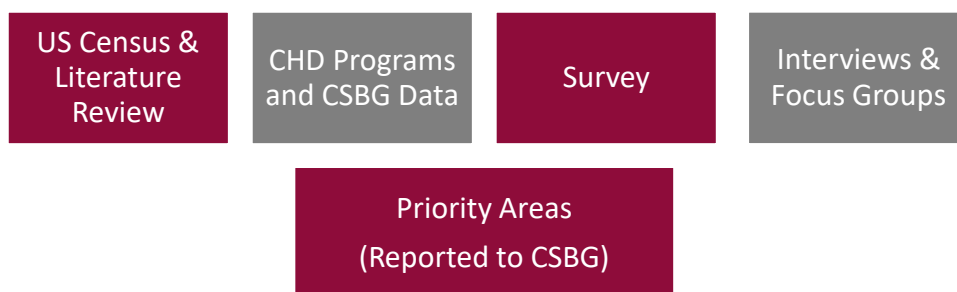
US Census and Literature Review: CHD performs extensive research of secondary data sources such as the Public Policy Institute of California, US Department of Human Services, CA Department of Labor, Healthy Places Index, US Department of Housing and numerous studies and reports. This information is used to gain overall community context and to assist in the development of the CHD's Community Needs Surveys.

Survey: CHD conducts surveys of three groups—CHD clients, CHD partners and other community organizations, and CHD staff & Board Members—to gather information about what services are needed in the community to assist low-income people and families.

Interviews & Focus Groups: These are conducted with CHD Clients and stakeholders to do a deeper dive into the survey data.

CHD's Programs and CSBG Data: This type of information is used to compare survey and other information to ensure CHD programs and services are needed in the community.

Priority Areas: Information and data are analyzed to identify top priority community need areas for CHD's strategic planning and continuous improvement.

Key Findings

The following are highlights of the CHD 2023 Community Needs Assessment Literature Review:

- California's population will reach 41.372 million by 2023

- California's 2023 median income for a one-person household is now $69,660

- More than a quarter of Californians are living in or near poverty

- In fall 2021, about 3.9 million more Californians (10.3%), would have been in poverty without safety net programs. CalFresh kept 1 million Californians out of poverty (2.6%), up from 500,000 in 2019, due to both temporary and ongoing changes. Through temporary monthly payments to families with children, the federal CTC lowered poverty by 1.8 points; the federal Earned Income Tax Credit lowered poverty by 1.1 points

- In fall 2021, poverty war marked higher for adults 65 and older (16.3%) than for children (9.0%) and adults 18–64 (11.6%)—a reversal from previous years, when child poverty was highest

- Though the Latino poverty rate has fallen to 13.5% (from 21.4% in 2019), Latinos remain disproportionately poor comprising 45.7% of poor Californians, but 39.7% of all Californians. About 12.6% of African Americans, 11.8% of Asian Americans/Pacific Islanders, and 9.9% of whites lived in poverty

- The poverty rate for immigrant Californians was 16.1%, compared to 10.0% for US-born; poverty among undocumented immigrants was 25.1%

- Education continues to be tied to poverty rates: 6.2% of college graduates age 25–64 and 19.5% of adults age 25–64 without a high school diploma live in poverty Nonetheless, poverty fell 9.6 points since 2019 among less-educated adults

- Rural communities face challenges related to demographic changes, workforce development, capital access, infrastructure, health, land use and environment and community preservation. Compared to their urban counterparts, rural areas have less internet access, fewer educational institutions, see more hospitals close and experience less economic growth

- Agriculture is among the most dangerous occupations in the United States. An estimated 19.4 deaths per 100,000 workers due to agriculture related injuries in 2019 (Centers for Disease Control and Prevention,2021)

- According to American Community 2019 Survey (ACS) estimates, over half of the state's farmworker population lives in the San Joaquin Valley (61%), and another third of the

population lives in the Central Coast (31%). The Sonoma/Napa region accounted for three percent of the farmworker. 20% of the population is foreign-born

- As of 2019, about 8 percent of Californians had no form of health insurance, and a disproportionate share were immigrants. Immigrants tend to be healthier than US-born individuals; however, immigrants often work in hazardous occupations such as construction and agriculture.

- Between 1/3 and 1/2 of all farmworkers in America reside in California, or roughly 500,000 – 800,000 farmworkers

- Farmworkers average earnings were $17,400 per year. California's agricultural workers are by and large immigrants from Latin America; 85% were born in Mexico and 5 percent in Central America, and about 60% are estimated to be undocumented

- Around 30% of households with farmworker income fall below the poverty line, and 73% earn less than 200% of poverty (a threshold used in many public assistance programs)

- Hispanic workers made up 96% of all farmworkers in California, with 65% of U.S.-born workers identifying as Hispanic

- About 63% of California farmworkers were married, and 58% had children

- 32% of California farmworkers were living apart from their nuclear family members. Of those living alone, 73% were single workers without children, 22% were parents, and 5% had a spouse but no children

- Nearly all California farmworkers (89%) reported Spanish as their primary language

- Only 16% of California farmworkers reported being able to speak English "well," while 35% said they could not speak English at all. Similarly, only 15% reported being able to read English "well," while 47% could not read English at all

- Renters are more likely than homeowners to say their housing costs cause financial strain (61% to 30%), and more than a third of renters say they face a lot of financial strain (36%). Similarly, around a third of Californians age 18 to 34 (33%) and those age 35 to 54 (29%) experience a lot of financial strain due to housing costs (18% 55 and older). More than half of Latinos (55%) and African Americans (54%) report financial strain due to housing costs, compared with 48% of Asian Americans and 39% of whites (California Department of Housing and Community Development)

CHD's Service Area

SERVICE AREAS

California Human Development (CHD) is leading the way to overcome poverty in Northern California. At work since 1967, CHD paves pathways of opportunity for people in 31 counties and empowers our most at-risk residents to achieve self-sufficiency.

* Community Needs Assessments data was collected across all CHD service areas

* Icons indicate service locations. Outlying areas receive services through the closest location.

