

2022/2023
Community Needs Assessment and
Community Action Plan

California Department of
Community Services and Development
Community Services Block Grant

DRAFT



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Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

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

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

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

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

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

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

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

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

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

Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

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

Agency Name	Central Valley Opportunity Center
Name of CAP Contact	Jean Warren
Title	Program Manager
Phone	(209) 357-0062 Ext. 125
Email	jwarren@cvoc.org

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

05/24/2021

Board and Agency Certification

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

Dee Tatum		
Board Chair (printed name)	Board Chair (signature)	Date
Jorge De Nava		
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.

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	June 18, 2021
Location(s) of Public Hearing(s)	Zoom Meeting
Dates of the Comment Period(s)	June 1, 2021 – June 23, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency Website, Facebook Page
Date the Notice(s) of Public Hearing(s) was published	June 1, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

Community Needs Assessment Narrative

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

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

State Plan

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

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

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

CVOC uses the US Census Community Survey as the primary source of data specific to Stanislaus County's poverty rates prevalence related to gender, age, and race/ethnicity. CVOC also uses county specific data compiled by local service organizations and county and city departments. CVOC includes program data collected via our agency data bases to determine poverty rates based on various demographics. Reviews county poverty demographics compared to the demographics of clients served by the agency is used to verify that CVOC is providing services to those most in need.

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

CVOC provides CSBG/CSP funded services to low-income individuals and their families in California's Stanislaus County. Stanislaus County is located in the San Joaquin Valley, in the heart of California's agriculturally rich Central Valley, and is the 30th largest county in California at about 1,521 square miles in area. The county is made up of small rural agrarian towns as well as metropolitan cities that are mostly concentrated near the two major north-south routes, Interstate 5 and Highway 99. Due in part to the large geographical size of the county, CVOC's service area is

made up of both rural and urban high-needs areas. CVOC has established a physical location in downtown Modesto; located near the transit station and close to a number of bus stops to make services easily accessible to low income individuals living in the urban areas of the county. CVOC also focuses services and outreach efforts in the rural areas of the county through the use of a customized bus that is equipped with desks, printers, and WIFI.

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

Federal Government/National Data Sets

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

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

CVOC uses public records to conduct research of current conditions in Stanislaus County using

Census data, other reports and community assessments.

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

Surveys

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

Focus Groups

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

Interviews

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

Community Forums

Asset Mapping

Other

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

CVOC uses public records to conduct research of current conditions in Stanislaus County using Census data, other reports and community assessments.

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

As a part of the preparation of the 2022/23 Community Action Plan, CVOC completed a Community Needs Assessment during March, April and the early part of May. The Community Needs Assessment was designed to identify the causes and conditions of poverty in Stanislaus County as well as the needs of the low income. In addition, CVOC sought out input from stakeholders on the service priorities. Using information gathered through the Community Needs Assessment, an analysis of both qualitative (data that was gathered through surveys, at community meetings, input from CVOC staff and clients, input from local agencies) and quantitative data (statistics gathered from Census data and other sources), CVOC developed the Community Needs Assessment that is

reflective of the input of data these two data gathering methods.

Central Valley Opportunity Center analysis of the needs of the low-income population of Stanislaus County consisted of a review of CVOC's Strategic Plan, review of current program operations, evaluation of program effectiveness, community needs assessment meetings, solicitation of input from the community at large, coordination meetings with other service providers as well as examination of the community profile and identified needs of the low-income population of the county. CVOC conducted a Community Needs Survey as part of the annual planning process and sent surveys out to stakeholders. The results of this Community Needs Surveys are included in the Community Needs Assessment. The Strategic Planning process included a comprehensive Needs Assessment of the CVOC service areas, low-income and target communities, client populations, client satisfaction, service organizations and the agency itself.

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

A. Community-based organizations

CVOC utilized the Community Needs Assessment Survey and conducted 3 Community Meetings; one in person, and two virtual meetings via Zoom to survey all sectors of the community. The survey was mailed out to community-based organization using our emailing list. Results from completed surveys were entered on an Excel spreadsheet and analyzed to determine responses from the various entities. The Survey asked respondent to identify which sector they represent and this information was analyzed to determine the input by sector. During Community Meetings, any verbal input from representative of these sectors was also included in CVOC Community Needs Assessment. Please see Needs Identified Table included in the Community Needs Assessment as Appendix C.

B. Faith-based organizations

CVOC utilized the Community Needs Assessment Survey and conducted 3 Community Meetings; one in person, and two virtual meetings via Zoom to survey all sectors of the community. Links to online surveys and Zoom meeting invitation were emailed out to faith-based organizations within our community partnership using our emailing list. Results from completed surveys were entered on

an Excel spreadsheet and analyzed to determine responses from the various entities. The Survey asked respondent to identify which sector they represent and this information was analyzed to determine the input by sector. During Community Meetings, any verbal input from representative of these sectors was also included in CVOC Community Needs Assessment. Please see Needs Identified Table included in the Community Needs Assessment as Appendix C. During the collection of surveys, faith-based organization staff mentioned homelessness services, utility assistance, rental assistance, transportation assistance, and job training as the top five needs in the community.

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

CVOC utilized the Community Needs Assessment Survey and conducted 3 Community Meetings; one in person, and two virtual meetings via Zoom to survey all sectors of the community. Links to online surveys and Zoom meeting invitations were emailed out to Private sector partners using our emailing list. Results from completed surveys were entered on an Excel spreadsheet and analyzed to determine responses from the various entities. The Survey asked respondent to identify which sector they represent and this information was analyzed to determine the input by sector. During Community Meetings, any verbal input from representative of these sectors was also included in CVOC Community Needs Assessment. Please see Needs Identified Table included in the Community Needs Assessment as Appendix C.

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

CVOC utilized the Community Needs Assessment Survey and conducted 3 Community Meetings; one in person, and two virtual meetings via Zoom to survey all sectors of the community. Links to online survey and Zoom meeting invitation were emailed out to Public sector partners using our emailing list. Results from completed surveys were entered on an Excel spreadsheet and analyzed to determine responses from the various entities. The Survey asked respondent to identify which sector they represent and this information was analyzed to determine the input by sector. During Community Meetings, any verbal input from representative of these sectors was also included in CVOC Community Needs Assessment. Please see Needs Identified Table included in the Community Needs Assessment as Appendix C.

E. Educational institutions (local school districts, colleges)

CVOC utilized the Community Needs Assessment Survey and conducted 3 Community Meetings; one in person, and two virtual meetings via Zoom to survey all sectors of the community. Links to online survey and Zoom meeting invitation were mailed out to Educational institutions using our mailing list. Results from completed surveys were entered on an Excel spreadsheet and analyzed to determine responses from the various entities. The Survey asked respondent to identify which sector they represent and this information was analyzed to determine the input by sector. During Community Meetings, any verbal input from representative of these sectors was also included in CVOC Community Needs Assessment. Please see Needs Identified Table included in the Community Needs Assessment as Appendix C. During the collection of surveys, local community college staff mentioned the need for low income housing, homeless shelters, utility assistance, substance abuse counseling, and direct relief payments to low income individuals.

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

Analysis of Census and other data, community needs surveys and focus group community meetings, that were employed to identify the causes that contribute to poverty affecting the communities in Stanislaus County can be summarized as follows:

Unemployment/ Working Poor: Low-income clients and local service groups, who responded to CVOC's Community Needs Survey, cited unemployment and lack of adequate income from employment (working poor) as a contributing factor to most other problems facing the low-income population. The majority of low-income clients who are unable to obtain viable employment lack specific vocational skills in occupations that would enable them compete for full-time employment. They need to acquire skills in order to be able to obtain higher paying jobs that offer stability and benefits. Low-income clients who have acquired new skills are forced to compete with highly skilled applicants for entry-level positions. The newly trained workers require assistance in job-search techniques in order to be able to obtain employment in skilled occupations.

