COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

2018-2019

County of San Diego Community Action Plan

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Purpose

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

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

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 676b (11) eligible entities must complete a Plan, as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a Community Needs Assessment in the Plan for the community served.

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) Information Memorandum (IM) #138 dated January 26, 2015, CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive Community Needs Assessment. COMMUNITY ACTION PLAN responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive Community Needs Assessment.

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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

COMMUNITY ASSESSMENT

Public Agency - Standard 3.1: Department conducted a community assessment and issued a report within the past 3 year period, if no other report exists.

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

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

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

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

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

Standard 4.3: The organization's /department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle.

STRATEGIC PLANNING

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

STATE PLAN AND APPLICATION REQUIREMENTS

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the COMMUNITY ACTION PLAN by eligible entities is included in CSDs biennial State Plan and Application.

COMMUNITY SERVICES BLOCK GRANT
2018/2019 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION

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

FROM: County of San Diego, Community Action Partnership, 1255 Imperial Avenue, Suite 720, San Diego, CA 92101

Agency Contact Person Regarding Community Action Plan

Name:	Maggie Lujan		
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CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

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

Board Chairperson — Date: 6/7/2017

Executive Director — Date: 6/7/2017

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2018 - 2019 Community Action Plan Checklist

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

☒ **Cover Page and Certification**

☒ **Table of Contents**

☒ **Vision Statement**

☒ **Mission Statement**

☒ **Comprehensive Community Needs Assessment**

☒ **Documentation of Public Hearing(s)**

☒ **Federal Assurances**

☒ **State Assurances**

☒ **Individual and Community Eligibility Requirements**

☒ **Monitoring and Evaluation**

☒ **Data Collection**

☒ **Appendices (Optional)**

Vision Statement

The Community Action Partnership (CAP) of San Diego is part of the County of San Diego's Health and Human Services Agency. The vision of CAP San Diego is aligned with the national vision below:

"Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other."

CAP San Diego's Vision directly supports the County of San Diego's Vision of a region that is Building Better Health, Living Safely and Thriving, also known as *Live Well San Diego.*

Mission Statement

CAP San Diego's mission is to:

"Empower economically disadvantaged individuals and families, including newly arriving refugees, to achieve their highest level of self-sufficiency and well-being."

This mission aligns strongly to the County of San Diego's Health and Human Services Agency mission "To make people's lives healthier, safer and self-sufficient by delivering essential services in San Diego County" and to the County of San Diego's mission "To efficiently provide public services that build strong and sustainable communities."

Comprehensive Community Needs Assessment

Regional Profile

San Diego County is the southernmost major metropolitan area in the State of California. The region covers 4,621 square miles extending 75 miles along the Pacific Coast from Mexico to Orange County and inland 75 miles to Imperial County along the international border shared with Mexico. The region includes 18 incorporated cities as well as expansive unincorporated areas.

The majority of San Diego's population is white (47%) or Hispanic (33%) and between the ages of 25-64 (53%), with equal percentages of males and females. Of the total population ages five years or older, 63% speak English Only, followed by 33% who speak Spanish Only, 4% who speak an Asian/Pacific Islander Language Only, 2% who speak another language only and 20% who are bi-lingual.

Table 1.1 County of San Diego - Demographic Profile		
	Number	**Percent**
Total 2013 Population*	3,154,574	100%
Age Distribution*		
Age 0-4	205,465	7%
Age 5-14	398,960	12%
Age 15-24	505,823	16%
Age 25-44	883,609	28%
Age 45-64	774,578	25%
Age 65+	386,139	12%
Gender Distribution*		
Males	1,579,561	50%
Females	1,575,013	50%
Race/Ethnicity*		
White	1,484,910	48%
Hispanic	1,054,934	33%
Black	133,319	4%
Asian/Pacific Islander	360,533	11%
Other Race/Ethnicity	120,878	4%
Primary Language Spoken (Total Population Age 5+ years)**		
English Only	1,874,661	63%
Spanish Only	327,322	11%
Asian/Pacific Islander Only	119.026	4%
Other language Only	59,513	2%
Bilingual	624,997	20%

**The 2013 San Diego Demographics Dataset for County Populations is compiled from SANDAG population estimates*

***Based on 2013 San Diego Demographics - Languages gathered from the US Census Bureau for 2013.*

According to data from the California Employment Development Department (EDD), the region has seen continued reduction in the unemployment rate in recent years, dropping from 7% in January 2013 to 4.2% in December 2016. Although the majority of San Diego's labor force consists of employed civilians, the San Diego region is home to the largest concentration of military in the world, making the military presence an important driver of the region's economy.

Table 1.2 - Labor Force	
Total residents age 16 and older	**2,498,726**
Total in labor force	1,624,831
Total Armed Forces	79,620
Total civilian employed	1,390,197
Total civilian unemployed	155,014
Total not in labor force	873,895

The 2013 San Diego Demographics Dataset for Employment Status is gathered from the US Census Bureau for 2013, Table DP03 from the American Factfinder search engine.

Occupations for civilians in the San Diego region span multiple industries, including an emerging technology sector and a desirable hub for tourism. The quality of life in the region attracts a well-educated, professional workforce; however, the region continues to face a gap in employees to fill middle-skill jobs. The November 2015 report, "Middle-Skill Jobs, Gaps and Opportunities" by the San Diego Workforce Partnership indicates that middle-skill jobs are projected to add more than 24,000 positions in San Diego County by 2020. Middle-skill jobs generally require an education level that is less than a four-year degree, but more than a high school diploma. 37 percent (603,535) of all employment in the region are middle-skill jobs that pay on average $13.09 an hour and offer opportunities for career advancement.

Table 1.3 – Civilian Occupations by Category	
Educational, social and health services	292,225
Professional, scientific, management, administrative	200,981
Retail trade	156,853
Arts, entertainment, recreation, accommodations, food services	153,595
Manufacturing	128,669
Finance, insurance, and real estate	92,416
Construction	80,653
Public administration	79,594
Other services	73,742
Transportation, Warehousing, and Utilities	51,964
Wholesale trade	35,318
Information and communications	31,803
Agriculture, forestry, mining	12,384

The 2013 San Diego Demographics Dataset for Occupational Industry is gathered from the US Census Bureau for 2013, Table DP03 from the American Factfinder search engine.

The region continues to have a high cost of living. According to Forbes 2016 ranking of "The Best Places for Business and Careers", the San Diego region has a cost of living 25% above the national average. The high cost of housing contributes to that ranking with the median home price in the region at $577,000. The Center for Policy Initiatives 2015 report titled "Making Ends Meet" indicates that a third (33%) of working age families in San Diego County cannot make ends meet, struggling with incomes too low to cover basic expenses. Table 1.4 displays the true self-sufficiency standard for different family units to allow them to meet their basic needs living in San Diego County – the table also includes what the current Federal Poverty thresholds are, illustrating the considerable gap between what is considered living in poverty versus the true cost of living in the region.

Table 1.4 - **San Diego County Self-Sufficiency Standard vs Federal Poverty Level**

	1 Adult	1 Adult + school age child	1 Adult + preschooler + school age	2 Adults + infant + preschooler	2 Adults + preschooler + 2 school age
U.S. Poverty Thresholds *	$12,331	$16,337	$19,096	$24,036	$28,286
Yearly income needed to live self-sufficiently in San Diego County	$27,942	$47,407	$66,145	$88,616	$97,058
Hourly wage needed per adult to reach Self-Sufficiency Standard**	$13.23	$22.45	$31.32	$20.98 each	$22.98 each

2016 Making Ends Meet Report - Center on Policy Initiatives

*Families are officially in poverty when yearly income is below the threshold for the family size. This table shows just a few examples of family composition.

** These are the wages needed if the adults work full-time all year. Higher hourly rates are needed if working fewer hours.

Community Action Partnership and *Live Well San Diego*

San Diego's Community Action Partnership (CAP) is a public community action agency, within the County's Health and Human Services Agency (HHSA) organizational structure. HHSA provides critical public health services to the general population of over 3 million residents and an array of social services to the roughly 750,000 recipients of federal, State and County funded programs like Medi-Cal, CalFresh, CalWORKs, Foster Care and Adoptions. HHSA operates a regional service delivery system, taking into account the geographically and socially diverse assets and needs of the region. There are six (6) HHSA designated regional service areas: Central Region, North Central Region, East Region, North Coastal Region, North Inland Region and South Region. CAP San Diego provides countywide programs to address the issues of poverty through regional service delivery contracts in each of the HHSA designated regions.

In 2010, the County Board of Supervisors adopted the *Live Well San Diego* vision of a region of 3.2 million residents that is Building Better Health, Living Safely and Thriving. Based on a foundation of community involvement, *Live Well San Diego* includes three components: *Building Better Health,* adopted on July 13, 2010; *Living Safely,* adopted October 9, 2012; and *Thriving,* adopted October 21, 2014. Collaboration on *Live Well San Diego* has spread not only across all of the County business groups,

but throughout the community, including cities and tribal governments; diverse businesses, including healthcare and technology; military and veterans organizations; schools; and community and faith-based organizations. Most importantly, *Live Well San Diego* is about empowering residents to take positive actions to improve their own health, safety and well-being, as well as the quality of life in their communities.

Live Well San Diego unites the County and its partners under a shared vision – progress towards achieving the vision is measured across a person's lifespan within 5 Areas of Influence The 5 Areas of Influence are as follows:

Live Well San Diego serves as the foundation for bringing partners together to discuss common goals and complementary strategies to work towards the shared vision. CAP continues to cultivate partnerships in an effort to strengthen the collective impact surrounding anti-poverty efforts in the region, so that all San Diegans are healthy, safe and thriving.

Overview of the Community Needs Assessment Process

In preparation for the 2016-2017 CAP Plan, CAP San Diego completed a Community Needs Assessment process in 2014 that included analysis of community indicators and feedback from the community collected through trained Resident Leadership Academy[1] (RLA) graduates. Through this new process, different community and countywide priority needs were identified than in prior years, including: youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment and transportation. To ensure future CAP San Diego programs are meeting needs in priority service areas and not duplicating services already available in the community, CAP San Diego conducted a follow-up Needs Assessment in 2016 that "drilled down" on the top identified needs from the 2014 Assessment.

The CAP 2016 Needs Assessment was designed to build upon the work done in 2014. As in 2014, CAP San Diego identified and analyzed key community indicators that were important to the description of the service area factors related to poverty. Then, working through a contractor, Community Health

[1] The Resident Leadership Academy is a curriculum-based, community health organizing project that empowers neighborhood residents to make positive changes in their communities relative to improving food and physical activity environments, and public safety in high need communities.

Improvement Partners (CHIP), CAP San Diego sought community input on the ongoing priorities for services and which service strategies would best meet the needs of low-income communities in the county. Local Community Based Organizations (CBOs) were selected to assist with this process based of their participation in the 2014 RLA Needs Assessment, their engagement with the community and overall interest in helping to identify needs in low-income communities.

The 2016 Community Needs Assessment was anchored in the goal to get voice of the customer data on needs and priorities for programs administered by CAP San Diego, as required by regulations for Community Service Block Grant (CSBG) funding. Several methods were used to solicit input, including community forums, which incorporated a live polling feature and surveys (paper and digital). The survey consisted of 33 questions to help respondents identify priorities for their communities and rank strategies to address those priority issues. The survey provided a countywide perspective, while the public forums gave a snapshot of specific regional considerations. Materials and content were translated and interpreted as needed into three additional languages (Spanish, Arabic and Vietnamese).