CHD serves a 31-county northern California region. Our service area extends from Marin County east to Alpine County and north to the Oregon border. According to the *Healthy Places Index*, some of California Human Development's largest service areas have the most need for our services within those counties. Some pockets of San Joaquin County, Sacramento County, and Sonoma County experience heavy inequity in their community when it comes to access to resources and the quality of those resources. CHD's service areas of Lake, Colusa, Yuba, Sutter, and Butte counties have consistently low scores on the *Healthy Places Index (HPI, 2023).*

CHD's 2023 Community Needs Assessment Overview

As a Community Services Block Grant (CSBG) eligible entity, California Human Development (CHD) completes a bi-annual Community Needs Assessment (CNA). The CNA identifies and assesses poverty-related needs and resources in the community to identify priority areas of focus. The assessment includes CHD conducted surveys, secondary data (US Census and other reports), and client and other stakeholder interviews. The following information is based on the results of the CHD 2023 Community Needs Surveys.

Method

The CHD 2023 Community Needs Survey was conducted from February 4, 2023 to March 10, 2023. Surveys were distributed to measure what is most needed across CHD services areas to assist low-income people and families—CHD clients (in English and Spanish); CHD's partners and other community agencies; and CHD staff, and board members. The surveys were primarily conducted through electronic means and paper surveys were distributed through CHDs programs. Links to the survey were shared through email blasts, social media, and printed flyers that were distributed directly to clients. Paper surveys were handed out and collected at CHD's program sites. One limitation to the reliance on electronic distribution of the survey is that some CHD clients may not have had access to the internet, computers, or smartphones.

A total of **606** surveys were collected as follows:

Survey	Total Response	English	Spanish
CHD Clients	563	114	451
Partners / Community Agencies	41	37	4
Total Responses	606	151	455

Of the client and stakeholder surveys, **455** (75%) were completed in Spanish and **151** (25%) were collected in English. The race/ethnicity of those completing the survey (presented below) indicate a higher percentage of surveys were taken by Hispanic respondents. Spanish language surveys were mostly completed by paper.

CHD Client Demographics

Race/ Ethnicity

The majority of clients surveyed were CHD clients currently affiliated with a CHD program or seeking services. Based off the FY 2022 CSBG Annual Report, CHD client's demographics show that CHD served over **2279** clients of Hispanic, Latino or Spanish Origins. In addition, there was a higher number of clients identifying as Asian at **251**, compared to any other race /ethnic groups. This closely mirrors CHD's total client race/ethnicity, indicating a strong sample of the CHD's client population.

Gender / Age

Furthermore, CHD's client demographics show, out of the **10146** individuals served in FY 2022. We served over **4455** Male Clients **4448** female clients, and **1242** individuals did not report gender.

CHD's client demographics also show the age ranges of **25-44** as being the highest represented age group among clients served with CHD's program and services in FY 2022.
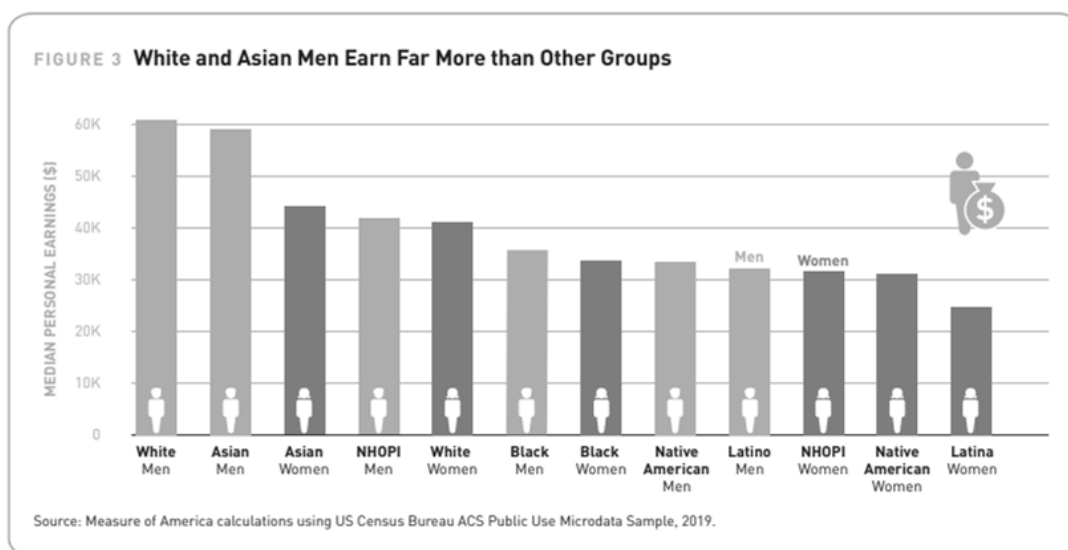
Demographics		CHD Clients Population	ACS in CHD's Service Area Population
Poverty Rate	**Below 125%**	75%	14%
	Above 125%	25%	86%
Gender	**Female**	50%	50%
	Male	50%	49%
Age	**Under 18**	6%	23%
	18-64	88%	62%
	65 and over	6%	15%
Ethnicity	**Hispanic, Latino, or Spanish Origins**	72%	31%
	Not Hispanic, Latino, or Spanish Origins	28%	69%
Race	**American Indian or Alaska Native**	1%	1%
	Asian	2%	11%
	Black or African American	2%	6%
	Native Hawaiian or Pacific Islander	0%	60%
	White	89%	68%
	Other	4%	8%
	Multi-race (two or more)	2%	6%

Poverty Rate

The American Community Survey (ACS) is an ongoing survey by the U.S. Census Bureau that regularly gathers information previously available only in the decennial census. Below is a chart comparing the demographics of CHD's client population with the ACS data from CHD's service area (2017-2021) American Community Survey 5-Year Estimates, 2021).

As expected from a Community Action agency, CHD serves a population with significantly more poverty (75%) than the rate of poverty in the population of our service area (14%). CHD also serves a more Hispanic population (72%) than the population of our service area (31%). CHD's services are targeted mostly to working-age adults and this is seen in the age distribution of CHD's clients versus the age distribution of the population in our service area. In Catholic Charities of California's 2019 January California Poverty Data by Diocese (2019) report, poverty estimates align closely with the ACS data in CHD's service territory, providing an additional data point showing how effective CHD is in targeting clients struggling with poverty.