Homelessness: Homeless and those at risk of becoming homeless cite lack of affordable housing, low wages and seasonal employment, lack of education and job skills as well as drug, alcohol and

mental health issues are at the root of their homelessness. Addressing the varied problems of the chronic homeless clients is a challenge facing agencies addressing the homeless problem. Most successful programs and services are directed at those that are homeless due to lack of job skills, loss of employment, or need temporary shelter/rent assistance to avoid becoming homeless.

Lack of Affordable housing: The low-income who are unemployed, have been dependent on public assistance and/or have been employed in part-time or seasonal work cited the rising cost of housing as a major problem. Affordable housing is difficult to find and some low-income housing is either in bad condition or located in high crime areas. Low-income clients state that a majority of their income is spent paying their rent which leave little left to pay utilities, phone and other basic needs.

Health Care Access and Availability: Health care costs continue to rise and low-cost, even for those with insurance co-payments and deductibles can be high. No cost clinics are unable to meet the needs of those who lack back health care. Lack of knowledge of how to access health insurance appears to be a problem for those that are socially isolated due to language barriers or legal residency issues. Stanislaus County, like more of the united states is facing a shortage of physician. From 2015 to 2018 all types of primary care physician have decreased by 21%.

Illiteracy/High School Drop-out Rates: Recent immigrants and the large farmworker and Hispanic populations are limited in their ability to read, write and speak English. This problem manifests itself in two ways: (1) those who have marketable job skills are often denied work because their English skills are limited and, (2) are unable to receive training for jobs due to their inability to understand written and spoken English. Persons who have not attained a High School Diploma or GED cannot find employment other than field work or other unskilled labor. Most employers require a minimum educational level of at least high school. Even lower skilled employment requires basic reading and math skills at the high school level. High School drop-outs are more likely to live in poverty, become involved in criminal activity, and have high incidences of drug and alcohol abuse.

Lack of Transportation: Rural low-income resident cited a lack of public transportation in their communities created problems when seeking employment, training, education, and other needed services. Since many of the services are only available in the larger cities, those in rural areas had less access due to transportation issues. Residents who lacked reliable private vehicles cited that job opportunities in the large cities were not accessible without public transportation. Since

education and training programs and facilities are located in major cities, transportation was an issue preventing rural residents from the ability to access these services.

Unforeseen Emergencies: Since most low-income families exist at or below the Federal Poverty Level, few have the financial resources to handle even minor emergencies. Low-income families often require assistance for travel, health, food, housing, clothes or other one-time needs

Community Resources: Low-income residents cited a lack of resources in their communities. Limited resources that provide direct assistance to the low-income clients do not always reach those most in need. Low-income residents were concerned that there was not enough information available on how to apply for services and which agencies were providing the services. Although there are services to assist the low-income population, certain segments of the low-income population such as farmworkers, limited English speaking individuals, recent immigrants, clients residing in rural communities and youth lack the knowledge of available community resources. These resources can provide housing, transportation, childcare, etc., but often fail to reach these segments of the low-income communities.

COVID-19: The coronavirus pandemic has pushed more people into poverty through the loss of income either due to a sudden death, job loss, or business closure. Thousands more Stanislaus County residents are projected to be facing food insecurity due to the pandemic. The Census Bureau reported that 29.5% of adults in California surveyed by the Household Pulse Survey had missed a previous month's rent or mortgage payment, or had slight or no confidence that their household would be able to pay next month's during the first 12 weeks of the pandemic. The long term effects of the COVID-19 pandemic on employment/unemployment, education, health, homelessness and housing are not yet known. Economic recovery is in the early stages as state restrictions are lifted and people are able to return to a more normal life. Expectations of lasting effects of the COVID-19 pandemic on the low-income communities of Stanislaus County are anticipated and will have an impact on program design and services in 2022 and 2023.

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

Economic Conditions: Poor economic conditions reduce the growth of the low-income individuals that live in the county. Unemployment in the county has historically been higher than the national and state average. Pre-pandemic unemployment in the area was 6.5% in comparison to the 4.3% of the state and 3.5% of the nation. Approximately 43% of Stanislaus County's employed workforce commutes outside of the County to obtain jobs with sustainable wages. During the community needs assessment low income individuals expressed concerns about low wage jobs, and the need to attract higher paying jobs to the area. Stanislaus County's largest industries include agriculture and food processing which largely employ seasonal workers causing sporadic employment in the county.

Safety: The lack of safety in predominantly low-income neighborhoods reduces the growth of low-income individuals in those neighborhoods. There were a total of 2,908 violent crimes and 14,274 property crimes reported in 2019 in Stanislaus County. The low income are the most vulnerable in terms of the being able to recover from the personal impact of crimes due to lack of resources to replace property, obtain needed health care, relocate to safer areas or obtain needed assistance from the community. Residents of low-income communities cite gang related crime in their communities as a major problem. Gang related activities have been at the center of many forums and discussions within the county. While most community leaders, agencies and law enforcement have spent time and resources on gang prevention, there is no easy solution to the problem of organized gang crimes. Most agencies focus on gang prevention through the provision of services to deter youth and young adults from joining gang and committing crimes.

Health Conditions: Poor physical and mental health can reduce an individual's chances of employment and income earning potential. Stanislaus County residents identified their health as poor rose from 16.3% in 2011 to 19.8% in 2017. Disease of the heart and cancer together constituted 44.8% of all Stanislaus County deaths from 2015-2017. Social and economic issues are also risk factor in health problems like obesity. Stanislaus County saw a 45% increase in adult obesity rates from 2012 to 2017. Poor air pollution, obesity, and occupational exposure contributes to asthma. From 2008 to 2016 Stanislaus County has had higher rate of emergency hospital visits for asthma compared to the state. Mental health is as important as physical health, but can often carry negative stigma that keeps individuals from seeking the help that they need. Some risks to a person's mental health can include trauma, abuse, chronic illness, substance abuse and isolation.

COVID-19: The low-income communities were the hardest hit by the COVID-19 pandemic and will be the slowest to recover. At this time, it is difficult to predict the long-term effect that the pandemic will have on the conditions noted above, CVOC anticipates that there will be a significant impact on the most vulnerable populations of Stanislaus County.

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

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

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

Complete the table below. Insert a row if additional space is needed.

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Lack of Affordable Housing	Individual	Yes	Yes	Yes
Homelessness	Individual	Yes	Yes	Yes
Unemployment	Individual	Yes	Yes	Yes
Poverty/Working Poor	Community	Yes	Yes	Yes
Drug/Alcohol Abuse	Community	No	No	No

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

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

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

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

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

Table 2: Priority Ranking Table

Prioritize all needs identified as an agency priority in Table 1. Insert a row if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Employment Job Skills Training and Job Placement Assistance	Vocational Training, Job Search Workshops, Job Development, Job Placement, Employment Support Services	FNPI and SRV
2. Homeless Prevention and Homeless Assistance	Rental Assistance, Hotel/Motel Stays, Housing Counseling, Tenant/Landlord mediation, Referral Services	FNPI and SRV
3. Housing/Energy Assistance	Energy Payment Assistance, Home Weatherization, Appliance Replacement	FNPI and SRV
4. Education GED, ESL	High School Equivalency Classes, English-as-a-Second language Classes, Remedial Education	FNPI and SRV
5. Community Resources Accessibility to Needed Services	Community Resources Referral and Coordination.	FNPI, CNPI, SRV
6. Program Development	Planning and program expansion and development. Coordinating and collaboration to expand services.	CNPI
7. Transportation Assistance	CVOC Transportation system, bus pass, emergency transportation assistance, transportation to needed social services.	FNPI, CNPI, SRV
8. Emergency Assistance	Emergency Food, Shelter, clothing, and other services	FNPI and SRV
Agency Priorities: Rank your agency priorities.		
Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.		
Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.		