In addition to the countywide survey, the process incorporated regional public forums held in communities with high concentrations of poverty. Community forums utilized technology, such as Live Polling, completion of surveys and a call to action to help distribute the survey to other community members. A majority of community residents that participated in the public forums reported liking the experience, and especially liked the technological aspect of being able to see the Live Poll results in real time.

Community Indicators

The key community indicators below are from the County of San Diego's *Live Well San Diego* Open Data Portal (www.livewellsd.org) and include data identified to best measure regional progress across the *Live Well San Diego* Areas of Influence. Data is presented at the countywide level and grouped according to the corresponding Area of Influence – when available, comparison data for California and the U.S. is provided. Additional data related to local poverty has been included from the American Community Survey 5 year estimates during the 2011-2015 period.

Indicator	Measure	San Diego	CA	U.S.
HEALTH	***Health – Enjoying good health and expecting to live a full life***			
Life Expectancy	Measure of length and duration of life expected at birth	82.3 yrs. (2013)	81.2 yrs. (2012)	78.8 years (2013)
Doctor Visits	Percent of population having visited a doctor in the last 12 months 6 or more times	28.6% (2016)	27.8% (2016)	29.1% (2016)

Indicator	Measure	San Diego	CA	U.S.
Quality of Life	Percent of population that is sufficiently healthy to be able to live independently (not including those who reside in nursing homes or other institutions)	94.9% (2014)	97% (2014)	96.9% (2014)
KNOWLEDGE	***Knowledge – Learning throughout the lifespan***			
High School Diploma	Percent of population with a High School Diploma or equivalent	85.2% (2014)	82.1% (2014)	86.9% (2014)
Less than High School Diploma	Percent of population with less than a high school Diploma or equivalent	14.8% (2014)	17.9% (2014)	13.1% (2014)
Bachelor's Degree	Percent of population with a Bachelor's Degree	33.9% (2014)	31.7% (2014)	30.1% (2014)
School Enrollment	Percent of combined gross enrollment of school aged population	89.6% (2014)	90.4% (2014)	87.9% (2014)
STANDARD OF LIVING	***Standard of Living – Having enough resources for a quality of life***			
Poverty Rate (At/Below FPL) – Total Population	Percent of total population living below the Federal Poverty Level (FPL)	14.7% (2014)	16.41% (2014)	15.5% (2014)
Poverty Rate (At/Below FPL) – Families with children	Percent of total population of families with children living below the Federal Poverty Level (FPL)	10.6% (2014)	12.2% (2014)	11.3% (2014)
Poverty Rate (At/Below FPL) – Female Head of Household Families	Percent of the families living below the Federal Poverty Level (FPL) that are headed by a female householder	43.2% (2014)	45.4% (2014)	53.1% (2014)
Poverty Rate (At/Below FPL) – Children	Percent of children ages 0-18 living below the Federal Poverty Level (FPL)	18.9% (2014)	22.6% (2014)	21.7% (2014)
Poverty Rate (At/Below FPL) – Seniors	Percent of Seniors age 65 and over living below the Federal Poverty Level (FPL)	9.2% (2015)	10.3% (2015)	9.4% (2015)
Unemployment Rate	Percent of total labor force that is unemployed (activity seeking employment and willing to work)	9.8% (2014)	11% (2014)	9.2% (2014)
Spending less than 1/3 Income on Housing	Percent of population spending less than 1/3 of income on housing	50.9% (2014)	54.3% (2014)	63.4% (2014)
Savings Accounts	Percent of population with a savings account	55.8% (2016)	53.1% (2016)	54% (2016)
Indicator	**Measure**	**San Diego**	**CA**	**U.S.**

Indicator	Measure	San Diego	CA	U.S.
COMMUNITY	*Community – Living in a clean and safe neighborhood*			
Crime Rate	Number of crimes per 100,000 people (all crimes, including violent and property)	2253.9 (2015)	3044.6 (2015)	2859.6 (2015)
Violent Crime Rate	Number of violent crimes per 100,000 people (includes murder and non-negligent manslaughter, forcible rape, robbery and aggravated assault)	331.8 (2015)	426.3 (2015)	372.6 (2015)
Property Crime Rate	Number of property crimes per 100,000 people (includes burglary, larceny-theft, and motor vehicle theft)	1922.1 (2015)	2618.3 (2015)	2487 (2015)
Overall Unintentional Injury Rate	Number of unintentional injuries per 100,000 people	5719 (2013)	6344.3 (2013)	N/A
Perception of Safety	Percent of population that feels safe in their neighborhood	93.2% (2014)	87% (2014)	N/A
Recreational Facilities	Number of recreational facilities per 100,000 people	16.4 (2014)	13.5 (2014)	15.5 (2014)
Public Transportation to Work	Percent of population taking public transportation to work	3% (2016)	5.2% (2016)	5.1% (2016)
Average Travel Time to Work	Average travel time to work for workers age 16 or older (in minutes)	24.6 (2014)	27.6 (2014)	25.7 (2014)
SOCIAL	*Social – Helping each other to live well*			
Vulnerable Populations: Food Insecurity	Percent of population with income 200 percent of poverty or less, who have experienced food insecurity	38.1% (2014)	38.4% (2014)	N/A
Lack of Health Insurance	Percent of population without health insurance, 18 to 64 years of age	21.4% (2014)	23.1% (2014)	19.8% (2014)
Linguistic Isolation	Percent of population isolated because they are unable to communicate effectively in English	8.3% (2014)	9.6% (2014)	4.5% (2014)
Internet Access	Percent of population who have access to Internet at home using a computer	85.9% (2016)	83.9% (2016)	81.7% (2016)
Voted in Federal/State/Local Election	Percent of population who voted in Federal, State or local elections in the last 12 months	48% (2016)	45.1% (2016)	48.8% (2016)
Volunteered for a charitable organization	Percent of population who volunteered for a charitable organization in the last 12 months	15.4% (2016)	14.3% (2016)	14.8% (2016)

What does the data tell us? There are several key indicators in which San Diego County residents compare favorably to state and national rates. For example, County residents have a slightly longer life expectancy, have fewer individuals and families living below the Federal Poverty Level, experience less crime, and have more residents participating in elections. Overall, however, San Diego County indicators compare similarly to the same indicators at the State or national levels, varying by only a few percentage points.

Although the data comparisons do not show large differences between State and national outcomes, there continue to be opportunities to improve at the local level. To ensure that local residents are enjoying good health, focus can be paid to incorporating health into policies and community planning efforts to improve access to healthy food, create safe and active communities and increase tobacco and drug-free environments. To do that effectively, residents (including those living in low-income communities) must be engaged and connected within their neighborhoods and supported in their efforts to work with other stakeholders in identifying problems and developing effective solutions. Of course, residents need to have their basic needs met to successfully take on community improvement projects, so economic development continues to be critical to ensuring that there are career pathways for living wage jobs in the region and that there are also adequately trained pools of employees available to fill them.

Community Input to the Needs Assessment

As mentioned previously, the process of collecting community input for the 2016 Needs Assessment built upon the previous Needs Assessment process and results. It consisted of standard paper surveys, online surveys and community forums that incorporated a new live polling component to better support participation and data collection. CAP San Diego's contractor for the Needs Assessment process, CHIP, subcontracted with six local Community Based Organizations (CBOs), including: The Urban Collaborative Project (UP) representing the Central Region, Bayside Community Center (BCC) representing the North Central Region, El Cajon Collaborative (ECC) representing the East Region, Escondido Education COMPACT representing the North Inland Region, Vista Community Clinic (VCC) representing the North Coastal Region and 4 Walls International representing the South Region. Each CBO was represented by a staff person or contracted staff to support the Needs Assessment process, facilitate bringing each community together at the Public Forums, and help collect surveys from community stakeholders (with an emphasis in recruitment of low-income residents).

A total of 6 forums were held, one in each HHSA Service Region. Forums and outreach activities were specifically located in subregional areas identified as having high concentrations of poverty. A total of 211 people attended the Public Forums countywide. Surveys were active before and after forums to allow for maximum participation. Countywide a total of 445 surveys were completed. A complete report on the community input process to the 2016 CAP Needs Assessment is included in Attachment A to this document.

Countywide Survey Results: The countywide survey was disseminated throughout the region, focusing outreach in the specific subregions identified as having high concentrations of low-income residents. The survey was designed to solicit input on respondents' priority issues and to get a better understanding of what types of community action strategies were seen as most useful and impactful in addressing those priorities. Respondents were also given the opportunity to add comments or suggest additional strategies that might have not been included. The ranking of the top needs, as well as the corresponding strategies, are as displayed in the table below:

Need	Corresponding Strategies
1. Education	• K-12 Supplemental Education (#1) • Wellness Classes (#2) • Adult Basic Education (#3) • English Language Classes (#4)
2. Housing	• Financial Capabilities Skills Training (#1) • Rental Deposit Assistance (#2) • Eviction Prevention Services (#3) • Credit Repair Counseling (#4)
3. Youth Programs	• Before & After School Activities (#1) • College Readiness Classes (#2) • Youth Recreational Activities (#3) • Youth Employment Programs (#4)
4. Employment	• Vocational Training (#1) • Soft-Skills Training (#2) • Career Counseling (#3) • Self-employment Skills Training (#4)
5. Access to Healthy Food	• Nutrition Education (#1) • Emergency Food Assistance (#2) • Help Accessing Food Assistance (#3) • Community Gardening Projects (#4)
6. Community Engagement	• Leadership Training (#1) • Family Skills Development Programs (#2) • Mediation Services (#3) • Citizenship Classes (#4)
7. Gang Activity	• Relationship Building Law Enforcement & Residents(#1) • Parent Engagement Programs (#2) • Restorative Justice Programs (#3) • Outreach to Potential/Current Gang Members (#4)
8. Transportation	• Public Transportation Services (#1) • Walk/Bike Programs (#2) • Support for Auto Purchase (#3) • Help with Auto Repair (#4)
9. Infrastructure	• Community Improvement Projects (#1) • Community Beautification (#2) • Community Events (#3) • Local Business Support (#4)

Public Forums: There were six (6) forums held countywide – one in each HHSA Service Region. Federal poverty data was analyzed to identify subregional areas within each of the HHSA Service Regions with high concentrations of poverty in an effort to target these events in economically disadvantaged communities. The areas identified for the forums were: Southeastern San Diego (Central Region), Kearny Mesa (North Central Region), El Cajon (East Region), Escondido (North Inland Region), Oceanside (North Coastal Region), and South Bay (South Region).

CBO hosts scouted locations within the identified subregional areas that could accommodate needs for technology and space, and that were convenient to residents. They conducted outreach to their target communities via flyers, emails, advertisement at community meetings, and personal invitations, using materials in multiple languages (English, Spanish, Vietnamese, and Arabic). The community forums were well attended with a total of 211 participants.

At the community forums, attendees were provided an opportunity to hear about the original 2014 Needs Assessment process, the outcomes of that assessment and how the 2016 Needs Assessment would be building off of those results. In addition, the attendees utilized Live Polling technology to provide more detail on the priorities in the current environment. They also took the survey that delved into the specific strategies they preferred to address their priority needs. Lastly, they were able to give public comment on what issues their community faces impacting health, safety and well-being. Forums concluded with a request to share the survey link with their neighbors.