As will be shown in the remaining response to this section, the needs identified by the community align with both stakeholder feedback across sectors and literature across sectors. The remaining response is organized by domain with data summarized from the community, stakeholders, and literature.
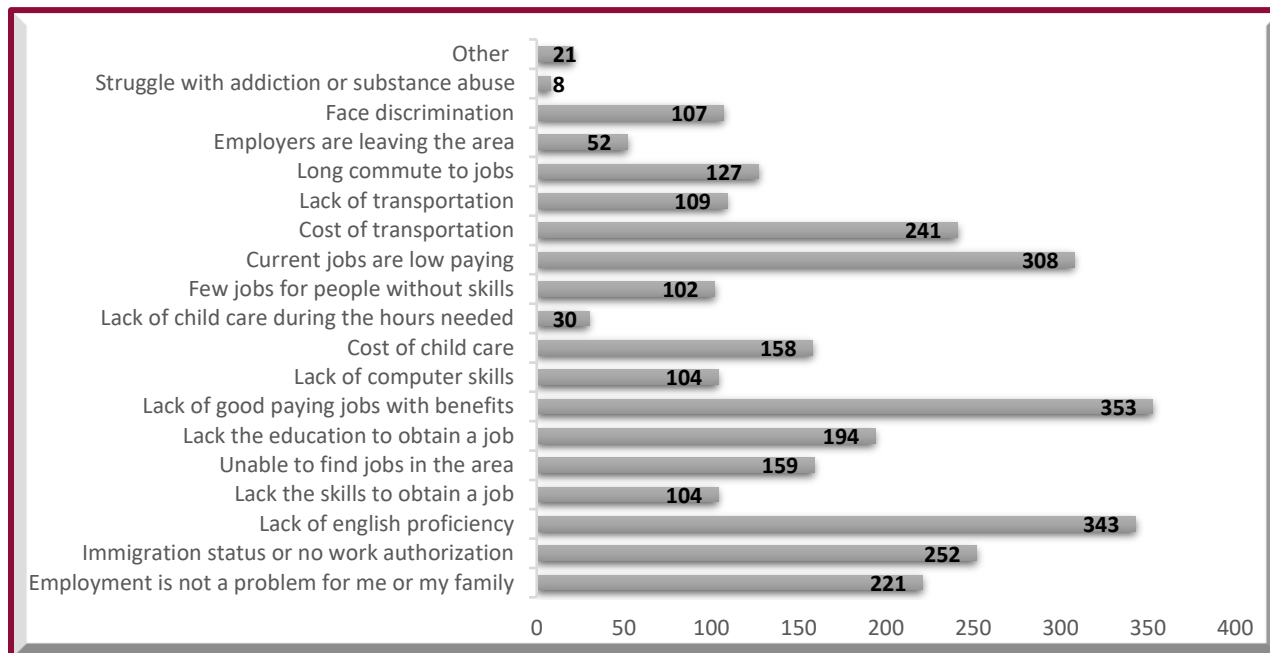

FIGURE 3 **White and Asian Men Earn Far More than Other Groups**

Source: Measure of America calculations using US Census Bureau ACS Public Use Microdata Sample, 2019.

According to Measures of America, A Portrait of California 2021 – 2022 policy report, the typical worker in California earns about $39,500 per year, $3,000 more than the US median of $36,500. But earnings vary dramatically among racial and ethnic groups, and even more dramatically when gender is taken into account. Latino Californians earn about $20,000 less than their white counterparts, $30,183 and $51,744, respectively. Asian workers earn just slightly less than white workers, $51,110. Native Hawaiian and Pacific Islander, Black, and Native American workers fall between these two extremes, but their earnings—$38,246, $36,441, and $32,360, respectively—place them closer to Latino workers than white ones.

Community Needs Assessment Survey Results

Employment Domain

In the employment domain, our surveys asked stakeholders and our client community why employment is a need or a problem in the community:

Category	Value
Other	21
Struggle with addiction or substance abuse	8
Face discrimination	107
Employers are leaving the area	52
Long commute to jobs	127
Lack of transportation	109
Cost of transportation	241
Current jobs are low paying	308
Few jobs for people without skills	102
Lack of child care during the hours needed	30
Cost of child care	158
Lack of computer skills	104
Lack of good paying jobs with benefits	353
Lack the education to obtain a job	194
Unable to find jobs in the area	159
Lack the skills to obtain a job	104
Lack of english proficiency	343
Immigration status or no work authorization	252
Employment is not a problem for me or my family	221

In our survey, which is summarized above, responses related to education and skill development were the largest response group with finding jobs or a lack of good paying jobs coming in second. Lack of English proficiency in particular is a need that keeps clients from accessing available training. Transportation, immigration status, and childcare were also identified, and these are themes that will be seen across domains.
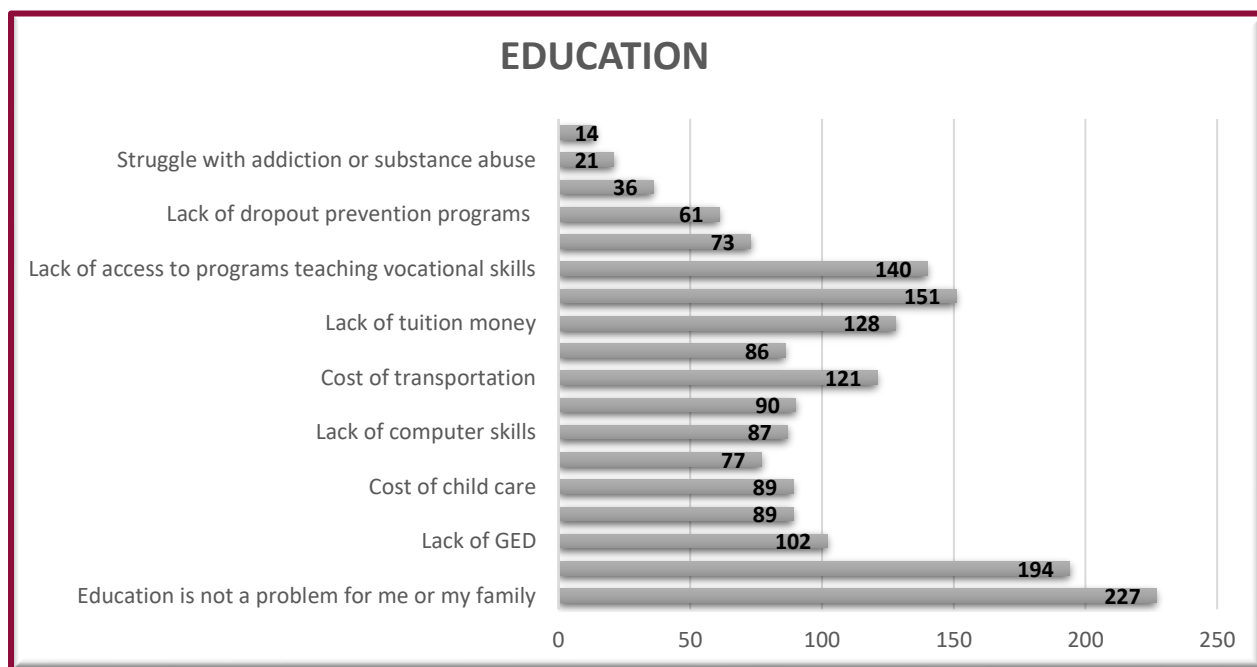
In analyzing client and stakeholder responses, it is clear that well-paying employment is a need and there are multiple barriers to it. One barrier is simply that California's minimum wage is not sufficient to lift a family of three out of poverty and it falls far short of the income needed to achieve a most standard of living.