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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.

Our vision is that people in our communities have stable and secure futures.

2. Provide your agency's Mission Statement.

Our mission is to provide employment, skills training, education, and emergency services to improve the quality of life for farmworkers and underserved members in our communities.

Tripartite Board of Directors

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

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

State Plan

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

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

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

2. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers

its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), State Plan)

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

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

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

Service Delivery System

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

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

CVOC will comply with the requirement to serve eligible beneficiaries as defined by Government Code Section 12730(f). CVOC performs intake and eligibility determinations on all clients seeking any type of financial assistance under the CSBG Program/s. CVOC has developed a Client Intake/Eligibility system which ensures that clients are eligible to receive services. CVOC's Management Information Systems provides for proper documentation of eligibility for services. CVOC allows for self-certification for short-term services when clients are not able to produce verification of income. However, CVOC has access to EDD Wage Report verification information and in most cases can obtain some proof on income to determine that the client meets the income eligibility for services.

CVOC's service delivery system focuses heavily on Family Self-Sufficiency activities due to the serious family development needs of the low-income population. Given the socio-economic conditions of the county and taking into consideration economy, labor market and growth occupations, CVOC's strategy provides direct services that remove common employment barriers, provide job skills training, and job placement assistance with the goal of self-sufficiency.

2. List your agency's proposed programs/services/activities that will be funded by CSBG. Include a brief explanation as to why these were chosen and how they relate to the CNA. (CSBG Act Section 676(b)(3)(A), State Plan)

Job Skills: Vocational training in a variety of demand occupations is an integral part of CVOC's planned CSBG/CSP Program. Vocational training is designed to provide the low-income clients who face a number of barriers to employment with the skills necessary to compete for full-time employment in the demand occupations in the Stanislaus County. CVOC provides technical skills training which responds to the current competitive labor market. CSBG dollars will support staff involved in Outreach, Intake and Case Management, vocational training costs, direct client training-related support services.

Language Skills: Low income clients who have limited or lack English language proficiency are provided English-as-a-Second Language instruction by utilizing local educational agencies when available and through in-house ESL classroom instruction in CVOC training centers. This program is designed to provide limited English speakers with Basic English skills, which will enhance their ability to obtain employment. CVOC also provides the limited English-speaking clients with mini-curriculums in basic computer usage, word processing and Internet usage. CSBG dollar will support ESL instructional staff and related materials.

Remedial Education: Remedial educational instruction in Math, English, Reading and Writing skills are provided through local educational agencies and through instruction at CVOC. GED instruction is provided for low-income clients who lack a high school diploma. Basic high school education is required for most positions; providing clients with this educational requirement enhances their employability. CSBG dollars will support GED instructional staff and materials.

Availability of Jobs: The One Stop structure provides linkages with economic development efforts and access to newly created jobs for our clients. Job Developers work with private business in developing new job opportunities and negotiating On-the-Job-Training (OJT) contracts to assist

CVOC clients in obtaining that "first job." Due to the poor economic conditions in Stanislaus County, job development is a necessary activity for successful transition of clients into permanent employment. CSBG dollar will support Job Development staff, OJT contract costs, direct assistance to clients in support of employment attainment and retention.

Emergency Intervention: The immediate human need and suffering of the low-income population cannot be ignored. CVOC staff performs casework for those in need of emergency services. These services are primarily referral and follow through to emergency services already available in the community such as shelter, food, and health care and financial aid. CVOC also provides direct emergency supportive services such as food vouchers, clothing, shelter and transportation assistance (gas, car repairs, bus fare, etc.) through federal, state and local funding resources. CSBG dollars will support Case Management staff, direct emergency services provided to clients.

Development of Resources: CSBG activities and services are dependent on the ability of the agency to continue to receive current and new funding that enhances and increases the programs and services CVOC provides. Fund development activities are essential to any agency seeking to increase services and add new programs to meet the needs of the clients and low-income communities. Collaboration and Coordination activities are also an integral part program services expansion and development. CSBG dollars will support Planning and Development Department salaries and fringe.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C), (3)(C) and (D), 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747, 12760
Organizational Standards 2.1, 2.4
State Plan

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

CVOC coordinates the CSBG/CSP Program with all other programs operated by the agency or other agencies that serve the needs of low-income population of Stanislaus County. Central Valley Opportunity Center pursues a course of community involvement and cooperation for the maximum

utilization of resources. CVOC is participating in several of the current efforts to coordinate and improve the provision of education and employment services. These projects include Welfare to Work, School to Work and One Stop Shop initiatives. CVOC's approach is to provide its participants with supportive services through an active referral program to community resources capable of providing the desired service. Relations with other service deliverers have been established through financial and non-financial agreements. Other cooperative relationships have been developed through over 40 years of working together to improve our communities.

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

CVOC has active representation on the Stanislaus County Workforce Innovation and Opportunities (WIOA) Boards and MOU and service agreements that include the development of policies and service systems to increase employment and training services to the low-income population of Stanislaus County. CVOC has a service MOU agreement with the Human Services Department in Stanislaus County and has partnered with this agency on Welfare to Work project. CVOC has operated several projects in conjunction with the local Employment Development Department for providing Rapid Response for dislocated agricultural workers. During 2021 in response to the COVID-19 pandemic, CVOC developed partnerships with the County of Stanislaus agencies to coordinate and provide direct services to the low-income and agriculture workers.

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

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

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

CVOC's strives to maximize services by leveraging CSBG funds with other public and private resources both within the agency and through participation in cooperative programs with other

agencies. Some examples of this includes; CVOC utilizes Workforce Innovation and Opportunity Act funds to augment CSBG employment in training activities targeting youth, migrant and seasonal farmworkers and dislocated agriculture workers. CVOC utilizes High School Equivalency funds to enhance CSBG services in the areas of high school diploma and GED attainment. CVOC utilizes LIHEAP and DOE energy program, funds to provide energy related payment assistance, assistance with appliance replacement and weatherization and solar installations. CVOC has received various emergency assistance and jobs programs for residents in Stanislaus County. CVOC's received funding to operate Cal Works Job Search which serves current Cal Works/Cal Fresh recipients in securing employment, through structured job search activities. Through the leveraging of these resources and other resources, CVOC provides a much broader range of services and more comprehensive activities to the low-income clients.

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

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

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

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

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

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

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 child care. (CSBG Act Section 676(b)(1)(B), State Plan)

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

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

CVOC has active representation on the Stanislaus County Workforce Innovation and Opportunities (WIOA) boards and has worked with them in the development of policies and service systems that include service to the low-income population of Stanislaus County. CVOC participates in monthly Workforce Development meetings, development of Workforce Service Plans, participates in staff cross training, works with local shared technology development efforts, works with committee on issues of standardization, such as assessment, job development, facility design and other related issues. These efforts have improved the integration of the different partners systems.

CVOC has a service MOU agreement with the Department in Stanislaus County and has partnered with One Stop through the cross utilization of staff and standardized operating procedures. Based upon the common understanding developed through on-going efforts, the local Workforce Development groups are successfully operating service systems. Based upon the local partnership, CVOC has a good understanding of the local priorities, operating concerns, structures and our role in the local system.

CVOC has operated several projects in conjunction with the local Workforce Department. CVOC has contracted to jointly provided Dislocated Agricultural Worker WOIA Adult and Youth projects. In addition to working with the Department, CVOC has co-enrolled clients with the local Department of Rehabilitation, Social Services Cal Works and Housing Authorities.