Overall, the structure of the forums allowed for multiple pathways to provide feedback regarding issues facing low-income communities, including what resources are most critical in addressing them. Analysis of the feedback collected at the public forums identified themes across all regions. Countywide, education or housing was identified as either the first or second priority during the forums' Live Poll exercises. The lowest priority during those exercises in five of the six forums was transportation, with the exception being the forum in East Region. This difference could be related to the large refugee population that lives there and requires more/different transportation resources.

Additional needs identified through public forum discussions included mental health, homelessness, healthcare, refugee/immigration support and resources for seniors. Overall, communities that identified community engagement and access to healthy food as having made the most progress did not want to lose momentum in those areas and therefore continued to identify them as high priorities. In many forum discussions residents had a difficult time selecting their highest priorities, resulting in ties and/or close results between needs.

A complete record of the regional forums is included in Attachment A.

Community Needs				
Top Needs	**Agency Priority (Yes/No)**	**Description of Programs/Services Directly Provided by Your Agency**	**Coordination Efforts**	**Page**
Education	Y	Communities in Action is a regionalized program that covers multiple service domains, including services that address individual and family education and development. Education and development services under the Communities in Action Program may include: K-12 Supplemental Education, Wellness, Adult Basic Education, ESL, and/or College Readiness activities. Procurement for Communities in Action is expected to be finalized by January 2018.	In addition to the Communities in Action Program, CAP will continue to coordinate with local education providers, including but not limited to school districts, Community College Districts and local Universities to ensure that low-income populations are aware and accessing education services that can support their personal learning through the lifespan.	25
Housing	Y	• Interfaith Shelter Network, a rotational shelter operated through a network of faith based organizations to provide temporary shelter to homeless individuals and families during the cold weather months. • Communities in Action will provide financial skills development to help address barriers to housing, such as poor credit, that prevent low-income individuals and families from sustaining permanent housing.	• CAP has a longstanding partnership with the City of San Diego to support the Interfaith Shelter Network, which will continue through the period of this plan. • Although CAP will not be providing direct homeless service support through the Communities in Action Program, contractors will be expected to	26

			• Communities in Action will also provide emergency housing support through one-time payments to prevent homelessness and/or assist individuals with accessing permanent housing.	establish and maintain partnerships with housing and homelessness service providers to best facilitate referrals from Communities in Action participants who are in need. • In FY 16-17, the County of San Diego's Housing and Community Development (HCD) Department joined HHSA. Under the leadership of the HHSA Director, CAP will collaborate with HCD on joint efforts to support the County's Vision of *Live Well San Diego.*	
Youth Programs		Y	• Connect2Careers is a youth employment program operated by San Diego County's Workforce Development Board, the San Diego Workforce Partnership. The program provides job readiness training and paid externships to help develop employment skills in youth ages 16-24. CAP will continue to support the program through targeted outreach to socially and economically disadvantaged youth. • School Self-Sufficiency Program at The O'Farrell Charter Schools works with high risk kids and their families to reduce risky behavior and improve education outcomes.	• CAP will continue to coordinate with the San Diego Workforce Partnership to expand opportunities for low-income youth to participate in the Connect2Careers Program, including leveraging student worker opportunities with the County of San Diego. • CAP will continue to coordinate with The O'Farrell Charter Schools, which is the host site for the School Self-Sufficiency Program and contributes half of	29-30

			the annual funding to operate the program.	
Employment	Y	• Refugee Employment Services, which provides supportive employment programming for newly arriving refugees (in the U.S. less than 60 months) • Vocational English as a Second Language (VESL), a program that provides contextualized ESL to newly arriving refugees so that they can get a job as soon as possible. • Work Readiness Exchange, curriculum focused on collaborative communication skills for improving outcomes at work. • Project MOST, training and technical assistance to small, minority owned businesses in high need communities to assist them in developing additional job opportunities and expand their capacity to serve their community.	• CAP will ensure coordination between our Communities in Action contractors and local workforce partners, to help provide important linkages between high –need communities and existing employment programs, including those funded by WIOA. • CAP will continue to coordinate with the CalWORKs Section of HHSA's Eligibility Operations Division regarding services provided through Communities in Action and in the design and delivery of employment services to newly arriving refugees. • CAP will continue to coordinate with local refugee resettlement agencies regarding the delivery of Refugee Employment Services.	24-25, 32-33
Access to Healthy Food	Y	• Resident Leadership Academy Council, which provides training and technical assistance to grass-roots leaders who are working to address barriers to health, safety and well-being in their	• CAP will continue to work closely with the other HHSA departments to maximize access to healthy food, including Public Health Services Health Equity	31-32

			neighborhoods through Community Improvement Projects. The RLA curriculum includes strategies related to increasing healthy food consumption and addressing barriers to accessing healthy foods in low-income communities. • Communities in Action Program (see above) will also include Resident Leadership Academy training and ongoing support to leaders in action – although projects will be community driven, they may address access to healthy food. • Communities in Action will also include emergency food distribution to help stabilize individuals and families in crisis, as well as support accessing CalFresh and/or other food assistance programs to ensure vulnerable populations are better able to meet their nutritional needs.	unit and the CalFresh Program within Eligibility Operations. • Through coordination of and participation in the RLA Council, CAP will continue to collaborate with other stakeholders working on healthy food projects and will work to strengthen collaboration among partners to achieve regional goals associated with *Live Well San Diego* that support Building Better Health through promoting healthy living.	
Community Engagement	Y	• Resident Leadership Academy Council (see above) • Communities in Action Resident Leadership Academy component (see above) • *Live Well San Diego* Exchange, a conflict management/collaborative communication training to improve the ability of community members to work together to achieve positive outcomes at home, work and in their neighborhoods. CAP will continue to make the *Live Well San Diego*	• CAP will continue to coordinate RLA efforts (both the Council and work through the Communities in Action Program) with HHSA departments and other County business groups, local governments and community based organizations interested in training residents in support of community driven improvement efforts.	26-27

		Exchange available to vulnerable populations, such as refugees, veterans and individuals re-entering the community. CAP will also continue to bring together joint sessions of the program with citizens and law enforcement in an effort to improve collaboration on safety issues.	• CAP will continue to work with its *Live Well San Diego* Exchange provider, the National Conflict Resolution Center (NCRC) to engage with other stakeholders, including schools and local law enforcement, to offer the curriculum to traditionally underserved populations.	
Gang Activity	Y	Gang Prevention and Community Response services will be procured for 3 HHSA Service Regions – Central, North Coastal and North Inland. Details of the services will be finalized with the procurement, but outcomes will support early prevention efforts, safe gang exits and addressing community trauma from gang violence.	CAP and its Gang Prevention and Community Response contractors will work closely with area gang commissions, local law enforcement and other stakeholders involved in addressing the impact of gangs in identified communities.	27
Transportation	Y	• Resident Leadership Academy Council (see above) will continue to provide training and technical assistance to local community leaders working on improvement projects, which may include issues related to transportation. • Communities in Action Program (see above) will also include Resident Leadership Academy training and ongoing support to leaders in action – although projects will be community driven, they	• Through coordination of and participation in the RLA Council, CAP will continue to collaborate with other stakeholders working on issues related to transportation. This will include continuing to encourage RLA graduates to engage in local planning boards and commissions, including those related to planning for public	25-26

			may address transportation issues. • Keep Em' Safe, a child passenger safety program to provide education, training and equipment for child safety seats to low-income families to ensure safe transportation of children in motor vehicles.	transportation. • CAP will continue to work with our local Refugee Employment Services providers and other refugee stakeholder groups to find ways to better educate newly arriving refugees regarding transportation upon their arrival to the U.S. to address the specific concerns identified through the East Region public forum held as part of the 2016 Needs Assessment.	
Infrastructure		Y	• Resident Leadership Academy Council (see above) will continue to provide training and technical assistance to local community leaders working on improvement projects, which may include issues related to infrastructure improvements (like sidewalk repair, street lighting, beautification projects, etc.). • Communities in Action Program (see above) will also include Resident Leadership Academy training and ongoing support to leaders in action – although projects will be community driven, they may address infrastructure needs.	• Through coordination of and participation in the RLA Council, CAP will continue to collaborate with other stakeholders working on issues related to infrastructure.	26-27

Documentation of Public Hearings

As described in the Community Needs Assessment section of this plan, CAP San Diego conducted a comprehensive public hearing process in conjunction with the development of the 2018-2019 Community Action Plan. CAP San Diego's contractor, Community Health Improvement Partners (CHIP) worked with trained Resident Leadership Academy (RLA) Facilitators in six (6) communities identified as having high concentrations of poverty to collect feedback from key stakeholders regarding the needs and priorities in those neighborhoods. Priority for outreach was to low-income individuals and families residing in the Service Region.

Methods for information gathering included the following:

- Surveys to measure respondents' priorities regarding the nine top issues identified during the 2014 Community Needs Assessment process and perceived impact of corresponding strategies in addressing priority issues. Respondents also had an opportunity to identify missing issues or strategies not included in the survey tool. Surveys were available in both English and Spanish.
    - 445 people participated in completing the survey countywide.

- Six (6) Public Forums were held to bring together community stakeholders to discuss issues of poverty in their neighborhoods, focusing on the top issues identified during the 2014 Needs Assessment. At the forums, attendees were provided an overview of the 2014 process, the outcomes of the assessment and how the current process would build upon those results to ensure that CAP San Diego continued to provide services that best meets the needs of the community. Feedback was solicited through a Live Poll exercise that collected feedback on what issues attendees felt were most critical, which they had seen the most progress in improving and which had seen the least progress. A facilitated discussion followed the Live Poll exercise and all attendees were asked to complete a survey themselves and share the link to the survey with fellow community members.
    - 211 attendees participated in the regional Public Forums countywide.

A complete record of the public hearing testimony received during the 2016 Community Needs Assessment process (survey responses and public forum summaries) is included in Attachment A to this report.

The results of the public hearing process were shared at the Community Action Board held on February 9, 2017. The Community Action Board meeting is a public meeting and is noticed according to Brown Act open meeting requirements. No additional public comment was received at the Community Action Board meeting. The CAP San Diego Program Director also provided a presentation on the public hearing process results at the Resident Leadership Academy Council meeting held March 22, 2017. No additional public comment was received at this meeting.

Copies of all notifications related to the public hearing process (forum advertisements, meeting agendas) are included as Attachment B to this report.

Federal Assurances

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

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

   (i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

Effective January 2018, CAP San Diego will offer the Communities in Action Program in each of the HHSA Service Regions through contracted service providers. The details of the Communities in Action Program will be finalized through a competitive procurement process expected to be completed by end of summer 2017; however, services will include assistance identifying barriers to self-sufficiency for individuals and families meeting CSBG eligibility criteria, as well as establishing linkages to resources to support the resolution of those barriers. Participants will be provided stabilization resources to address immediate crisis, offered warm referrals to programs and benefits that increase both earned and unearned income and provided financial education to support planning for financial self-sufficiency.

Communities in Action will also provide ongoing training and technical support to advance resident-driven community improvement projects that address barriers to self-sufficiency. Communities in Action providers will ensure residents in specific subregional areas with high concentration of poverty will offer Resident Leadership Academies, which develop leadership skills to grassroots leaders so that they can identify critical issues in their neighborhoods and then work with local stakeholders to advance community improvement projects to address those issues. Communities in Action will ensure that there are trained residents in the targeted communities and that they are provided technical assistance and logistical support to implement community improvement projects to address key issues in their neighborhoods.