For farmworkers, just over half have work authorization, according to the National Agricultural Workers Survey (Hernandez & Gabbard, 2018). These farmworkers are eligible for the National
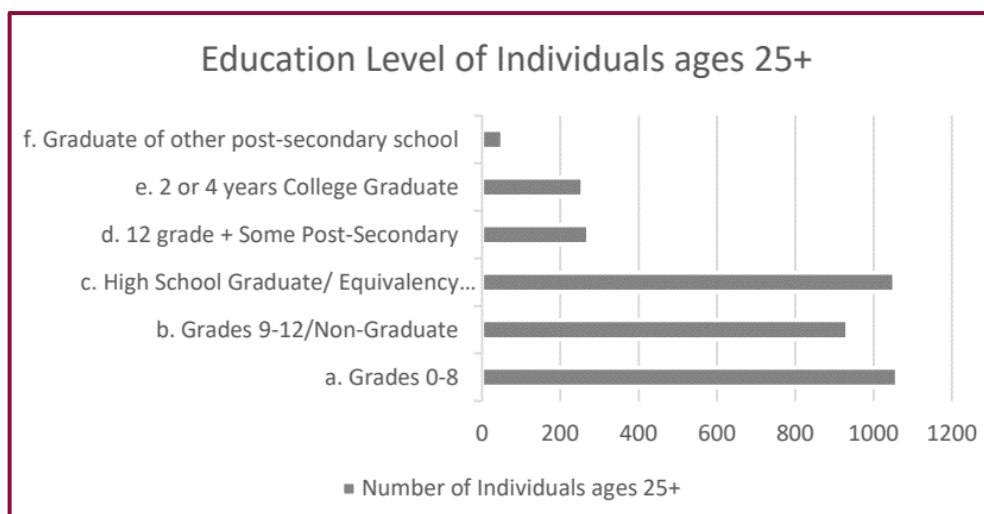
Farmworker Jobs Program and other workforce development like Dislocated Worker programs. Access to these programs provides a career pathway for farmworkers.

Education Domain

In the education domain, our surveys ask stakeholders and our client community why education is a need or a problem in the community:

EDUCATION

Category	Value
Struggle with addiction or substance abuse	14
	21
	36
Lack of dropout prevention programs	61
	73
Lack of access to programs teaching vocational skills	140
	151
Lack of tuition money	128
	86
Cost of transportation	121
	90
Lack of computer skills	87
	77
Cost of child care	89
	89
Lack of GED	102
	194
Education is not a problem for me or my family	227

In our client survey, which is summarized above, lack of a high school diploma and access to GED programs were the second largest response followed by needing vocational skills training. As seen in other domains, transportation, childcare, and English proficiency are themes across domains. There was a high response rate for education is not a problem for me, yet the response does not reflect CSBG client demographic data in FY 2022, on education level, shown below.

Education Level of Individuals ages 25+

f. Graduate of other post-secondary school
e. 2 or 4 years College Graduate
d. 12 grade + Some Post-Secondary
c. High School Graduate/ Equivalency...
b. Grades 9-12/Non-Graduate
a. Grades 0-8