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

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

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

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

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

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

Monitoring

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

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

CVOC utilizes the following systematic approach to monitoring all grants and programs operated by the agency:

Compliance Monitoring: To ensure that the requirements of a specified agreement or document are met. These are the Act Regulations, Annual Plan and any sub-agreement entered into under this grant as the documents against which compliance is monitored.

Plan versus Actual Monitoring: Provides CVOC with current information on the extent to which programs and various components are achieving goals in the Annual Plan or sub-grant contract. Using MIS reports, an analysis can be used to assess progress toward goals and objectives, to identify existing or emerging problems, and to indicate if corrective action should be initiated.

Managerial Monitoring: To review the quality of the program and effectiveness of services to participants. Program planners will "troubleshoot" problems identified through desk or compliance review, determine corrective action, provide technical assistance, and provide daily liaison with the agency or program to ensure that corrective action occurs.

Monitoring activities are operated through CVOC's Planning unit. Additional monitoring is conducted by CVOC Board of Directors through review of reports to the board and evaluations of the Strategic Plan goals and outcomes. CVOC conducts annual and monthly program evaluations. Program design includes performance measures, as well as procedures for obtaining required information, in order to conduct evaluation of the programs.

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.

N/A – CVOC does not use subcontractors

Data Analysis and Evaluation

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

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

CVOC has a formal monitoring and evaluation structure which is utilized for controlling all the corporation's activities. The following brief outline summarizes the steps which are taken to track and report the CSBG program's progress.

- At the start of each program year, staff receive an orientation to the goals and activities of the program. Reporting forms and requirements are distributed and reviewed to ensure an understanding of the required reporting procedures.
- In-house reports are submitted by staff on a monthly basis to the County Director, who reviews them for completeness, accuracy and to determine the level of activity within each component of the program. Based on this information, the County Director will make staffing changes or other program modifications. The County Director submits reports to the Planning Unit before the 5th working day of each month.
- The Planning Unit prepares reports or will directly notify the Executive Director of program performance levels and areas of concern. Quarterly reports are submitted to the Executive Director for review and submission.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

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

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

Additional Information (Optional)

Disaster Preparedness

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

Yes

No

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

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

CVOC's internal methods of remaining operational during a disaster require that management teams meet to develop written plans and procedures in response to the disaster. Rather than a single plan, CVOC has a method of development of a response to a disaster which includes a written plan/directive/s specific to the need to remain operational.

Agency Capacity Building

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

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

Federal CSBG Programmatic Assurances and Certification CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

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

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

Public Agency - Standard 4.1 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.

Category Six: Strategic Planning

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

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 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
Stanislaus County Community Needs Assessment	C

Appendix C

COMMUNITY NEEDS ASSESSMENT STANISLAUS COUNTY



2021 Community Needs Assessment of Stanislaus County

Prepared by the CVOC Planning Department

CVOC Community Needs Assessment Introduction

Central Valley Opportunity Center's Community Needs Assessment of the low-income population of Stanislaus County consisted of a review of CVOC's Strategic Plan, review of current program operations, evaluation of program effectiveness, community meetings, solicitation of input from the community at large, coordination meetings with other service providers as well as examination of the community profile and identified needs of the low-income population of the county. CVOC conducted a Community Needs Assessment Survey and sent/handed our surveys out to our stake holders. The results of this Community Needs Survey are included.

To ensure that CVOC's Community Needs Assessment is comprehensive, CVOC participates in development, coordination and planning activities with a wide variety of community organizations that are involved in assessing the needs of the low-income and targeted populations. CVOC's 5 year Strategic Plan, completed during 2016, included a Community Needs Assessment and these indicators are included in this Needs Assessment.

Community Profile

Stanislaus County is located in the San Joaquin Valley, in the heart of California's Central Valley. The County is bordered on the north by San Joaquin County, the east by Mariposa, Tuolumne, and Calaveras Counties, the south by Merced County, and the west by Alameda and Santa Clara Counties. The County's total area is 1,521 square miles, approximately 973,440 acres. Two of California's major north-south routes, Interstate 5 and Highway 99, intersect the county. There are three major rivers in Stanislaus County: the Stanislaus and Tuolumne Rivers, running east to west, and the San Joaquin River running north to south. Stanislaus County continues to be an agricultural county in transition. Prior to 1960 most of the County's population lived on farms; at the time of the 2010 Census the population of the nine incorporated cities was just over 3 times that of the unincorporated area of the County. While its economic base remains predominantly agricultural, the County's economy continues to diversify.

Stanislaus County, CA has a population of over 550,660 with a median age of 34.5 and a median household income of \$60,704. Between 2010 and 2019 the population of Stanislaus County, CA is estimated to have grown from 514,453 to 550,660 a 7% increase.

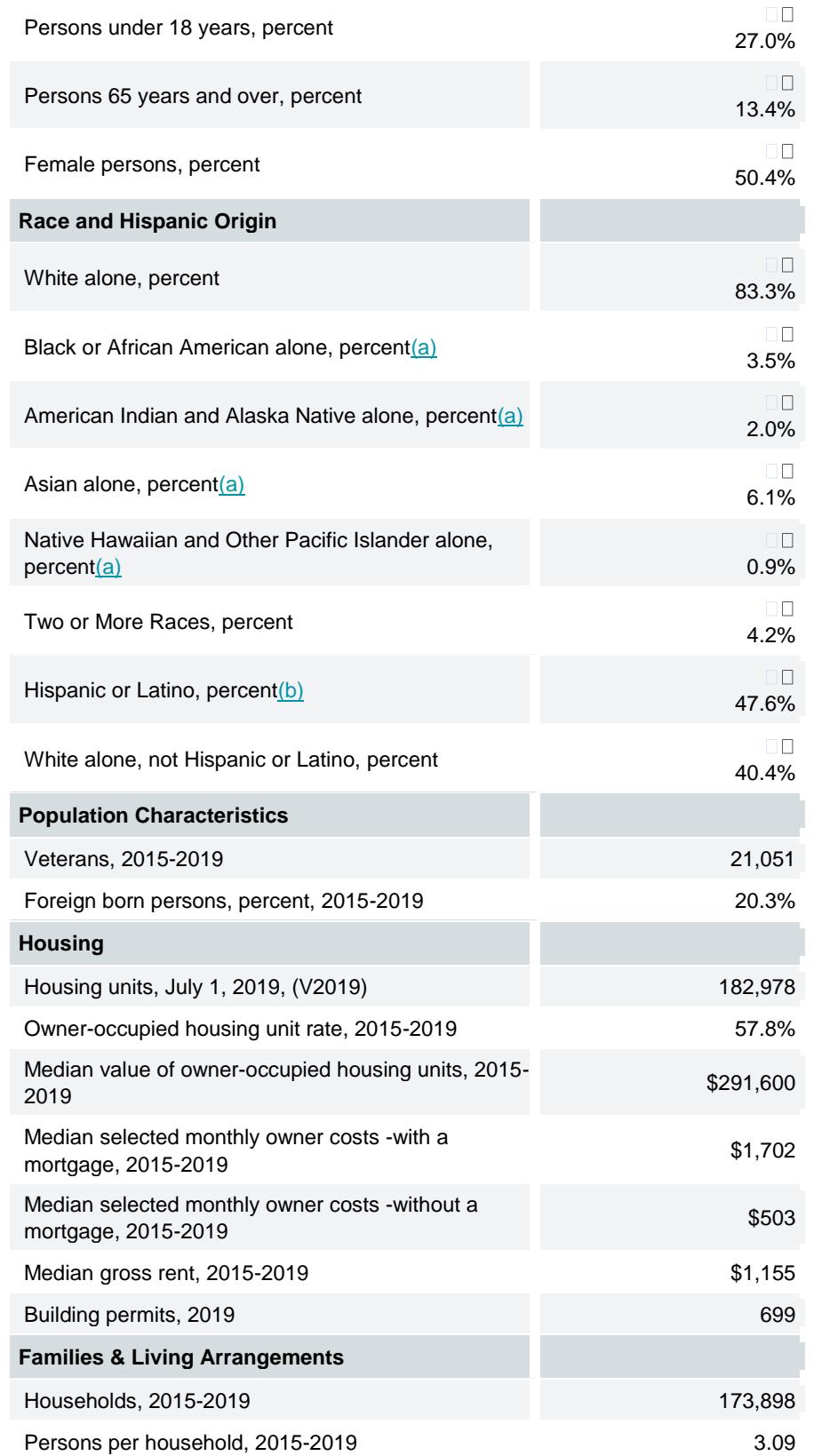
The population of Stanislaus County, CA is 50.4% female and 49.6% male with the median age of 34.5 year. Native-born citizens, with a median age of 29, were generally younger than foreign-born citizens, with a median age of 48.