   (ii) secure and retain meaningful employment;

CAP San Diego will continue to link low-income individuals with meaningful employment and to support the development of employment opportunities in low-income communities. Specifically, CAP San Diego will:

- Continue to administer programs and services outlined in the San Diego County Refugee Employment Services Plan to support the employment of newly arriving refugee families in the

United States for 60 months or less;

- Continue to support the Connect2Careers Program through CAP's contract with the San Diego Workforce Partnership, ensuring work readiness training and paid work externships for 50 economically disadvantaged youth to support employability and long term wage earnings;
- Continue to administer Project MOST, a training and technical assistance program to support increasing the capacity of small, minority owned businesses to provide services to residents in low-income communities, as well as to serve as employers in those communities;
- Establish partnership and collaboration between the Communities in Action contractors and the local Workforce Innovation and Opportunity Act (WIOA) funded employment services and the CalWORKs Welfare to Work Program, to ensure that low-income individuals and families accessing Communities in Action services have to access employment services that support increasing their earned income.

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

CAP San Diego supports the attainment of education, including family literacy, through direct services that support families working towards increasing their education. Starting with youth, CAP San Diego supports the attainment of adequate education through its School-Based Self-Sufficiency Program at The O'Farrell Charter Schools in Southeastern San Diego. Working in partnership with the schools, students and their families have access to a continuum of social services to support academic success, including resources to help the students avoid risky behaviors that could impact their education outcomes.

Additionally, Communities in Action will provide a comprehensive assessment to individuals and families accessing services to help identify barriers to self-sufficiency. Those that indicate they are unable to read and write will be referred to programs offering literacy training. Additional education opportunities will be available through the Communities in Action program, including Adult Basic Education.

Recognizing the importance of basic adult education skills in becoming self-sufficient, CAP San Diego will identify additional opportunities to improve the literacy of low-income individuals in the region.

(iv) make better use of available income;

The Communities in Action program will offer Financial Capability Skills Training to increase participants' knowledge as it relates to savings accounts, budgeting, and maximizing income. Financial literacy is also offered during the annual Earned Income Tax Credit (EITC) campaigns in which individuals are screened and referred to financial literacy training offered by Communities in Action providers and other community partners. Financial literacy is also offered to Vocational English as Second Language (VESL) refugee participants to ensure they have the skills and knowledge to manage their money in the United States. Youth participants in the Connect2Careers program are also provided with basic financial literacy education, including assistance establishing checking and/or savings accounts to help them

avoid predatory lending companies.

CAP San Diego will continue to work through its contracted providers to educate individuals and families regarding the best use of income to achieve self-sufficiency.

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

The cost of living in San Diego County is extremely high, creating a significant barrier to obtaining and maintaining adequate housing and suitable living environments for low-income individuals and families. CAP San Diego will support this goal through provision of income and asset building services offered through the Communities in Action Program. These services will include financial capability skills training to assist with developing a household budget that includes housing costs. Communities in Action will also assist clients will connecting with other housing support services through warm referrals to local programs.

In addition, CAP will continue to work with other departments within HHSA that provide housing assistance, including but not limited to CalWORKs Housing Support Program services and the Section 8 Program administered through Housing and Community Development.

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

Emergency assistance for individuals and families will be offered through the Communities in Action program in the form of stabilization supports, including emergency food distribution, emergency clothing, emergency hygiene kits and emergency utilities assistance. Up to four (4) stabilization supports can be provided per family per year.

CAP San Diego will also offer additional emergency assistance for homeless families through a partnership with the City of San Diego to fund a Rotational Shelter program operated by the Interfaith Shelter Network (ISN). ISN uses local faith based organizations, including churches, synagogues and mosques, to provide emergency shelter, food and employment case management to families in need. In addition, they are able to leverage Rapid Rehousing funding through the local Housing Commission to help families in the Rotational Shelter access permanent housing.

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

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

Resident Leadership Academies (RLAs) provide local leaders in low-income neighborhoods with training and tools to take action in their neighborhoods to increase healthy behavior, improve safety, and create vital neighborhoods. RLAs were piloted by the County of San Diego in FY 2011-12 as a Public Health intervention funded through the American Recovery and Reinvestment Act (ARRA) administered through the Centers for Disease Control (CDC). Working with a local health organization, Community

Health Improvement Partners (CHIP), the County developed a RLA curriculum that includes 10 training sessions (2-3 hours a day) and covers topics such as community building principles, healthy food systems and land use planning and implementing community improvement projects. Upon completion of the RLA curriculum, participants initiate priority projects to improve the conditions in their community using the skills and tools acquired through the training.

CAP has supported the RLA model since 2013, investing in RLA Facilitator Training to expand capacity of local individuals and organizations to host RLAs, as well as leveraging the RLA model to support CAP's goal of increasing participation of low-income individuals in civic opportunities. CAP San Diego presented on the RLA Model at two national CSBG Conventions (in 2014 and 2015) and worked with local Public Health Services staff to document the intervention at the American Public Health Association conference in 2016.

As a result of these efforts, RLA has been replicated multiple times throughout the region, with support from local government and private foundations. Documentation of these RLA efforts has been facilitated through CAP's contract with CHIP to host a bi-monthly meeting called RLA Council, which brings together RLA practitioners from throughout San Diego county to share best practices and outcomes.

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

Recognizing the importance of strengthening relationships within low-income communities between residents and law enforcement, CAP San Diego collaborated with its contractor for the *Live Well San Diego Exchange* (National Conflict Resolution Center (NCRC)) to design a version of the curriculum that could bring the parties together in a joint session designed to improve understanding and build stronger partnerships. Initially piloted at Lincoln High School in Southeast San Diego, the Police/Citizen Exchange series held a series of joint sessions between students, their parents and law enforcement agents to share experiences, concerns and goals. Participants indicated the training helped them see the perspective of the other party, and as a result better understand how to communicate and work together.

Recognizing the impact of the Police/Citizen Exchange, CAP and NCRC continued the effort beyond the initial pilot, expanding to other regions within San Diego county, including work in South Region with the Chula Vista Police Department and East Region with the La Mesa Police Department. The trainings will continue to be offered during the course of this Plan.

In addition to the Police/Citizen Exchange, CAP will also be procuring for Gang Prevention and Community Response Services, anticipated to start in summer 2017. These services will support the goal of strengthening key collaborative partnerships to reduce gang activity and the address the impacts of gang violence in low-income communities. Contractor partners will be required to work with law enforcement agencies, including local gang commissions, to effectively implement their programs and services.

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

☐Disaster Preparedness and Relief

☐Energy Support

☐Job Training

☒Asset Development Programs

☒Educational Support

☐Career Development

☒Volunteer Coordination Efforts

☒Food Resources

☒Health Education

☒Tax Preparation /Tax Credit Information

☒Mentoring

☒Parent Support

☐Child Development Information

☐Medical Service Access

☒Home Visiting/Case management

☐Childcare Services/Head Start

☐Other: Click here to enter text.

☐Other: Click here to enter text.

2. Needs of Youth

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

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

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

☒Youth Mediation Programs

☐Youth Mentoring Programs

☒Tutoring

☒Life Skills Training

☒Youth Employment

☐Entrepreneurship Programs for Youth

☐Other: Click here to enter text.

☐Other: Click here to enter text.

☐Other: Click here to enter text.

Narrative Response:

CAP San Diego provides youth development opportunities through its School- Based Self-Sufficiency Services, which are provided to students and their parents through a partnership with The O'Farrell Charter Schools. O'Farrell is located in Southeast San Diego, a historically low-income community with high levels of violence. The program serves children from elementary through middle school, as well as their families. The program is designed to assist the students achieve academic success, with services closely coordinated with school staff to best meet the needs of the children and their family. Interventions are designed to help students resolve problems that interfere with academic achievement and include gang intervention, positive parenting, conflict resolution, drug abuse prevention and mentoring for children of incarcerated parents. In addition to services for the students and their families, the program brings in the community by providing a venue for collaborative group meetings to identify solutions to help children from engaging in risky behavior.

In addition to the School-Based Self-Sufficiency Program, CAP San Diego also works with the local Workforce Investment Board, San Diego Workforce Partnership (SDWP), to ensure access to the youth employment program Connect2Careers. Connect2Careers provides Job Readiness Training and paid Work Externships for youth ages 16-24. Through the partnership between CAP and SDWP, socially and economically disadvantaged youth are recruited to the program and offered supportive services to ensure their success. By fostering employment readiness and real-life work experience, the Connect2Careers program offers a long-term intervention that can support increased earnings throughout the course of the participants' lives.

Finally, CAP San Diego offers mediation training through their contractor National Conflict Resolution Center (NCRC) to offer The Exchange, to vulnerable populations throughout the region. One of the

targeted populations is at-risk youth. Through Exchange training, youth develop important life skills that allow them to better communicate at home, in school and with potential employers. The Exchange also provides tools so that they can mediate conflicts peacefully.

CAP San Diego will continue to look for ways to maximize the School-Based Self-Sufficiency Services model and The Exchange to promote violence-free zones involving youth development and intervention programs.

(ii) after-school childcare programs

While CAP San Diego does not administer after-school childcare programs, the Communities in Action program will provide Education and Development opportunities, which could include After School Recreational activities. Communities in Action providers will work with participating families in need of regular after school childcare to link them with resources to assist them.

3. Coordination of Other Programs

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

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

☒Local Workforce Investment Boards

☒Social Service Departments

☐CSBG MSFW Agency

☒One-Stop Centers

☒Child Care Centers

☒Faith-Based Organizations

☒Community Based Organizations

☐Other: Click here to enter text.

☐Other: Click here to enter text.

☐Other: Click here to enter text.

Narrative Response:

CAP San Diego is committed to coordination of its services with internal and external partners in an effort to maximize the resources available help empower low-income individuals, families and communities. Coordination of CAP San Diego's services is facilitated through a number of mechanisms,

including:

- The *Live Well San Diego* Vision has brought together a network of stakeholders – cities and governments, healthcare, technology, schools, community based organizations and the faith community – committed to achieving the vision of a healthy, safe and thriving region;
- The County of San Diego's General Management System (GMS), which provides a comprehensive planning process, including strategic alignment and functional threading, between all of the County's business groups, including the Health and Human Services Agency (HHSA) where CAP San Diego resides;
- The Integrated HHSA Executive Team, which CAP San Diego's Executive Director (who is also the Director of Strategy and Innovation for HHSA) sits on along with all of the other Agency Executives, including the Director of Eligibility Operations, the Public Health Officer, the Director of Child Welfare Services, and the Director of Behavioral Health Services to name a few;
- The Community Action Board (CAB), which consists of representatives from three community sectors (the Economically Disadvantaged Community, the Private Sector and the Public Sector representing the Board of Supervisors) and meets monthly to discuss issues related to economically disadvantaged communities and the best use of CAP San Diego's resources to meet the needs of those communities; and,
- The various collaboratives and coalitions that CAP San Diego participates in, including the San Diego Refugee Forum, the EITC Coalition, the Southeast Collaborative, the El Cajon Collaborative, the Resident Leadership Academy Council and others.

CAP San Diego will continue to identify ways to coordinate services to support the vision and mission of *Live Well San Diego* and Community Action Partnership through the mechanisms described above and other opportunities that develop.

4. Emergency Food and Nutrition

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

Emergency food and nutrition services will be available as Stabilization Supports to individuals and families participating in the Communities in Action Program. Communities in Action providers will also help participating families access income supports, including CalFresh benefits, to help ensure that they have the resources needed to purchase healthy and affordable food.

Resident Leadership Academy (RLA) Community Improvement Projects (CIPs) supported through the Communities in Action Program may address issues of food access – RLAs facilitated outside of the Communities in Action Program will continue to be able to access training and technical assistance through the RLA Council meetings, which can also support other efforts to address food access by residents throughout the region.