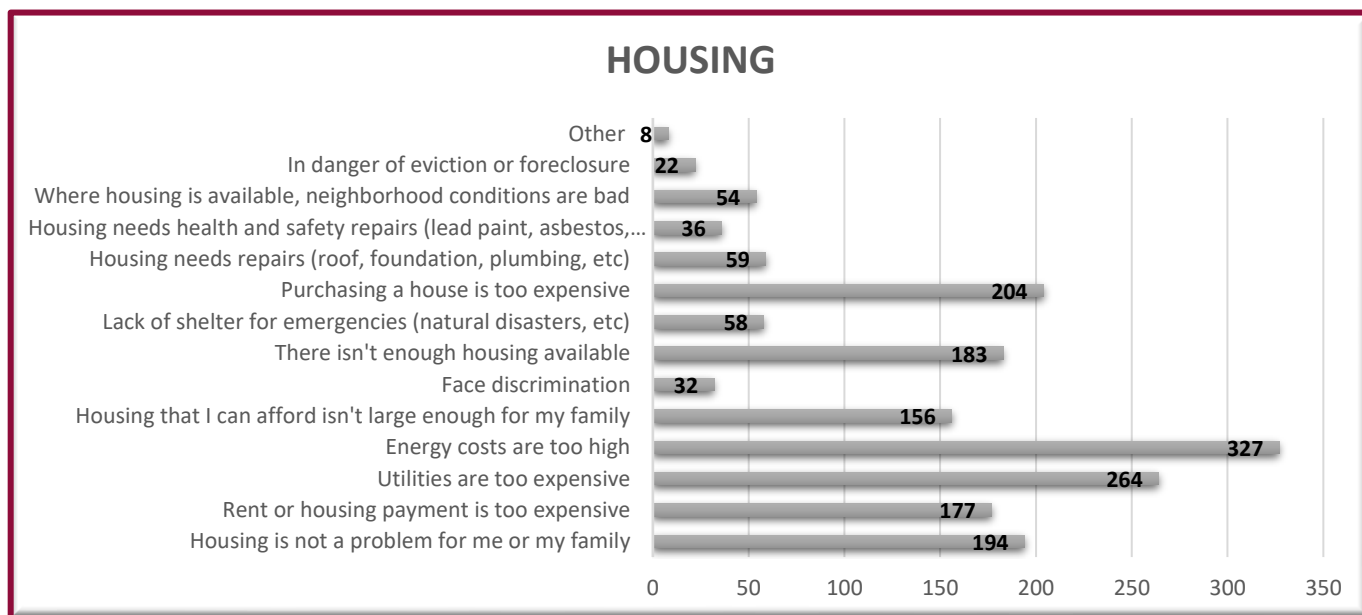■ Number of Individuals ages 25+

11

Vocational training and cost considerations are primary concerns. Access to vocational training can be difficult for those without a high school diploma and need to pass an ability benefit test. Cost of education can be alleviated for those who qualify for career training through the workforce system as an alternative to post-secondary education. Post-secondary education through traditional means of college is exceedingly expensive and low-income students face considerable challenges with these financial demands.

The cost of attending CSU is more than tuition and fees and can exceed $27,000 a year. Financial aid still leaves low-income students to cover nearly $15,000 (PPIC, 2019). The Public Policy Institute of California finds that though parents value college, they are worried about affordability (PPIC Statewide Survey: Californians and Education, 2019). A strong majority of parents are very worried or worried about affording a college education. Vocational training that is provided free to clients through the NFJP and for non-farmworkers through partnerships with the workforce areas is a powerful tool in a career pathway that moves clients on a pathway to success without saddling them with debt.

Housing Domain

In the housing domain, our surveys ask stakeholders and our client community why housing is a need or a problem in the community:

HOUSING

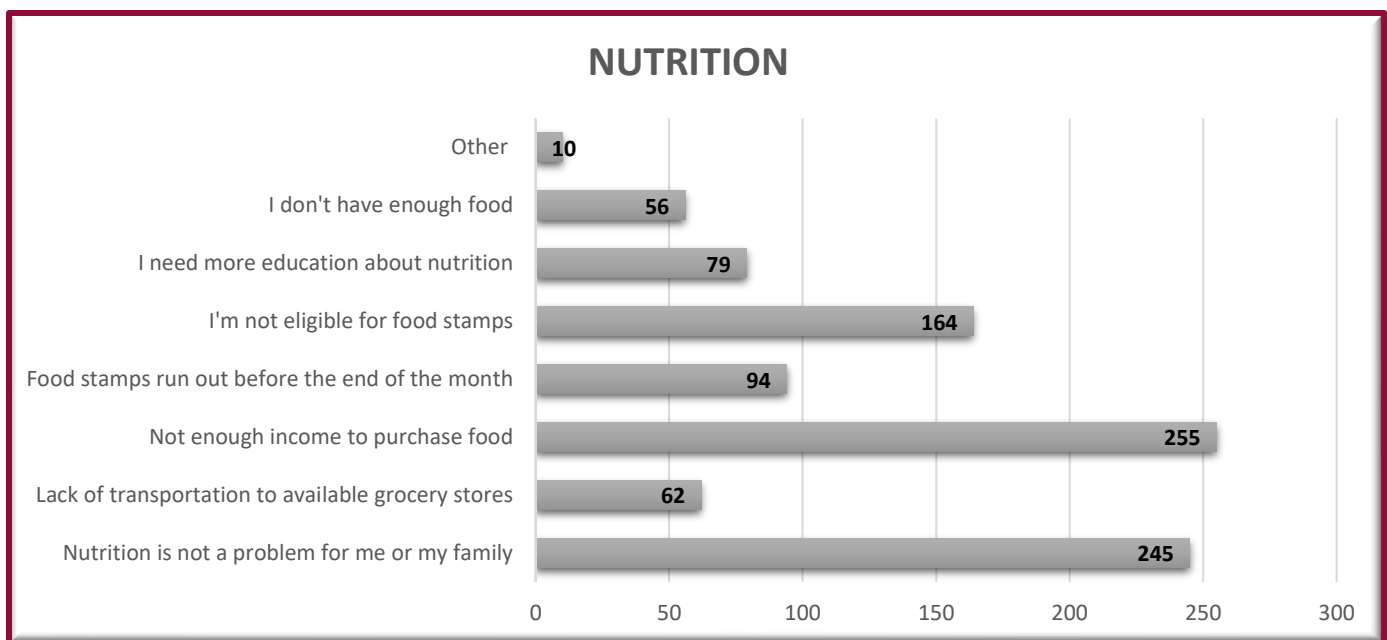| Category	Value
Other	8
In danger of eviction or foreclosure	22
Where housing is available, neighborhood conditions are bad	54
Housing needs health and safety repairs (lead paint, asbestos,…)	36
Housing needs repairs (roof, foundation, plumbing, etc)	59
Purchasing a house is too expensive	204
Lack of shelter for emergencies (natural disasters, etc)	58
There isn't enough housing available	183
Face discrimination	32
Housing that I can afford isn't large enough for my family	156
Energy costs are too high	327
Utilities are too expensive	264
Rent or housing payment is too expensive	177
Housing is not a problem for me or my family	194

In our client and stakeholder survey, which is summarized above, availability and affordability are also consistent themes. The natural disasters in the service area may have also led to

responses related to shelter during emergencies. In addition, we see a significant response to the cost of utilities being too high.