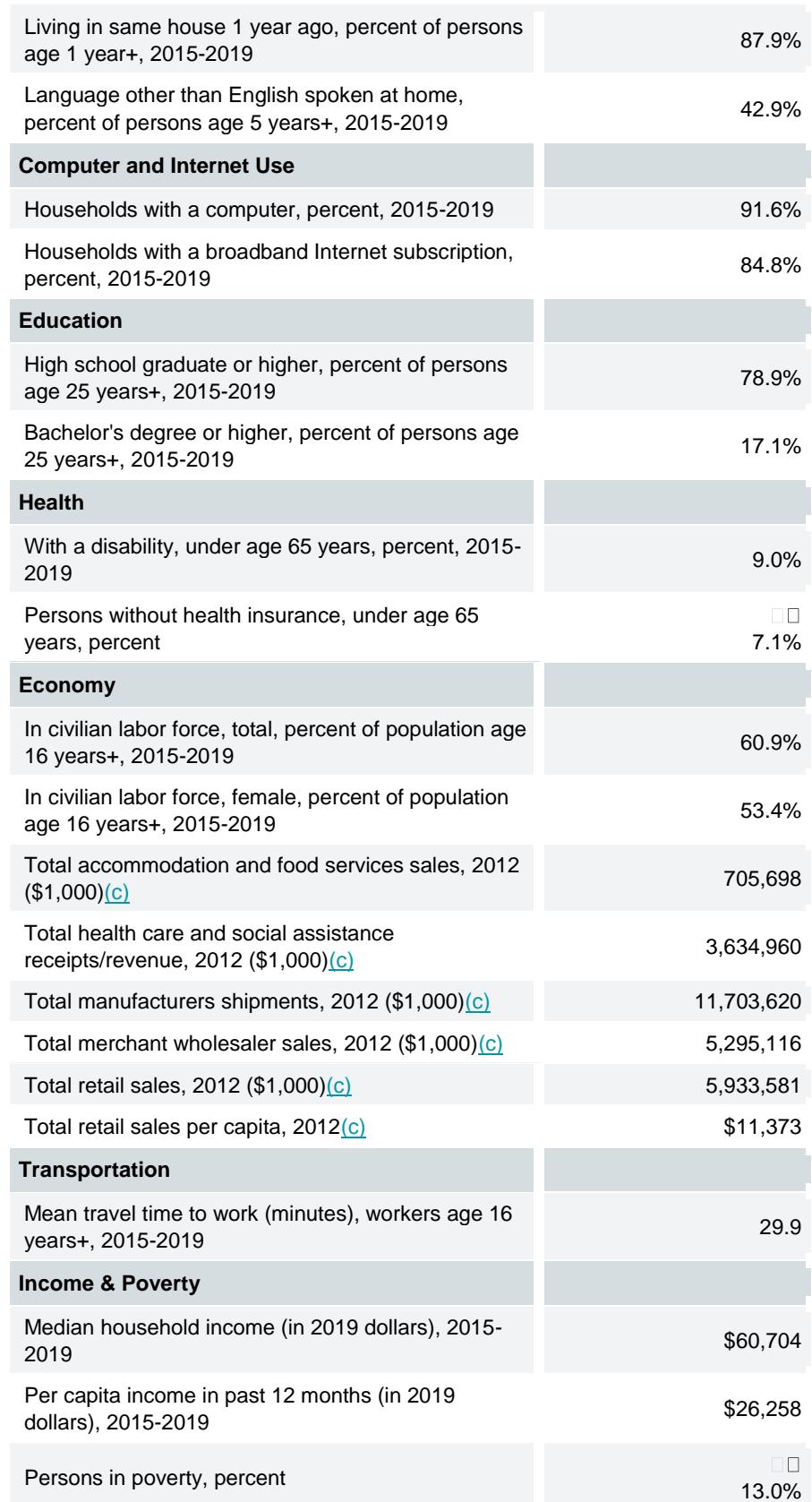
The population of Stanislaus County, CA is 47.6% Hispanic or Latino, 40.4% White and 6.1% Asian, 3.5% African American and 4.2% other races or two or more races. ‘

The largest college and university in Stanislaus County, CA are Modesto Junior College and California State University-Stanislaus. CSU Stanislaus awarded a total 2,599 degrees from June 2018 to July 2019 with a high majority of graduates being Hispanic and Latino students. In the same time frame, Modesto Junior College awarded 3,677 certificates and degrees with a high majority of students also being Hispanic and Latino.

Selected Statistic from US Census

Population	
Population estimates, July 1, 2019, (V2019)	550,660
Population estimates base, April 1, 2010, (V2019)	514,450
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	7.0%
Population, Census, April 1, 2010	514,453
Age and Sex	
Persons under 5 years, percent	7.1%





BUSINESSES

Businesses

Total employer establishments, 2019	9,279
Total employment, 2019	145,805
Total annual payroll, 2019 (\$1,000)	7,026,189
Total employment, percent change, 2018-2019	0.5%
Total nonemployer establishments, 2018	30,181
All firms, 2012	33,036
Men-owned firms, 2012	16,930
Women-owned firms, 2012	11,455
Minority-owned firms, 2012	13,341
Nonminority-owned firms, 2012	18,348
Veteran-owned firms, 2012	2,914
Nonveteran-owned firms, 2012	28,584

[About datasets used in this table](#)

Poverty

Over 94,000 or 13% of the population for whom poverty status is determined in Stanislaus County live below the poverty line, a number that is higher than the national average of 10.5% and the State average of 11.8%. The largest demographic living in poverty are Females 25 - 34, followed by Females 35 - 44.

Fifty-three (53.5%) of all Stanislaus county residents are considered rent burdened households which, by definition, means that slightly over half of county residents are paying 30% or more of their income for rent. Over 20,379 (11.7%) receive public benefits or SNAP benefits in 2019. The sections that follow provide additional detailed information and analysis of these statistics and other factors that contribute to the conditions of poverty in the county.

Unemployment

The unemployment rate in the Stanislaus County was 8.8% in March 2021, down from a revised 9.1% in February 2021, and above the year-ago estimate of 7.6%. This compares with an unadjusted unemployment rate of 8.2 percent for California and 6.2 percent for the nation during the same period. The top three areas in Stanislas County with the highest percent of unemployment are West Modesto at 20.4%, followed by Bret Harte 18.6%, and last the City of Newman with 13.2% unemployment. County residents are seeking more employment opportunities, especially jobs with higher wages and benefits. The low-income and limited skilled, who are employed, work in low-wage, part-time service jobs or in the highly seasonal agriculture sector. Many people believe that

diversification of the economy is necessary to counteract the seasonal employment pattern.