Finally, CAP will continue to work with Public Health Services and other local agencies to address the issues of limited access to healthy foods in low-income communities by addressing policy, systems and environmental changes. These changes are initiated through programs such as:

- Healthy Cities, Healthy Residents, which trains residents to identify barriers to health in their neighborhoods, and supports them to work collaboratively with local government to implement policy, environmental and system improvements to address those issues.

CAP San Diego will continue to identify ways to help alleviate the conditions of starvation and malnutrition in low-income communities through both emergency food services and community level strategies to improve access to healthy foods in low-income neighborhoods.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102]. .

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

☒Workforce Investment Boards

☒Social Service Departments

☒One-Stop Centers

☒Child Care Centers

☒Faith-Based Organizations

☒Local Colleges

☒Adult Education programs

☒Job Training Organizations

☐CSBG MSFW Agency

☒CalWORKS

☒Community Based Organizations

☐Substance Abuse Treatment Providers

☐Other: Click here to enter text.

☐Other: Click here to enter text.

☐Other: Click here to enter text.

Narrative Response:

CAP San Diego oversees the Refugee Employment Services for newly arrived refugee families resettled to San Diego County. In this role, CAP contracts with local service providers to offer employment services that support removal of barriers to employment for refugee families, many of whom are also CalWORKs Welfare to Work participants. To maximize the services available to these families, CAP coordinates closely with the CalWORKs Welfare to Work Program housed in HHSA's Eligibility Operations Division. In addition to coordination with Welfare to Work, CAP collaborates with local refugee resettlement agencies responsible for providing employment services for newly arriving single adult refugees or couples without children to ensure all newly arriving refugees become self-sufficient as soon as possible.

CAP San Diego contracts with the local Workforce Investment Board, San Diego Workforce Partnership (SDWP), to provide youth employment services to socially and economically disadvantaged youth ages 16-24 through the Connect2Careers Program. Connect2Careers is also supported by funding from the City of San Diego.

CAP will be implementing the Communities in Action program in Calendar Year 2018, which will include referrals to local employment services programs to help support obtaining and maintaining/improving employment for low income individuals and families throughout San Diego. Communities in Action contractors will establish collaborative partnerships to ensure warm referrals to local employment services programs and organizations that can help support employment outcomes (e.g. child care and adult education programs). Communities in Action program contractors will establish partnerships with SDWP and their contractors funded through Workforce Investment and Opportunity Act (WIOA) dollars, which may include local One-Stop Centers and other community based organizations providing employment services.

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

Through its Communities in Action Contracts, CAP San Diego will leverage a private resource with the local San Diego Gas and Electric's (SDG&E) Care Program. The Care Program extends discounts to income eligible SDG&E customers. Communities in Action participants will be referred to the CARE program and assisted with on-line applications.

7. **Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships**
   Describe how your agency will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the

communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

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

☒Local school districts

☒Social Service Departments

☒State agencies

☒Colleges

☒Faith-Based Organizations

☒Community Based Organizations

☒Local Utility Companies

☒Charitable Organizations

☒Homeless Programs

☐Participant in County Taskforce

☒Local Food Banks

☐Other: Click here to enter text.

☐Other: Click here to enter text.

☐Other: Click here to enter text.

Narrative Response:

CAP San Diego is committed to collective impact through partnerships to provide effective programs that positively impact the lives of individuals and families living in San Diego's low-income communities. As described above in "Coordination", CAP San Diego has a number of mechanisms that support partnering for positive outcomes, including:

- The *Live Well San Diego* vision and its network of committed partners– cities and governments, healthcare, technology, schools, community based organizations and the faith community – committed to achieving a healthy, safe and thriving region;
- The County of San Diego's General Management System (GMS), which provides a

comprehensive planning process, including strategic alignment and functional threading, between all of the County's business groups, including the Health and Human Services Agency (HHSA) where CAP San Diego resides;

- The Integrated HHSA Executive Team, which CAP San Diego's Executive Director (who is also the Director of Strategy and Innovation for HHSA) sits on along with all of the other Agency Executives, including the Director of Eligibility Operations, the Public Health Officer, the Director of Child Welfare Services, and the Director of Behavioral Health Services to name a few;
- The Community Action Board (CAB), which consists of representatives from three community sectors (the Economically Disadvantaged Community, the Private Sector and the Public Sector representing the Board of Supervisors) and meets monthly to discuss issues related to economically disadvantaged communities and the best use of CAP San Diego's resources to meet the needs of those communities; and,
- The various collaboratives and coalitions that CAP San Diego participates in, including the San Diego Refugee Forum, the EITC Coalition, the Southeast Collaborative, the El Cajon Collaborative, the Resident Leadership Academy Council and others.

CAP San Diego administers all of its programs through contracts with local community based organizations – in doing so; CAP San Diego is able to deliver its services through organizations that leverage additional programs and funding to serve low-income individuals and families. In some instances, CAP San Diego's prime contractor opt to subcontract program delivery to smaller community based organizations, which provides the additional benefit of helping to develop these organizations so that they can one day have the experience to be more competitive when applying for resources, including government contracts.

CAP San Diego will continue to identify opportunities to partner with other organizations that serve low-income communities to ensure that programs are complementary, that knowledge is shared for mutual growth and that resources are leveraged to the fullest extent possible.

8. Establishment of Procedures for Adequate Board Representation

Describe your agency's procedures for establishing adequate board representation under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism).

The Community Action Board (CAB) of the County of San Diego is a tripartite body in compliance with federal statute and the California Government Code governing community action agencies. CAB's three sectors include:

- The economically disadvantaged community, represented by residents in designated CAP San Diego service areas;
- The private sector, represented by members of community organizations that have an interest in or an asset to CAB; and,

- The public sector, represented by appointees of the County of San Diego's Board of Supervisors.

Individuals seeking to represent the economically disadvantaged sector and organizations requesting representation in the private sector are considered for inclusion on the Board as long as there are no conflicts of interest. Persons seeking to represent the low-income population must demonstrate a close connection to that population and the ability to represent their interests. Individuals, groups or organizations can submit a letter to the Chairperson of the Community Action Board to petition for membership. The CAB Nominating Committee reviews these petitions and makes recommendations to the rest of the board as an action item – CAB nominations are submitted to the County Board of Supervisors for approval. When vacancies occur, the CAB's Nominating Committee uses the collaborative networks, community-based organizations, and the Health and Human Services Agency to recruit new members.

9. Cost and Accounting Standards

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

The County of San Diego adheres to the highest standards of fiscal accountability and fully complies with the standards of the Office of Management and Budget (OMB).

There are two levels of controls involved with managing funds: the administrative level; and the contracting level. At the administrative level, the County follows OMB requirements in management of funds and ensures that single audits are conducted in accordance with the Single Audit Act of 1984 which requires that a single audit be conducted for non-federal entities that expend $500,000 or more a year in federal awards. Audits are conducted in compliance with the Government Auditing Standards issued by the Comptroller General of the United State and OMB Circular A-133.

The County's Auditor and Controller ensures that the financial transactions of all County departments are in conformance with generally accepted accounting principles and requirements prescribed by the State Controller and that they are adequate to record:

- All budgeted revenue and appropriations, together with additions or transfers thereto and expenditures or transfers there from;
- All amounts or unexpended appropriations which have been legally encumbered and the unencumbered, unexpended balances of such appropriations;
- All revenues accrued and liabilities incurred;
- All cash receipts and disbursements; and
- All transactions affecting the custody or disposition of County assets.

Health and Human Services Agency has an internal Agency Contract Support (ACS) division that conducts fiscal reviews of contractors and also reviews CAP's adherence to its own contract administration policies. Contractor reviews are performed in accordance with the contract terms and conditions and OMB A-122, cost principles. Contractors are required to demonstrate that they have systems in place to ensure that invoices submitted to the County are for allocable, reasonable and verifiable costs or outcomes specified in their contracts. The County verifies that funds paid to contractors for services provided under contracts are properly claimed and documented.

10. Service Delivery System

a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.

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

A. CAP San Diego's Service Delivery System offers programs that target individual, family and community needs associated with the issues of poverty.

At the family and individual level, services are designed to help resolve barriers to self-sufficiency at the current state of the individual. Service history has demonstrated that individuals and families accessing CAP Services tend to fall into three different categories:

- *Tier1- In Crisis:* Families in this tier have basic or immediate needs that must be met to assure their safety. These are generally food and/or emergency shelter needs but may also include health care needs or emotional issues. Individuals and families in crisis may access CAP's Communities in Action program to receive emergency stabilization services and warm referrals to other programs that can meet their most pressing needs. The services offered through the Interfaith Shelter Network's Rotational Shelter can assist homeless families in crisis through emergency shelter and case management.
- *Tier II* – At-Risk: In this tier, families generally do not have immediate safety issues. They do, however, require assistance in finding permanent, long-term solutions to achieve self-sufficiency. CAP supports at-risk individuals and families in the Communities in Action program through income and asset building services to help them increase their financial skills and resources. Typically newly arriving refugee families fall into the at-risk category and require additional support for obtaining employment, which is offered through CAP's Vocational English as a Second Language program and the supplemental services offered through Refugee Employment Services within the County's Welfare to Work contracts. Youth in at-risk families may access work readiness services through the Connect2Careers program to support their long term employment outcomes.
- *Tier III* – Stable and Living Well: Here families are secure, generally have few barriers, are more self-reliant and demonstrate a commitment to achieve self-sufficiency. CAP San Diego offers opportunities for individuals and families at this tier to continue to develop through education opportunities within the Communities in Action program such as Adult Basic Education, K-12 Supplemental Education and wellness activities.

At the community level, CAP San Diego administers programs that seek community-level changes to improve the health, safety and well-being of low-income neighborhoods through greater civic engagement of low-income individuals and through policy, systems and environmental changes.

Examples of these types of programs include:

- Resident Leadership Academy (RLA), which trains leaders to identify community needs, develop community improvement plans and work with local partners, including government, to make changes that improve the health, safety and well-being of their neighborhoods;
- The *Live Well San Diego* Exchange, which builds the capacity of residents to peacefully mediate conflict within their families and communities, avoiding escalation;
- Project MOST, which offers training and technical assistance to small, minority owned businesses providing services to at-risk/high need communities so that they can increase their capacity to both serve residents and grow as an employer;
- The Gang Prevention and Community Response services, which will support local interventions to bring stakeholders together to address prevent gang recruitment, assist those involved in gangs to leave the lifestyle and to address community trauma resulting from gang violence, and;
- Leadership of the Earned Income Tax Credit (EITC) Coalition, which annually brings in millions of dollars to the local community, improving the economic output.

Often, the participation of low-income residents in civic engagement has both individual/family and community level impacts – the individual participant gains greater knowledge, skills and experience that can benefit them in other parts of their lives and the community benefits from having broader participation in decision making. Because of the two-fold impact of these types of interventions, CAP San Diego will continue to look for opportunities to provide programming that develops leaders from low-income communities and supports their engagement in civic activities.