Housing is an issue across our service area and California. As housing becomes more expensive, it disproportionately affects low-income families. Two thirds of Californians say housing affordability is a big problem in their region and nearly half are considering moving due to housing costs (PPIC Statewide Survey: Californians & Their Government, 2019). Over the last decade, the state averaged fewer than 80,000 new homes annually, far below the estimated need of 180,000 additional units each year (California Department of Housing and Community Development, 2022) According to the National Agricultural Worker Survey, thirty three percent of farmworkers reported living in crowded housing (Hernandez & Gabbard, 2018). Clearly, affordable housing is a need both in stakeholder and client survey results as well as in the literature. CHD will continue to work towards more affordable housing, maintaining the affordable housing already in place, and providing a continuum of housing options for vulnerable populations.

Nutrition Domain

In the nutrition domain, which is summarized below, our surveys ask stakeholders and our client community why nutrition is a need or a problem in the community:

NUTRITION

Category	Value
Other	10
I don't have enough food	56
I need more education about nutrition	79
I'm not eligible for food stamps	164
Food stamps run out before the end of the month	94
Not enough income to purchase food	255
Lack of transportation to available grocery stores	62
Nutrition is not a problem for me or my family	245

Clients and Stakeholders identified cost as the primary reason nutrition is a problem. Responses related to not being eligible for food stamps indicate the discrepancy between eligibility guidelines and the income needed for food security.

Providing nutrition assistance through supportive services to clients in need and providing education around healthy eating habits and cooking at home.
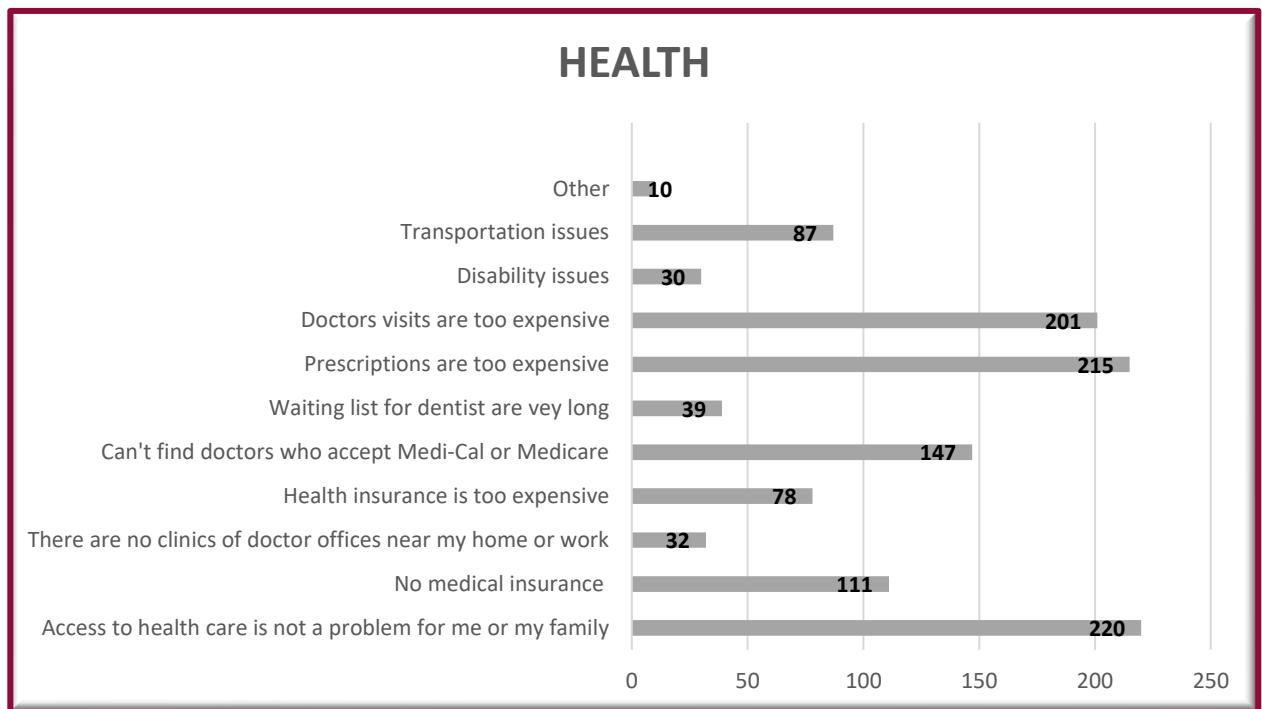
Income Domain

In the income domain, our surveys ask stakeholders and our client community why income is a need or a problem in the community:
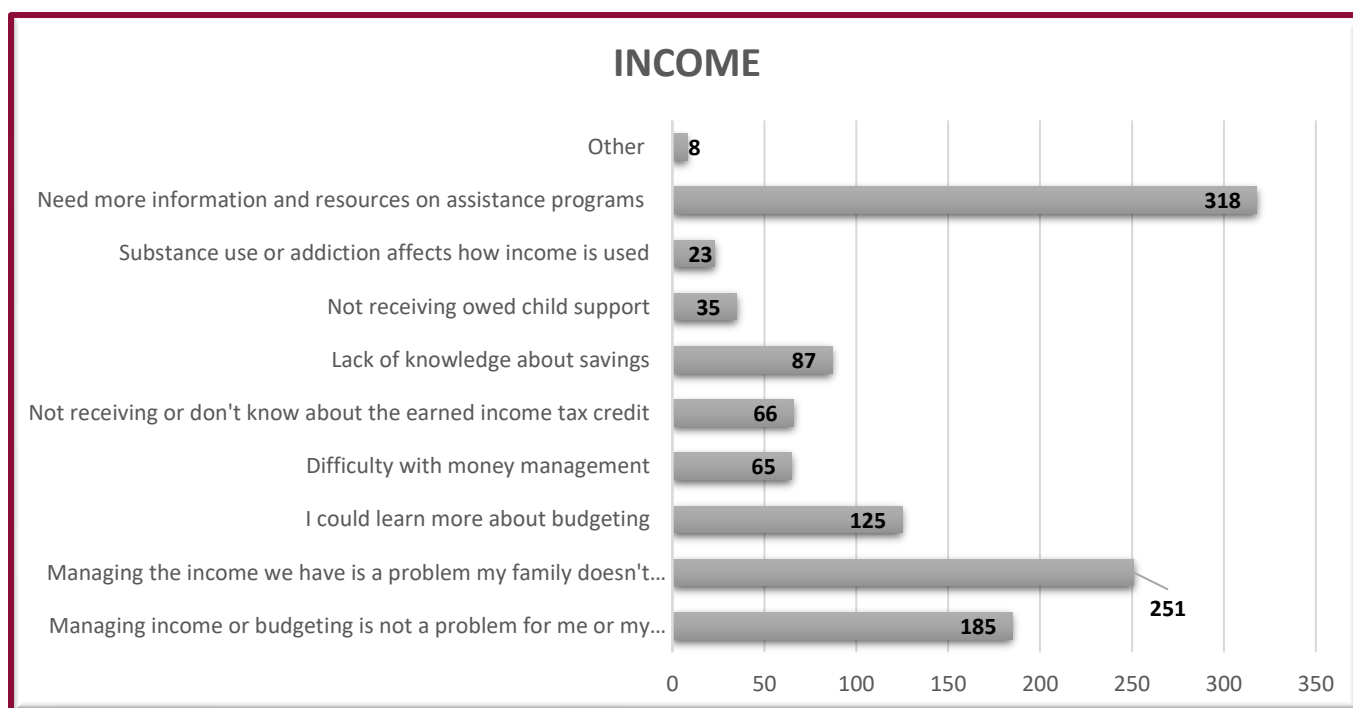
In our client survey, which is summarized below, clients identified needing more information and resources on assistance programs, and not having enough income as the primary problem.