Due to the COVID-19 pandemic many businesses closed both temporary and permanently, causing large layoffs of staff. The leisure and hospitality industry in the county have seen the highest job loss with 3,700 less jobs from March 2020 to March 2021. According to the EDD Warn Report from July 2020 to present time Stanislaus County has had 839 permanent layoffs, and 470 temporary layoffs.

Education

Stanislaus County has large populations of migrant and seasonal farmworkers and recent immigrants. A large percentage of MSFW's and recent immigrants are limited English speaking and have low educational levels or little to no formal education in the United States.

Approximately 83,068 individuals living in Stanislaus County speak little to no English, and 62, 676 of those were Spanish speakers who reported that they speak little to no English. Approximately 40,006 individuals over 25 years of age have less than a 9th grade education and 28,793 have a 9th – 12th grade education but have not attained a high school diploma. Statistics from the Department of Education show school districts in Stanislaus County have dropout rates as low as 2.2% in some districts, but some as high as 19.10% during the 2018/2019 school year. Schools with the highest drop out rates are those located in the low-income communities as well as some of the rural farming communities. Since most employers require that employees be able to communicate in English and have at least a high school diploma or equivalent. The lack of English language ability and low educational levels make it difficult for these segments of the population to obtain employment. In the chart below the correlation between earnings and education is evident. It can be surmised that households earning a median income of \$30,057 containing 4 or more family members are only living slightly above the poverty line, but do not earn enough to further their upward mobility as they are below the lower living standard income for Stanislaus County.

Educational Attainment and Income			
	Median Salary	Educational Attainment	
		Stanislaus County	California
Less than HS diploma or GED	\$30,057	19.6%	16%
HS diploma or GED	\$34,432	30.6%	20.6%
Some college / Associate's degree	\$42,469	32.4%	28.5%
Bachelor's degree	\$62,802	12.4%	21.9%
Graduate or Professional degree	\$86,962	4.9%	13.1%

The lack of adequate education and language skills also impeded families from obtaining necessary information and services on various social issues. A broad spectrum of individuals in the community need educational services including recent immigrants, high

school dropouts, youth and the low-income population in general. Education on social problems is important to the whole population.

Housing and Homelessness

Stanislaus County's homeless population continues to increase. The high cost of living and the increase in the cost of housing, the foreclosure rates coupled with an unemployment rate of 8.8% to over 9%, create increases in the number of persons who are homeless or at risk of becoming homeless. Due to the seasonal nature of agricultural related employment, the field and cannery workers are faced with crisis situations during lay-off periods. Families on limited incomes such as Cal Works, SSI, and SSA continue to have a difficulty paying the high cost of housing, utilities and food. Additionally, COVID19 has decimated the small safety nets that families living right above the poverty line or below and may have pushed many into homelessness.

Stanislaus county's 2020 homeless count, conducted prior to the start of the pandemic, turned up 2,107 men, women and children living in shelters, cars, parks, on the streets and elsewhere. Similar homeless counts conducted in Stanislaus County since 2005 have tallied 1,156 to 1,923 homeless people. (Read more here: [PowerPoint Presentation \(stancounty.com\)](#)). One factor in assisting families in participating in training and educational programs is through the provisions of emergency/stabilizing services. Low income persons who are going through crisis situations are most vulnerable. According to the 2020 Point In Time count, the Reasons Became Homeless top 6 are:

- 1. Abuse/Violence in the Home**
- 2. Asked to leave**
- 3. Alcohol/substance abuse**
- 4. Unable to pay rent/mortgage**
- 5. Lost job/couldn't find work**
- 6. Illness (Self or other)**

Housing is a problem for many low income persons. The Stanislaus County Housing Authority operates over 1,500 units for low-income families: 24% of those units are more than 40 years old and 60% are more than 25 years old. The Housing Authority also administers 2,500 units under the assisted rent program and has waiting list of up to 2 years. The demand for affordable housing is rising with an average waiting time of 6 months to 1 year. The current housing stock in Stanislaus County is inadequate to meet the need of the low/moderate income residents. In addition, housing stock constructed prior to 1975 is often not energy efficient. The consequence of little to no insulation is high energy costs. Low income residents cannot afford to weatherize their homes. Low-income persons have difficulty securing safe, affordable and energy efficient housing.

Housing Affordability

Low income individual, and community partners identified affordable housing as one of the highest needs in the community. According to current standards, households

spending more than 30% of their income, including utilities, are generally considered to be overpaying. Households paying 50% or more of their gross income for housing are considered to be severely overpaying. Overpayment is more predominant in lower-income households, especially those who rent. Approximately 86% of extremely low-income households are severely overpaying compared to just 4% of moderate-income households, and 17,7988 low income renters do not have access to affordable housing. The average asking rent is \$1,237 a month, but income needed to afford average asking rent is \$4,123 a month. The average wage for farmworkers is \$13.10 and \$14.68 for service industry jobs, yet renters would have to make close to \$23.79 an hour to be able to afford the average two-bedroom unit in the county.

The percentage of home buyers who can afford to purchase a median-priced single-family home in Stanislaus County has declined from 51% to 44% in the past year alone. The California Association of Realtors calculated that the median home price in Stanislaus County is now \$400,000 with an average monthly payment of \$1,820.00. The minimum qualifying income for a home is now \$72,800, which is higher than the median income of \$60,704.

Overcrowded households are defined by the US Census Bureau as occupied by 1.01 or more persons per room, excluding bathrooms and kitchens. Units with more than 1.5 persons per room are considered severely overcrowded. Overcrowding is often tied to income and household size. Large lower-income families tend to have greater difficulty finding an affordable dwelling unit appropriate for their family size, which can lead to health and safety concerns. A total of 2,413 households (944 owners and 1,469 renters) were considered overcrowded and 623 households (229 owners and 394 renters) were classified as severely overcrowded in the county, for an overall average of 8.8% of overcrowded households in the unincorporated county.

Service Accessibility

During the Needs Assessment process, low-income residents were unaware of various programs and services available in Stanislaus County. Additionally, low-income persons were uncomfortable with the application process required to access various social services. One of the many needs found in the county through the Needs Assessment process was the need for broader eligibility requirements. Limited English-speaking persons expressed problems in accessing services due to language barriers and a general lack of understanding of the application processes. Residents of rural areas in Stanislaus County face difficulties in applying for and receiving services as the majority of the service providers are located in the City of Modesto and transportation to assistance services is needed. The low-income population in general needs information and referral assistance and many individuals need assistance in applying for services.

Nutrition and Hunger

Persons living below the poverty level do not have the ability to purchase a nutritionally adequate diet. Hunger and poor nutrition have negative effects on all people, but are

particularly devastating to children, elderly, and persons with health problems. In Stanislaus County, approximately 94,000 persons live below the poverty level. Approximately 24,582 of these are children under 18. In 2019 estimates showed that 11.8%, over 64,300 people in the county face food insecurities. Due to loss of income from COVID-19 there has been an increase in the number of individuals suffering of food insecurity. The projected 2020 food insecurity rate for Stanislaus County is 15.2% mean that approximately 19,400 more people are facing food insecurity due to the pandemic. Many families visit the food banks on a monthly basis to supplement their nutritional resources with donated food. The Needs Assessment found food assistance as one of the top needed services in the community.