B. CAP regularly reviews data to ensure services are addressing the priorities of the communities being served and meeting anticipated outcomes. When data indicates that changes to programs or services are needed, CAP takes action and continues to evaluate for impact. Examples of this process at various levels of programmatic administration include:

- **Strategically**: CAP expanded community input to the 2014 Needs Assessment through use of trained Resident Leadership Academy graduates and identified emerging issues in low-income communities not previously identified as priorities. This data was analyzed along with community indicator data to identify several pilot interventions, including Project MOST, a training and technical assistance program to support small, minority owned nonprofits operating in a high-need community;
- **Tactically**: CAP collects and monitors outcome data from all service contractors to determine if progress is being made towards the goal of the program and whether there are any risks that need to be mitigated. In the case of Project MOST, participants in the trainings provided feedback on the monthly training topics offered by Project MOST, including customer satisfaction on the materials provided and the relevance to their needs. CAP used the information collected through Project MOST to determine whether the trainings were meeting the needs of the participants – decisions regarding which trainings to continue and which to eliminate in future procurements for Project MOST were made based on the data analysis.
- **Operationally**: CAP does not provide direct services but it does work closely with contracted service providers to ensure that the day to day operations of its programs run smoothly. In the case of Project MOST, analysis of participant show rates indicated early on that there was a much higher no-show rate than initially anticipated. Because targeted organizations had limited

resources, it was important that Project MOST remained free of cost; however, the lack of financial risk to the participant meant that often times those who signed up did not follow through. Working with the provider, CAP determined that the best course of action would be to open up more slots for Project MOST sessions with the expectation that there would be a significant no-show rate. The result was more full class sizes moving forward.

11. Linkages

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

At the community level, CAP San Diego reviews Community Needs Assessment data and identifies gaps in services and opportunities to establish linkages to close those gaps and/or enhance current programs. Linkages at the administrative level allow for better program development and administration. CAP San Diego ensures that all of its contracted service providers are aware of each other and able to work together or accept referrals to better serve their respective clients. For example, the *Live Well San Diego* Exchange contractor, who offers training on collaborative communication and conflict management, has provided trainings to the Resident Leadership Academy Council participants in an effort to expand their toolkit for working with stakeholders on Community Improvement Projects.

At the client/family level, Communities in Action providers will offer case management services to program participants, which include warm referrals to other services that can address their barriers to self-sufficiency. Communities in Action providers may also link to their own internal programs that can complement the goals of the program (for example, providers operating transitional shelters may be able to link those services to homeless individuals or families) and to outside programs offered through partner organizations. Communities in Action providers will follow up with clients to determine if linkages were made and needs were met.

CAP San Diego will continue to establish linkages between internal and external partners to ensure low-income families are provided the services they need to move towards self-sufficiency. CAP San Diego will also continue to set the expectation that contracted providers establish linkages as well, so that clients are able to experience smooth referrals to additional services as needed.

12. Funds Coordination

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

CAP San Diego identifies opportunities for additional funding to create new or enhance existing programs that serve the needs of low income individuals, families and communities. CAP San Diego identifies the needs of the communities that it serves and then works to identify the best source of revenue to meet the identified need(s). Examples of additional funding that has been coordinated

under the umbrella of CAP San Diego to meet the needs of low-income communities includes:

- Refugee Social Services Funding
- Alternative Dispute Resolution Trust Fund
- Office of Traffic Safety Grants
- County of San Diego General Purpose Revenue
- CSBG Innovation Grants

In addition, in accordance with the principles of the County's General Management System (GMS), CAP San Diego participates in functional threading opportunities with other County and HHSA divisions. Functional threading includes coordination of funds to best meet the needs of the community. Previously, CAP has worked with other HHSA divisions to administer programs such as the CalWORKs Housing Support Program and the Nutritional Education and Obesity Prevention program.

CAP San Diego will continue to use the information collected as part of the Community Needs Assessment to guide its use of CSBG and other funding, including applying for additional funds to complement services offered to low-income communities.

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

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

Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

☐Fatherhood Strengthening Classes

☐Counseling

☐Non-court-ordered parenting classes

☐Co-parenting communication skills

☐Classes assisting incarcerated or recently paroled men

☐Job training and employment assistance

☒Other: Intergenerational Education and Development Activities

☐Other: Click here to enter text.

☐Other: Click here to enter text.

Narrative Response:

The Communities in Action program will offer Education and Development Activities in response to the most recent community input to the CAP Needs Assessment conducted in 2016. Activities may include options such as K-12 Supplemental Education, Literacy, Basic Education and Wellness. Recognizing the importance of offering activities for the entire family, Communities in Action will ensure that at least two of the Education and Development Activities offered through the program will be intergenerational in nature, so that families can participate together and support family strengthening efforts.

State Assurances

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

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

CAP San Diego is committed to sustaining programs and services that empower low-income communities and support low-income individuals and families, including newly arriving refugees, achieve their highest level of self-sufficiency. CAP San Diego continuously identifies additional resources to leverage and expand services funded through CSBG. CAP San Diego also actively participates in local service networks, identifying public and private partnerships with shared goals so that efforts can work collectively in an effort to improve outcomes in the community. In addition, CAP San Diego looks for opportunities to help strengthen other social and health organizations serving the low-income communities, so that they are better able to provide services.

In the event of reduced federal funding, CAP San Diego will examine current and potential funding sources to identify opportunities to fill gaps in revenue and will work with the local network of service providers to identify other options for delivering important services to low-income communities.

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

CAP San Diego ensures that any services provided to migrant and seasonal farmworkers and/or

American Indians residing in off-reservation and reservation areas of San Diego are coordinated to avoid duplication of services.

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

Not applicable

Individual and Community Eligibility Requirements

Describe how your agency verifies participant income eligibility:

- ☒ Pay Stubs
- ☒ Social Security Award Letters
- ☒ Bank Statements
- ☒ Tax Statements
- ☒ Zero-income Statements
- ☒ Unemployment Insurance Letters
- ☒ Qualification for other need-based program, describe: These verifications could include letters or notifications from public assistance programs such as CalWORKs, CalFresh, etc.
- ☐ Other, describe:

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

CAP San Diego's direct service contracts include language that lists the types of income verification required for program participation. In cases where the documentation may not be available, service agencies are required to conduct due-diligence by using client self-declaration forms that are signed by program participants. CAP San Diego has the opportunity to verify that contracted agencies comply with these requirements through annual site visits, monthly invoice and monthly reports and through internal and external audits conducted on contracted services for the County of San Diego.

Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

CAP San Diego uses community data on poverty to direct community-targeted services, ensuring services are provided in communities that have high levels of poverty and associated needs for resources. Contractors administering community service programs are required to document outreach activities and program participation through collection of items like sign-in sheets, surveys, flyers, and meeting minutes, which are reviewed by CAP San Diego staff as part of the regular contract monitoring process. Contractors report their activities associated with community-targeted services regularly as part of their programmatic reporting and monthly invoicing.

Monitoring and Evaluation

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

1. Describe your methods for evaluating programs and services.

CAP San Diego uses benchmarks to determine appropriate performance targets for its programs – when benchmarks are not available or appropriate, CAP conducts pilot projects to establish them. CAP San Diego then evaluates its programs and services through contractor performance monitoring which provides information on whether or not goals and objectives are being met. This process also allows CAP San Diego staff to identify problems, barriers, or systemic factors that service providers may be encountering in serving the target population. By monitoring contractors' performance monthly through desk audits and annual site visits, staff can determine if the program design is having the intended impacts on the low-income families served through Family Self-Sufficiency and other programs. In addition, through performance monitoring, CAP is able to quickly assess if changes are needed in strategic direction, goals, and/or objectives.

In some instances, CAP San Diego has worked with its Public Health Services team to conduct additional evaluation on programs, particularly the impact of Resident Leadership Academy (RLA) efforts. PHS has experienced epidemiologists and evaluation staff that assists CAP San Diego on evaluating these programs using evidence based methods. In FY 17-18, CAP San Diego will be working with PHS to engage outside evaluation support to look at the impact of RLA on individuals, families and communities.

2. Describe the frequency of evaluations conducted.

CAP uses the formal contracting process to conduct monthly and annual monitoring of contractor performance as a required contracting component for the County of San Diego, Health and Human Services Agency. In addition, as a matter of routine, CAP is constantly evaluating its programs through

review of contractor performance.

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

CAP San Diego develops and follows a monitoring plan for all contracts to ensure compliance with contract provisions and integrity to the goals and outcomes related to CSBG and all other revenue sources through the following methods:

- Site Visits - Staff visit contractors and project sites regularly to evaluate contract compliance through observation, interviews, examination and verification of records. Site visits include entrance and exit conferences, and focus on compliance with the Performance Work Statement and the contractor's internal control systems and delivery processes. A minimum of one site visit per contract is conducted annually.
- Contractor Meetings – CAP San Diego schedules regular operational meetings with contractors to review/resolve issues.
- Desk Reviews – Reviews of Quarterly or Monthly Progress Reports are conducted to ensure completeness and accuracy of the report. Reports are reviewed upon receipt and outcomes are closely tracked to ensure desired results are achieved.
- Invoice Validation – As part of performance based contracting, the payment structure parallels the performance work statement. Payments are closely aligned with the outcomes. Therefore CAP San Diego's monitoring system includes invoice validation as part of the routine monitoring. Invoice validation activities include:
    - Review of pay points claimed and supporting documentation to ensure validity of claim;
    - Checking accuracy of calculations and validity of costs against the contract budget for cost reimbursement line items;
    - Ensuring delivery of services or deliverables upon which payment is predicated;
    - Resolving any identified discrepancies;
    - Approving the claim and forwarding it for payment; and
    - Periodic on-site validation of contractor expenses for approved line items and pay points claimed.
- Technical Assistance – Contract staff clarifies and interprets policies and procedures, and makes referrals to appropriate resources to help contractors improve systems.
- Corrective Action Notices (CAN) – When contractor performance fails to meet acceptable standards and technical assistance does not achieve the desired results, notices of non-compliance are issued to ensure contract compliance. Contractor failure to respond to a CAN that specifies what actions need to be taken to address the area of non-compliance may result in suspension of reimbursement.

Data Collection

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

Describe the data collection process.

CAP's reporting system ensures that data are collected to document the progress of program goals and objectives. In the case of CSBG funded programs, reports summarizing the data are prepared and submitted to CSD in accordance with contract requirements.

CAP uses the County of San Diego's Financial Reporting System to prepare the Expenditure/Activity Reports. These reports are also prepared and submitted to CSD in accordance with contract requirements.

CAP has instituted a comprehensive system to ensure accurate and timely data collection. The system is comprised of the following components:

- Designated staff with clearly defined reporting responsibilities;
- Data collection requirements detailed in contractor Statements of Work;
- Contract invoices with programmatic data reporting embedded along with financial claiming data;
- Report templates for contractors that mirror the National Performance Indicators for CAP San Diego.
- A master grid that tracks all required reports and includes report periods, deadlines and other critical information.
- A tickler system to alert key individuals about approaching deadlines for completion of reports.
- Automated roll up of key data elements using linked spreadsheets.

Describe the data reporting process.

CAP San Diego is committed to accurate and timely data reporting to funders and key stakeholders, including the Community Action Board. The system is comprised of the following components:

- CAP San Diego contractors provide data at specified intervals based on contract and funding requirements;
- CAP San Diego contract analysts review data reported from contractors, identify any discrepancies,

conduct initial analysis and provide data reports to Program Managers;

- Program Managers work with analysts to finalize data reports, present to Program Director for final review and submit to the State or other funder as required.
- Program Director shares data to the Community Action Board as part of the regular Director's Update and with other key stakeholders as necessary.