Health Domain

In the health domain, our surveys ask stakeholders and our client community why health is a need or a problem in the community:

HEALTH

Category	Value
Other	10
Transportation issues	87
Disability issues	30
Doctors visits are too expensive	201
Prescriptions are too expensive	215
Waiting list for dentist are vey long	39
Can't find doctors who accept Medi-Cal or Medicare	147
Health insurance is too expensive	78
There are no clinics of doctor offices near my home or work	32
No medical insurance	111
Access to health care is not a problem for me or my family	220

In our client survey, which is summarized above, clients identified also overwhelming identified cost as a problem with health care. Access to healthcare is also a function of cost. Issues related to disabilities and no nearby doctor offices or clinics were also highlighted.

Cost of healthcare is the primary concern for both stakeholders and clients with access to healthcare a second concern. Addressing the cost of healthcare is not an agency priority at this time, though CHD does refer clients to providers who assist with enrollment in Medi-Cal, Emergency Medi-Cal, and enrollment in private insurance through the ACA.

Measures of America, A Portrait of California 2021-2022 policy report finds undocumented adults over the age of 25, including seniors, are not eligible for Medi-Cal benefits. As a result, undocumented people in California, 80% of whom are Latinos, have been especially affected. As the state recovers from the pandemic, it will be crucial to pay attention to Covid-19's disproportionate effects on Blacks and Latinos, poor people, and older Californians. It is often difficult for undocumented Californians and their families to access affordable health care, so they either do not seek medical treatment at all or pay full price for it. As a result of limited access to health care and language barriers, Covid-19 has ravaged entire Latino communities, especially those where frontline workers, elders, and multigenerational households reside.

What services or programs do you think the community needs?

In our client and stakeholder survey, it was identified the following kinds of services that are most needed in the community:

PROGRAMS & SERVICES COMMUNITY NEEDS

Category	Value
Other	19
Volunteer programs	46
Natural disaster assistance	45
More affordable housing	296
Mental health and substance recovery assistance	89
Immigration assistance	313
Household budgeting workshops	78
Health/nutritional counseling	65
Afterschool programs	106
Youth education	81
Adult education	163
Assistance with living independently for those with…	108
Job placement or help finding a job	314
Job training or help with learning job skills	373

Both stakeholders and clients aligned on needs. Training and education programs, housing, job placement, immigration and citizenship and more are the most common responses. The needs identified in this CAP will also align with these needs and CHD's programs also align closely.

Immigration & Citizenship

We Open Doors, Build Strong Communities & Improve Lives.

Job Training

Job Placement

CHD's Priorities

Housing

CHD Priorities FY 2024-2025	Description of programs, services, activities
1. Help finding good paying jobs	• Basic and intensive services for farmworkers • Dislocated worker programs • Day Labor program for workers to connect with employers for daily work • Youth programs to help at risk youth finish school and prepare for the workforce
2. Vocation training	• Provide vocational training for farmworker through our ASET centers or other vocational training • Train non-farmworkers through ASET centers • Supported employment to prepare adults with disabilities for a job
3. English proficiency	• Provide English proficiency classes for limited-English speakers as part of workforce development and job training activities
4. Affordable housing for farmworkers and other low-income individuals	• Develop additional affordable housing • Maintain affordable housing for farmworkers, seniors, and other low-income families
5. Immigration and citizenship services	• Provide high quality, affordable immigration services immigrants and their families • Enable immigrants to work and access services by maintaining, improving, or resolving their immigration status
6. Supportive services to address immediate needs	• Clients enrolled in programs can access supportive services to assist with transportation costs, food costs, childcare costs, etc.
7. Disaster or Emergency Assistance	• Dislocated worker jobs programs • Supportive services specific to disaster relief

Comparison

In the last CHD Community needs Survey (2021) the same survey was used to allow for comparisons across time. The current and last surveys had similar results in regards to affordable housing, low-income, English language barriers and job skills training. However,

access and affordability to nutritious food was not identified as a top need. The effects of COVID-19, and inflation may have been a contributing factor for the increase demand for food for people struggling to make ends meet, could account for this difference. A significant change to note is the need for more services for immigration and citizenship in comparison to previous years, there was a 50% increase in survey response rate from clients and stakeholders in comparison to FY 2021 Community Needs Assessment.

Conclusion

California Human Development (CHD) offers services to communities that continue to suffer from deep poverty and disparities. However, each challenge can be viewed as an opportunity for growth. Agricultural and innovative industries in Northern California can provide great opportunities for low-income families to improve their circumstances. Low-income people want safer and affordable housing, better wages, and resources that create pathways and opportunities for them to rise above barriers in their pursuit of better lives, based on research, surveys, and interviews. To meet these challenges, CHD must continue to develop innovative programs that assist families in building stability.