Health and Care Access

Poor physical and mental health can reduce an individual's chances of employment and income earning potential. Stanislaus County residents identified their health as poor rose from 16.3% in 2011 to 19.8% in 2017 and those that identified their health as good decreased by 13% during the same time frame. Stanislaus County, like more of the United States is facing a shortage of physician. From 2015 to 2018 all types of primary care physician, including those for mental health, have decreased by 21%.

Health care costs have continued to rise and even for individuals with insurance co-payments and deductibles can be high. No cost and low cost clinics are unable to meet the needs of those who lack back health care. Lack of knowledge of how to access health insurance appears to be a problem for those that are socially isolated due to language barriers or legal residency issues.

Mental health is as important as physical health, but can often carry negative stigma that keeps individuals from seeking the help that they need. Some risks to a person's mental health can include trauma, abuse, chronic illness, substance abuse and isolation. Stanislaus County Health Services Agency reported that 91% of focus groups identified Mental Health as a community health need during the 2020 Community Health Assessment. During the health assessment conducted by the county residents reported an additional half a day per month on average of mental unhealthy days compared to the state average.

Crime and Safety

Crime has a negative affect on all person's lives and communities. There were 2,908 violent crimes and 14,274 property crimes reported in 2019 in Stanislaus County. The impact of these crimes can have secondary effects on the victims and their families which includes loss of income, loss of property, lasting physical and emotional issues as well as lasting pain and suffering. The low income are the most vulnerable in terms of the being able to recover from the personal impact of crimes due to lack of resources to replace property, obtain needed health care, relocate to safer areas or obtain needed assistance from the community. During our Needs Assessment CVOC found that Crime/Gang Violence was the 6th highest concern among community members.

Community Resources

During the Community Needs Assessment process, it became very evident that there were far more pressing social needs in the community than existing resources could begin to address. The community social service network is challenged by changes in operating structures, budget constraints/budget cuts and is in need of continued comprehensive coordination efforts. In order for local agencies to be competitive in state, national and private grant competitions coordination, development and planning activities are an essential part of agency development and resource broadening efforts. There is a need for coordination efforts and community collaboration to seek competitive social service funding to supplement the local social service network.

COVID-19

During the Community Needs Assessment process, it became very clear that the community is struggling with the effects of COVID19 and may continue to struggle as the nation begins to recover. Stanislaus County has had as of now a total of 55,948 cases since March 2020, and 1,064 total deaths. Low-income individuals have expressed their needs for proper PPE and household essential during the community needs assessment process. Lower income neighborhoods in the county have had the highest number of COVID-19 cases. According to the Household Pulse Survey 29.5% of adults in California reported missing a previous month's rent or mortgage payment, or having slight or no confidence that their household could pay next month's during the first 12 weeks of the pandemic.

The chart below is an analysis of the assistance programs in Stanislaus County and their effectiveness in terms of meeting the needs of the low-income population.

<u>Agency/Programs</u>	<u>Effectiveness of Assistance to the low-income population</u>
Workforce Investment Act/Employment and Training Programs	CVOC is the program operator for the WIOA167 MSFW program and as such coordinates with the Stanislaus County WIOA programs. The WIOA mainstream programs provide employment and training opportunities for low-income clients seeking training and employment.
Employment Development Department	The Employment Development Department provides targeted assistance to unemployed workers who have been dislocated or laid off from their jobs to find jobs. Although they are a valuable source of job opportunities, there is limited assistance for the unskilled worker in obtaining employment and training opportunities other than referral services to employment and

	training programs. EDD outreach to the unemployed in need of training services provides a valuable referral service to CVOC's clients.
Stanislaus County Schools	Programs for limited and mono-lingual clients are limited. Limited assistance is available through the school district for youth who have recently dropped out of the school system. Continuation school is also targeted to recent dropouts and is not designed to provide assistance to the older high school drop-outs.
County/City Business Development	Small business development assistance is limited.
Food Banks	Food banks in CVOC's service area are a valuable resource for emergency food. The amount and types of food are limited and outreach efforts to inform clients of nutritional programs available is limited to relatively small service areas or groups
Stanislaus County Housing Authority	Housing Authorities have limited resources to provide services such as migrant housing and subsidized housing. Waiting lists for subsidized housing are 2 to 3 years and migrant housing is limited. Housing rehabilitation and home repair funding is not available to renters.
Salvation Army	The Salvation is a valuable resource for clients in need of emergency assistance. The Salvation Army locations are primarily in the major cities in CVOC's service area and access is limited if clients do not have transportation to the sites.
Health Centers and Clinics	Health clinic and centers that provide low-cost/no-cost medical services are a critical resource for medical care for low-income clients. Several of these clinics target the rural areas. However as with most services the need is much greater than the capacity of these clinics and waiting lists for non-critical care appointments can take months. Due to funding cutback, some local clinics in the rural areas have closed or only are open a few days per week.
Stanislaus County/Modesto, Riverbank, Oakdale, Turlock, Ceres, City Programs and Services	Various programs and services such as city parks and recreation departments, police activities/services, mental health departments, etc have many valuable services. In CVOC's service area, few services are free and are limited

	to the most populated areas. City and County services in the rural areas are few. Bi-lingual staffs are not always available to assist clients in understanding and applying for services.
Stanislaus County Department of Human Services, Department of Social Services (Cal Works, Cal Fresh (SNAP)	Services such as Cal Works, Cal Fresh, Medi Cal, etc are provided by the county social services departments. Although these services are utilized by many low-income clients, the focus is to move client off of the public assistance system.
United Way Stanislaus County Modesto	Various programs and services either direct or through subcontracts with other organization. Due to limited funding, and budget cuts, program services are limited and not always available especially in the rural areas.
The Bridge Family Resource Center	Services are limited to the southeast Asian population. Funding cuts have reduced the type and scope of services provided.
West Modesto King Kennedy Neighborhood Collaborative	Services are directed to seniors and youth. Services such as health, food/meals, recreation, tutorial and education services have been reduced or eliminated/
Haven's Women's Shelter of Stanislaus County	Shelter, crisis counseling and emergency services, domestic violence programs are limited to victims of domestic violence only.
Children's Crisis Center Modesto	Shelter for abused children, Respite Case, Family Line, Case Management, and Parenting Classes continue to be at risk of elimination due to budget cuts.
Community Housing and Shelter Service Modesto	Shelter and Housing Services continue to be a critical need as homeless families in Stanislaus county increase. Recent economic downturns, housing foreclosures have increased those seeking housing and shelter assistance.
American Red Cross Modesto	Although these services are vital in times of crisis, clients can only access services from this agency during disasters.
Interfaith Ministries Modesto	This agency has very limited funding mainly from donations. Most programs and services offered are very limited and not always available.
Second Harvest Food Bank of San Joaquin and Stanislaus Counties	Food distribution continues to be cut due to the lack of donated food. The variety and amount of

food available continue to decline. Recent closures of food processing plants in Stanislaus county have reduced the amount of donated food.

Community Needs Assessment Survey Introduction

CVOC, as part of the ongoing assessment of community needs, completed a process of needs assessment surveys, community meetings and data gathering to identify conditions and causes of poverty in Stanislaus County. A Community Needs Assessment Survey was handed out to current clients, sent out to local service providers, provided to all staff to distribute at community events, and posted on our Website. During April 2021 through May 2021, 92 surveys were completed and submitted providing ranks of the needs of their communities. (See copy of Survey) In addition 3 Community Meeting were held to discuss the needs of the low income and farmworker communities. The summary below provides a review of the Community Needs Assessment Surveys and community meeting as well as the results and analysis of the surveys and community meetings.