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

Data is used to support multiple activities, including:

- Program Design: CAP San Diego uses the quantitative and qualitative data collected as part of its Community Needs Assessments to identify where the greatest needs in the low-income communities exist, what the priorities of the low-income community are in terms of services, and what opportunities (partnerships , leveraging of best practices, etc.) are available when designing programs.
- Performance Monitoring: Contract analyst staff review program and financial data as a part of their monthly contract monitoring activities. As described in earlier sections, CAP San Diego ensures that all contracts are performance based in that they contain anticipated goals and objectives related to the program(s) they are operating. Analysts review both the performance data and the financial data associated with their contracts to make sure those contracts are performing to expectations and if not, that corrective action is initiated quickly.
- Reporting Progress: CAP San Diego uses data to report on the progress of its programs in serving low income individuals, families and communities.
- Evaluation: CAP San Diego monitors key performance measures associated with its programs to get a collective picture of how the services provided are supporting the goals of the County of San Diego, *Live Well San Diego,* and the CSBG National Performance Indicators. Data is used to make decisions on the next steps of programs.

CSBG/National Performance Indicators (NPI) CAP Projections

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

in partnership with
COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL
SAN DIEGO

Community Voices

Community Input to the 2016 Community Action Partnership Needs Assessment

County of San Diego,
Health and Human Services Agency,
Community Action Partnership

Executive Summary

In preparation for the 2016-2017 Community Action Partnership (CAP) Plan, CAP completed a community needs assessment process in 2014 that included analysis of community indicators and feedback from the community collected through trained Resident Leadership Academy[1] (RLA) graduates. Through this new process, different community and countywide priority needs were identified than in prior years, including: youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment and transportation. To ensure future CAP programs are meeting needs in priority service areas and not duplicating services already available in the community, CAP [2] conducted a follow-up needs assessment in 2016 that "drills down" on the top identified needs from the 2014 assessment.

The CAP 2016 Needs Assessment was designed to build upon the work done in 2014. Working through their contractor, Community Health Improvement Partners (CHIP), CAP sought community input on the ongoing priorities for services and which service strategies would best meet the needs of low-income communities in the county. Local Community Based Organizations (CBOs[3]) were selected to assist with this process because of their participation in the 2014 RLA Needs Assessment, their engagement with the community and overall interest in helping to identify needs in low-income communities. Several methods were used to solicit input, including community forums, which incorporated a live polling feature, and surveys (available electronically and in paper).

The survey consisted of 33 questions to help respondents identify priorities for their communities and rank strategies to address those priority issues. The survey provided a countywide perspective, while the public forums gave a snapshot of specific regional considerations. Materials and content were translated and interpreted as needed into three additional languages (Spanish, Arabic and Vietnamese). The Countywide survey was completed by 445 individuals. Most individuals that completed the survey were community residents (67.82%), and there was almost equal participation countywide, with slightly more in North Coastal Region communities (20.83%) and somewhat less in Central Region communities (10.68%).

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[1] The Resident Leadership Academy is a curriculum-based, community health organizing project that empowers neighborhood residents to make positive changes in their communities relative to improving food and physical activity environments, and public safety in high need communities.

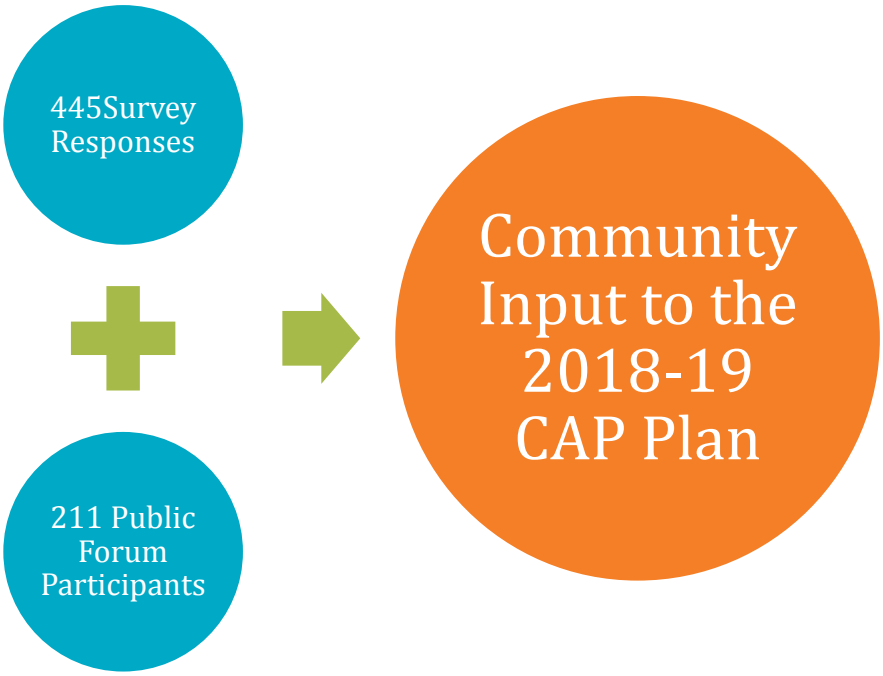
[2] Community Health Improvement Partners (CHIP) www.sdchip.org was the lead contractor for the CAP Needs Assessment Drill-Down 2016.

[3] The six CBOs were The Urban Collaborative Project, Bayside Community Center, El Cajon Collaborative, Escondido Education COMPACT, Vista Community Clinic and 4 Walls International.

The countywide survey results showed the ranking of the top need priorities being: 1) Education (17%), 2) Housing (15%), 3) Youth Programs (13%), 4) Employment (12%), 5) Access to Healthy Food (11%), 6) Community Engagement (10%), 7) Gang Activity (8%), 8) Transportation (7%), 9) Infrastructure (7%). The majority of participants ranked as the top strategies: K-12 Supplemental for Education, Before & After School Activities for Youth Programs, Financial Capabilities Skills Training for Housing, Relationship Building Activities with Residents & Law Enforcement for Gang Activity, Leadership Trainings for Community Engagement, Nutrition Education Classes for Access to Healthy Food, Community Improvement Projects for Infrastructure, Vocational Training for Employment, and Public Transportation Services for Transportation.

Community forums were held in low-income communities in each of the HHSA Service Regions and were attended by 211 individuals, who provided feedback on their community priorities through Live Poll technology and facilitated dialogue. A majority of community residents that participated in the public forums reported liking the experience, and especially liked the technological aspect of being able to see the Live Poll results in real time. While Housing and Education were consistently identified as priorities throughout the public forums, there were also unique factors that were highlighted within each region.

The 2016 Community Needs Assessment was anchored in the goal to get voice of the customer data on needs and priorities for programs administered by CAP, as required by regulations for Community Service Block Grant (CSBG) funding. Data collected as a part of this process will inform CAP programs and the use of CSBG resources, and will also be made available to other community stakeholders for their use in developing and enhancing programs and services that serve low-income communities.



Data Collection Process

Data collection for the 2016 Needs Assessment built off of the results from the previous needs assessment process. It consisted of standard surveys (electronic and paper) and community forums that incorporated a new live polling component. CHIP subcontracted with six local CBOs, one in each HHSA Service Region, including The Urban Collaborative Project (UP) representing the Central Region, Bayside Community Center (BCC) representing the North Central Region, El Cajon Collaborative (ECC) representing the East Region, Escondido Education COMPACT representing the North Inland Region, Vista Community Clinic (VCC) representing the North Coastal Region and 4 Walls International representing the South Region. Each CBO was represented by a staff person or contracted staff to support the Needs Assessment process by facilitating bringing each community together at the Public Forums and helping collect surveys from community stakeholders (with an emphasis in low-income residents). A total of 211 people attended the Public Forums countywide. Surveys were active before and after forums to allow for maximum participation. Countywide a total of 445 surveys were completed.

COMMUNITY BASED ORGANIZATIONS

The CBOs selected as subcontractors to assist with this needs assessment were identified based on their experience with community engagement, including facilitation of RLA's, sustained connections to residents involved in community improvement efforts, experience with the 2014 Needs Assessment process, community connections within the respective Regions, as well as their overall interest in gathering key information to help support their work with the community. CHIP provided technical assistance and guidance to these organizations to support the process. Participating CBOs increased their knowledge and experience in conducting community needs assessment activities, including conducting outreach, utilizing technology, and securing resources like community venues and interpreters. CBOs that participated in the process also gained a better understanding of government processes and how needs assessment data is used to develop and/or enhance services.

Through this process, the CBOs learned factors that were unique to their communities. For example, in El Cajon and Kearny Mesa, there were higher needs for trilingual interpretation and translation to appropriately engage residents. In South Bay, they learned that the best time to hold forums for the local population of high-need families would be during the middle of the week during morning hours, and that holding forums during the evening attracted a more senior/older adult population. In Southeast San Diego, they identified that they needed more avenues to access the higher-need families in the area, and that more discussion and thought needed to go into defining service areas, because those designations can dictate resource distribution and support. In Escondido and in Oceanside, the CBOs were able to use the opportunity to reach out to additional communities that they hadn't connected with previously, which will hopefully lead to increased numbers of active, engaged community members working together on shared goals.

TECHNOLOGY

Unique to this needs assessment process was the use of technology - CHIP opted to promote the use of the Polleverywhere.com platform to introduce Live Polling at the forums. The use of Live Polling was intended to help keep participants engaged in the forum, as well as to improve data collection on participant feedback. This use of technology led to collaboration in real time, gave an opportunity to reflect and share, and provided a better record of input from forum participants. During the forums, participants that were able to use their phones were guided on how to interact with the tool. In order to make the participation of the technology as easy as possible, the CBOs were asked to find venues with Ethernet connection and Wi-Fi to ensure a clean connection to the internet and avoid interruption to the feedback of the data. Wi-Fi availability also offered free internet data services for those participants that had limited data plans.

In addition to serving as the platform for the Live Polling activity at the forums, CHIP utilized the Polleverywhere.com service to implement electronic surveys, which were available before and after the forums in both English and Spanish. This platform allowed for anonymous participation that was determined to be important for maximizing the number of respondents. Although the platform was effective in hosting the Live Polling activity, the survey component proved limiting when utilizing the anonymous option. This led to challenges in analyzing the countywide data at the regional level, an option that would have allowed for a more complete data summary.

Overall, the use of new technology was both beneficial and more challenging than expected. It required a large amount of time to set up and implement, including the need for resources to help participants utilize the tool at the forums. However, it was a good opportunity to build new skills and knowledge for those who participated in the process. The CBOs learned how to use technology that they can use for other efforts. Many residents indicated that they enjoyed the public forum experience, and became more confident in their personal use of technology by using their text messaging features to share the survey with others. If the technology is used in future needs assessment processes, lessons learned from this experience will help inform future approaches.

Countywide Survey

The countywide survey was created and disseminated through all of the CBOs in their specific Regions, focusing outreach in the specific subregions identified as having high concentrations of low-income residents. The survey was designed to solicit input on respondents' priority issues and to get a better understanding of what types of community action strategies residents felt would be the most useful and appropriate/impactful in addressing their priorities. Respondents were asked to rank the five (5) most important issues in their communities by priority - within each five subject areas ranked, respondents were

then asked to mark the most important strategy to address the issue(s). Respondents were also given the opportunity to add comments or suggest additional strategies that might have not been included.