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California Human Development (CHD) 2023 Community Needs Assessment

These questions are intended to identify the needs in our low-income communities so that we can help address them. This is part of a Community Action Plan that we develop every two years, and we really rely on you to help us identify needs. We use your answers help identify what services we will deliver in your community for the next two years.

At the end of this survey, you will have the option to include your contact information so we can follow up on the results of this Needs Assessment. Your contact information is not required though.

Please choose all answers that apply for each question. Thank you for your insights and assistance!

California Human Development (CHD) 2023 Community Needs Assessment

1. Employment is a problem for me or my family because: (choose all that apply)

- ☐ Employment is not a problem for me or my family
- ☐ Immigration status or no work authorization
- ☐ Lack of English proficiency
- ☐ Lack of skills to obtain a job
- ☐ Unable to find jobs in the area
- ☐ Lack of education to obtain a job
- ☐ Lack of good paying jobs with benefits
- ☐ Lack of computer skills
- ☐ Cost of childcare
- ☐ Lack of childcare during the hours needed

- ☐ Few jobs for people without skills
- ☐ Current jobs are low paying
- ☐ Cost of transportation
- ☐ Lack of Transportation
- ☐ Long commute to jobs
- ☐ Employers are leaving the area
- ☐ Face discrimination
- ☐ Struggle with addiction or substance abuse
- ☐ Other (please specify)

_____

2. Education or school is a problem for me or my family, because: (choose all that apply)

- ☐ Education is not a problem for me or my family
- ☐ No high school diploma
- ☐ Lack of GED
- ☐ Lack of access to programs to obtain a GED
- ☐ Cost of childcare
- ☐ Lack of childcare
- ☐ Lack of computer skills
- ☐ Lack of programs to acquire computer skills
- ☐ Transportation cost

- ☐ Lack of transportation
- ☐ Lack of money for tuition
- ☐ Lack of vocational skills
- ☐ Lack of access to teaching programs in vocational skills
- ☐ Lack of college education
- ☐ Lack of programs to prevent dropping out of school
- ☐ Lack of preschool programs
- ☐ Addiction or substance abuse problems
- ☐ Other (please specify)

_____

3. Housing is a problem for you or your family because: (choose all that apply)

- ☐ Housing is not a problem for me or my family
- ☐ Face discrimination
- ☐ Paying rent or paying for a mortgage is very expensive
- ☐ Utilities are too expensive (gas, electricity, water, etc.)
- ☐ Energy costs are too high
- ☐ The housing I can afford is not big enough for my family

- ☐ Not enough housing available
- ☐ Lack of emergency shelter (natural disasters, etc.)
- ☐ Buying a house is too expensive
- ☐ My home needs repairs (roof, foundation, plumbing, etc.)
- ☐ My home needs health and safety repairs (lead paint, asbestos, CO2 detectors, etc.)
- ☐ Where housing is available, neighborhood conditions are poor

☐ At risk of eviction or foreclosure   ☐ Other (please specify))

_____

4. Nutrition is a problem for me or my family because: (choose all that apply)

☐ Nutrition is not a problem for me or my family
☐ Lack of transportation to available supermarkets
☐ Not enough money to buy food
☐ Food stamps are finished before the end of the month

☐ I am not eligible for food stamps
☐ I need more nutrition education
☐ I don't have enough food
☐ Other (please specify)
_____

5. Managing our income or budgeting is a problem for me or my family because: (choose all that apply)

☐ Managing income and budget is not a problem for me or my family
☐ Managing the income we have is not a problem: my family does not have enough income
☐ I could learn more about budgeting
☐ I have difficulty handling money
☐ I have not received or know about the Earned Income Tax Credit

☐ Lack of knowledge about savings
☐ I haven't received child support payments
☐ Substance use or addiction affects how income is used
☐ Other (please specify)
_____

6. Do you have concerns about your health or the health of your family? (choose all that apply)

☐ Access to health care is not an issue for me or my family
☐ I am concerned about COVID-19
☐ I can't find doctors who accept Medi-Cal or Medicare
☐ There are no clinics or doctors' offices near my home or work
☐ Waiting lists for the dentist are very long

☐ Health insurance is too expensive
☐ Medicines are too expensive
☐ Doctor visits are too expensive
☐ Disability issues
☐ Addiction or substance abuse problems
☐ Other (please specify)
_____

7. What services or programs do you think your community needs? (choose all that apply)

- ☐ Assistance with living independently for people with disabilities or for seniors
- ☐ Job training or help with job skills learning
- ☐ Job placement or help finding a job
- ☐ Substance use treatment
- ☐ Adult education
- ☐ Youth education
- ☐ Afterschool programs
- ☐ Health and nutrition counseling
- ☐ Household budgeting workshops
- ☐ Volunteer programs
- ☐ Immigration assistance
- ☐ More affordable housing
- ☐ Natural disaster recovery assistance
- ☐ Assistance with the impacts of COVID-19
- ☐ Other (please specify)

_____

8. In which county do you live or represent?

_____

9. Which of the following best describes your relationship with California Human Development (CHD)

- ☐ I am a customer or related to a customer
- ☐ I represent an interest group, partner, funder, grassroots non-profit organization, or community
- ☐ Other (please specify)

_____

10. What CHDC program(s) are you or have you been associated with? (choose all that apply)

- ☐ Services for farmworkers
- ☐ ASET training or vocational work centers
- ☐ Disaster Relief: temporary jobs
- ☐ COVID assistance programs: Immigrant Assistance Project (DRAI), Harvest Housing, Contact Tracing
- ☐ Out-of-School Youth Program
- ☐ Immigration and Citizenship services
- ☐ Labor Centers for Day Laborers
- ☐ Ortiz Plaza
- ☐ Parkway Plaza
- ☐ Aytch Plaza
- ☐ Ortiz Plaza
- ☐ Napa Valley Agricultural Job Centers
- ☐ Lodi WorkNet Center
- ☐ Galt America Career Center
- ☐ Other (please specify)

_____

11. Do you have any other comments, questions, or concerns?

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If you feel comfortable, please share your contact information below and we will send you the results of this needs assessment.

We will never sell or share your contact information, and only occasionally contact you with matters that may be of interest to you (such as this survey).

12. **What is your preferred language?**

_____

13. Contact information – optional

Name:	
Email:	
Phone Number:	

Appendix F