Community Meeting Summary - CVOC Stanislaus County

The following is a report on the Community Needs meetings that took place at the following locations in Stanislaus County:

- April 28 2021 at 10:00am- CVOC Modesto Office, 1801 H St. Modesto CA, 95354
- May 5 2021 at 10:00am- Virtual Meeting via Zoom
- May 12 2021 at 10:00am- Virtual Meeting via Zoom

In order to mitigate the spread of COVID-19 CVOC partially conducted its survey using online surveys with links and QR codes distributed to community partners, staff, customers, and community members.

Other Locations where physical surveys were collected:

- CVOC Modesto Office A4
- CVOC Modesto Office B1
- CVOC Ceres WX and HEAP

Leading the Community Needs Meetings were CVOC staff, Jessica Fregoso and Alejandro Alberto. Additional staff helping with survey distribution were Gabriela Calderon, Lucina Herrera, Sandra Arellano, Martha Villegas, Maria Souza, Jacqueline Santos, and Karmela Ovro.

1. Rank the following community problems in the county/your community from 1 to 11 with 1 being the most pressing problem and 11 being the least. (An Excel Spread sheet was used the CONTIF formula to obtain the most accurate needs from 1-11)

a) Unemployment:	3	g) Lack of Affordable Housing:	1
b) Homelessness:	2	h) Lack of Public Transportation:	9
c) Crime/Gang Violence:	6	i) Lack of Community Resources	10
d) Healthcare Access:	5		
e) Illiteracy/HS Dropout Rates:	7	j) Poverty/Working Poor	4
f) Drug/Alcohol Abuse:	8	k) Other	11

2. Apart from the social problems listed in Question 1 (above), are there other urgent social problems in your community or in the county. If so, list them below. Other social problems reported by the community are listed

- Lack of affordable childcare
- Lack of support and services for undocumented residents
- Lack of adult English classes
- Food and money insecurities

3. List the top 5 community Needs/Services that you think CVOC should be addressing. (Listed are the top five found on Surveys)

- Affordable Housing
- Broad Eligibility Criteria
- Homelessness and Poverty
- Unemployment
- Add more trainings, rental assistance, drug counseling, shelter assistance, food.

4. In the space provided below, provide any other comments related to the needs of your community or CVOC services and programs. (Most common comments in the surveys)

- CVOC can benefit the community through additional involvement such as mobile application sites for all services.
- Less restrictive asset limits for public assistance. How do we expect poor people to escape poverty if we have to get rid of reliable cars or not have emergency savings.
- More online applications
- rent keeps going up and job don't pay a living wage or offer benefits
- Mortgage Assistance
- additional utility assistance not just for gas and electricity
- People need more pandemic related assistance; the pandemic has left people worse off than they already were.
- Some streets needing light and sidewalks.
- Help people with bus passes, vehicle registration fees, gas cards, or car repairs
- Open up a permanent office in Newman/Patterson area
- Needs affordable housing throughout the county.
- There should be a focus on providing Hispanic about banking, investing, building credit, savings, and retirement accounts. Social Security benefits will not be enough for aging farmworkers
- Job Placement with jobs that offer great benefits, 401K and pension with quality healthcare. Set us up for success because that is why we are here to change our lives.
- need for more low barrier shelters
- need better jobs, cost of everything has gone up but employers do not pay enough or give enough hours
- training, utility assistance, rent assistance, bus vouchers, food assistance
- I think English classes would be nice.
- end the criminalization of homeless people
- MIS makes it incredibly difficult to obtain rental assistance. Clients are left very disappointed after they bring all their documents and they do not qualify or they are asked to bring even more documents. Case managers do everything they can in order to help the client but MIS puts many obstacles.
- Add internet-based program applications

- Having a food/supply pantry would help when there are shortages of items because of the pandemic. People drove up prices by panic buying and it left people that live on a budget without many essentials
- the building of affordable starter homes
- Affordable housing, lighting, better roads and sidewalks
- CNA or EMT training would be nice

5. List any comments made by the attendees.

- CVOC is very helpful to the community. It opens doors with their trainings.
- I am thankful for the rental and utility assistance program CVOC has. They helped me when I needed it the most.
- I have taken a training at CVOC and it helped me get a better job.

Needs Identified	Source Abbreviation (See Key Below)
Surveys and testimony at Community Meetings indicate that there is a need for Affordable Housing. From 92 surveys 18 people ranked this need as number 1	PVS,CBO,LIP, FB, PS, EDO
Surveys and testimony at Community Meetings indicate that there is a need for more Homelessness Assistance. From 92 Surveys 22 people ranked this need as number 2	PVS, CBO,LIP, FB, PS, EDO
Surveys and testimony at Community Meetings indicate that there is a need for Unemployment assistance. From 92 surveys 14 people raked this need as number 3	PVS, CBO, LIP, FB, PS, EDO
Surveys at Community Meetings indicate that there is a need for Poverty/Working Poor Assistance. From 92 Surveys 15 people ranked this need as number 4	PVS,CBO,LIP, FB, PS, EDO
Surveys at Community Meetings indicate that there is a need for Drug/Alcohol Assistance. Form 92 Surveys 13 people ranked this need as number 5.	PVS, CBO,LIP, FB, PS, EDO
Abbreviation Key: LIP (Low Income Person) CBO (Community Based Organization) FB (Faith Based Organization, PS (Public Section) PVS (Private Sector), EDO (Educational Organization)	

Customer Satisfaction Question Results

Question 4. If you have used or are familiar with CVOC's programs and services, please complete the following scale. Please rate the quality and effectiveness of CVOC's services

1=Poor; 2=Fair; 3=Good; 4=Excellent; DK=Don't Know

	1	2	3	4	DK
a) Community Outreach	0	17	15	47	5
b) Emergency Services	2	4	19	49	12
c) Case Worker Services and Eligibility Assistance	1	6	20	49	12
d) Educational Classes	2	4	13	45	18
e) Vocational Training Classes	0	2	3	13	11
f) On-the-Job Training, Work Experience, TJP	1	2	13	34	34
g) Employment Assistance, Job Search and Job Placement Services	0	3	15	34	33
h) Energy Payment Assistance and Weatherization Programs	2	4	15	54	11
i) Other	1	2	2	20	29
What overall ranking would you give CVOC for its performance in providing services in the county/community?	2	2	19	59	6

5. List the "Other" CVOC's programs and services that were provided in the question above.

- COVID PPE kits
- Needing Automobile services for low income
- Food assistance for farmworkers

Sources:

1. <https://www.census.gov/quickfacts/fact/table/stanislauscountycalifornia/PST045219>
2. <https://nces.ed.gov/ipeds/use-the-data>
3. <https://censusreporter.org/profiles/05000US06099-stanislaus-county-ca/>
4. [https://www.labormarketinfo.edd.ca.gov/file/lfmonth/mode\\$pds.pdf](https://www.labormarketinfo.edd.ca.gov/file/lfmonth/mode$pds.pdf)
5. <https://www.stancounty.com/newsfeed/pdf/20200911-homeless.pdf>
6. <http://www.stancounty.com/planning/pl/gp/current/gp-chapter6.pdf>
7. <http://www.schsa.org/pdf/press-releases/2020/20-40-cha.pdf>
8. <https://map.feedingamerica.org/county/2019/overall/california/county/stanislaus>
9. [Worker Adjustment and Retraining Notification \(WARN\)](#)
10. <https://data.census.gov/cedsci/table?q=HOUSING%20BURDEN&g=0500000US06099&tid=ACSDP5Y2019.DP04&hidePreview=true>
11. <https://openjustice.doj.ca.gov/exploration/crime-statistics/crimes-clearances>
12. https://1p08d91kd0c03rlxhmhtydpr-wpengine.netdna-ssl.com/wp-content/uploads/2020/05/Stanislaus_Housing_Needs_Report_2020-HNR.pdf
13. <http://www.schsa.org/coronavirus/>