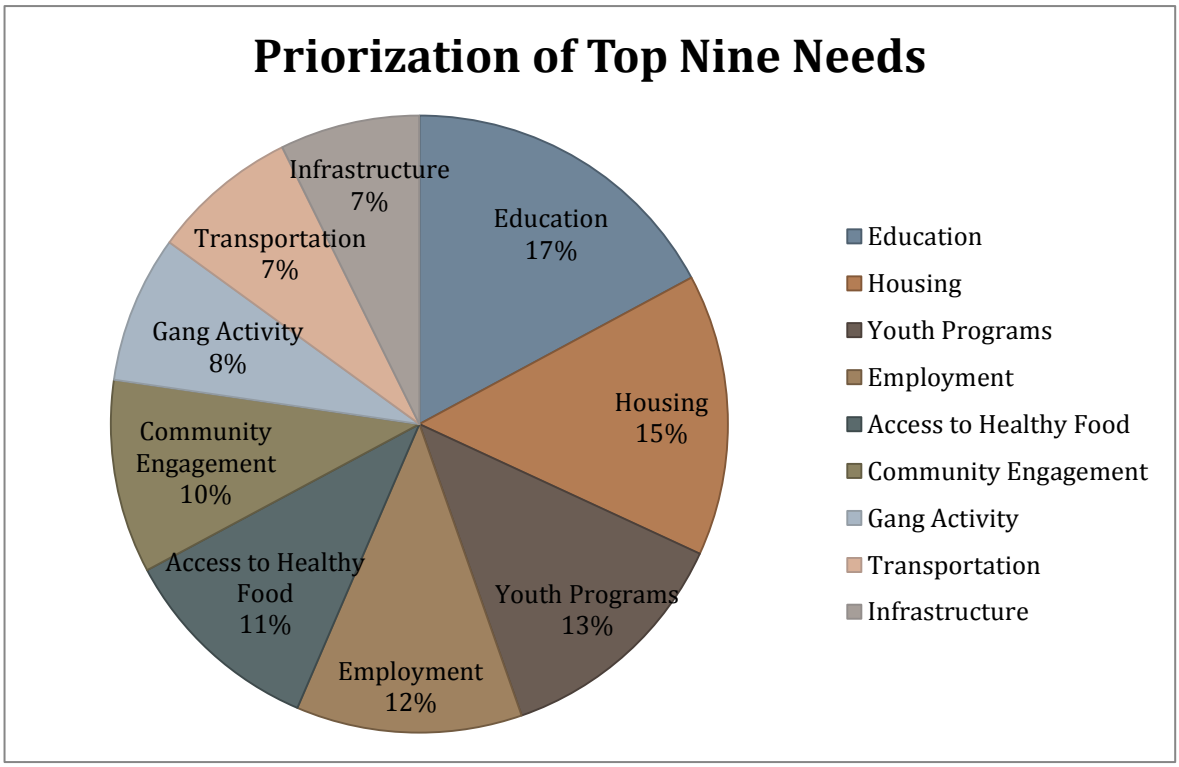
The survey was created using Polleverywhere.com in English and Spanish, and disseminated countywide from the period of September 29, 2016-December 5, 2016. Throughout that process, the survey web links were shared via emails several times, and at the community forums residents were asked to fill out the survey online or in paper format, depending on their preference or ability. As an action item at the end of the forums, participants were also asked to share the survey link with others in their community via text messages, to assist in acquiring more community input for the CAP needs assessment. A total of 445 people participated in completing the survey countywide.

Countywide Survey Participants

Survey	Participants	Location
• Total- 445 • Online Survey- 255 (57%) • Paper Survey- 190 (43%)	• Community Residents- (67.82%) • CBO- (15.63%) • Service Provider- (7.13%) • Government- (4.37%) • Other- (5.05%)	• Central Region- (10.68%) • East Region- (17.71%) • North Central - (17.45%) • North Coastal- (20.83%) • North Inland-(16.93%) • South Region- (16.4%)

At a countywide level, the prioritization of the nine community needs was very close. Participants prioritized the needs in the following order: (1) Education, (2) Housing, (3) Youth Programs, (4) Employment, (5) Access to Healthy Food, (6) Community Engagement, (7) Gang Activity, (8) Transportation and (9) Infrastructure.

Countywide Survey Priorities



The countywide survey also asked participants to identify the specific community action strategies that would best impact each community need. Participants identified from a list of strategies which they believed would be most effective in their communities. These data show what the majority of participants ranked as the top need and top strategy addressing each need – the proceeding table displays the needs and ranking of corresponding strategies.

2016 Countywide Needs and Ranking of Corresponding Strategies

1. Education	•**K-12 Supplemental Education(#1)** •Wellness Classes (#2) •Adult Basic Education (#3) •English Language Classes (#4)
2. Housing	•**Financial Capabilities Skills Training (#1)** •Rental Deposit Assistance (#2) •Eviction Prevention Services (#3) •Credit Repair Counseling (#4)
3. Youth Programs	•**Before & After School Activities (#1)** •College Readiness Classes (#2) •Youth Recreational Activities (#3) •Youth Employment Programs (#4)
4. Employment	•**Vocational Training (#1)** •Soft-Skills Training (#2) •Career Counseling (#3) •Self-employment Skills Training (#4)
5. Access to Healthy Food	•**Nutrition Education (#1)** •Emergency Food Assistance (#2) •Help Accessing Food Assistance (#3) •Community Gardening Projects (#4)
6. Community Engagement	•**Leadership Training (#1)** •Family Skills Development Programs (#2) •Mediation Services (#3) •Citizenship Classes (#4)
7. Gang Activity	•**Relationship Building Activities Law Enf + Residents(#1)** •Parent Engagement Programs (#2) •Restorative Justice Programs (#3) •Outreach to Potential/Current Gang Members (#4)
8. Transportation	•**Public Transportation Services (#1)** •Walk/Bike Programs (#2) •Support for Auto Purchase (#3) •Help with Auto Repair (#4)
9. Infrastructure	•**Community Improvement Projects (#1)** •Community Beautification (#2) •Community Events (#3) •Local Business Support (#4)

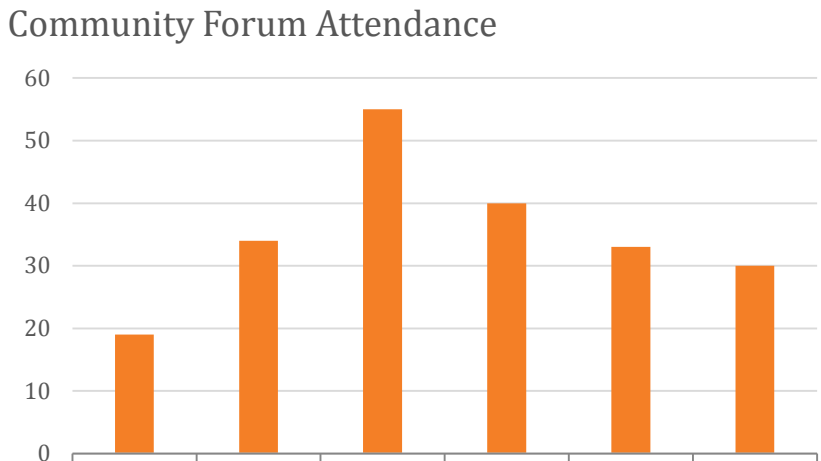
Public Forums

LOCATION OF FORUMS

There were six (6) forums held countywide – one in each HHSA Service Region. In an effort to target these events in areas that had large numbers of CAP's target population, federal poverty data was analyzed to identify subregional areas within each of the HHSA Service Regions with high concentrations of poverty. The locations identified for the forums were: Southeastern San Diego (Central Region), Kearny Mesa (North Central Region), El Cajon (East Region), Escondido (North Inland Region), Oceanside (North Coastal Region), and South Bay (South Region). CBO hosts scouted facilities within the identified subregional areas that could accommodate needs for technology and space, and that were convenient to the communities with greatest need.

FORUM ATTENDANCE

The CBO Partners conducted outreach to their target communities via flyers, emails, personal invitations, and using materials in multiple languages (English, Spanish, Vietnamese, and Arabic). They also attended collaborative meetings and provided access to the survey links and/or paper survey options for those in the community that didn't have technology capabilities to complete the electronic version of the survey. The community forums were well attended with a total of 211 community members attending the forums countywide, despite some dates being challenging with local and national events happening at the same time. For example, the Oceanside forum was held during a time when there had been several homicides in the community in a short period of time. In addition, the forum itself was held the day after Election Day and there were concerns of how that might impact the overall turnout. Fortunately, residents and other stakeholders made a point of attending the session in Oceanside and provided much needed input to the process.



	Southeast	Kearny Mesa	El Cajon	Escondido	Oceanside	South Bay
Community Forum Attendance	19	34	55	40	33	30

Demographics were collected at the community forums. The table below shows the demographic roll-up for the attendance at the forums countywide. Categories with the highest percentages have been bolded.

2016 Countywide Demographics at Public Forums

GENDER		
Female-52.06%	Male-46.91%	Self-Identify-1.03%

AGE					
18-24 yrs (18.48%)	**25-34 yrs (31.75%)**	35-44 yrs (19.43%)	45-54 yrs (14.69%)	55-64 yrs (10.43%)	65+ yrs (5.22%)

RACE					
White (42.95%)	Black or African American (8.73%)	Native American + Alaska Native (0.67%)	Asian + Pacific Islander (8.72%)	Hispanic or Latino (36.91%)	Other (2.02%)

EMPLOYMENT						
Employed (65.8%)	Unemployed (7.74%)	Homemaker (7.74%)	Student (8.4%)	Military (0.7%)	Retired (8.4%)	Unable to Work (1.22%)

CHILDREN		
0-1 (59.33%)	2-4 (33.33%)	5+ (7.34%)

Income			
Less than $25,000 (27.33%)	$25,000-$49,999 (23.33%)	**$50,000-$99,999 (28.67%)**	$100,000+ (20.67%)

FORUM STRUCTURE

At the community forums, attendees were provided an opportunity to hear about the original 2014 Needs Assessment process, the outcomes of that assessment and how the 2016 Needs Assessment connected. In addition, the attendees utilized Live Polling technology to provide more detail on the priorities in today's environment. They also took the survey that delved into the specific strategies they preferred to address their priority needs. Lastly, they were able to give public comment on what needs they see in their community impacting health, safety and well-being. Forums concluded with a request to share the survey link with others in their community. Overall, the structure of the forums allowed for multiple pathways to provide feedback regarding issues facing low-income communities, including what resources are most critical in addressing them. Many community members were interested in the next steps for the Needs Assessment.

Below is an example of one of the flyers that was used in the outreach for the community forums by the different subregions. Although there were similarities, CBOs tailored outreach strategies and materials developed to their respective target communities, which is evident in the slight differences between the flyers.

Community Forum Outreach Flyer Example

LANGUAGE NEEDS

It was identified during the planning process that several communities would require bilingual English/Spanish translation support, and in some cases trilingual capacity, at the public forums to meet the needs of local residents. The surveys and Live Polling activity were translated in both English and Spanish. Interpreters were used for five of the six forums to accommodate language needs of participants.

At the North Central Forum held in Kearny Mesa, there was an additional need for Vietnamese translation and interpretation. The CBO host, Bayside Community Services, ensured that Vietnamese support was available through the process. Similarly, in the El Cajon subregion, they saw the need for adding Arabic interpretation to forum logistics, to include the refugee population that resides in East Region. The El Cajon Collaborative with support from the Newcomers Support and Development, an emerging non-profit, translated the flyer and provided interpretation into Arabic at the forum as well.

Community Forum Languages

Southeast San Diego	Kearny Mesa	Oceanside	Escondido	El Cajon	South Bay
• English	• English • Spanish • Vietnamese	• English • Spanish	• Spanish	• English • Spanish • Arabic	• English • Spanish

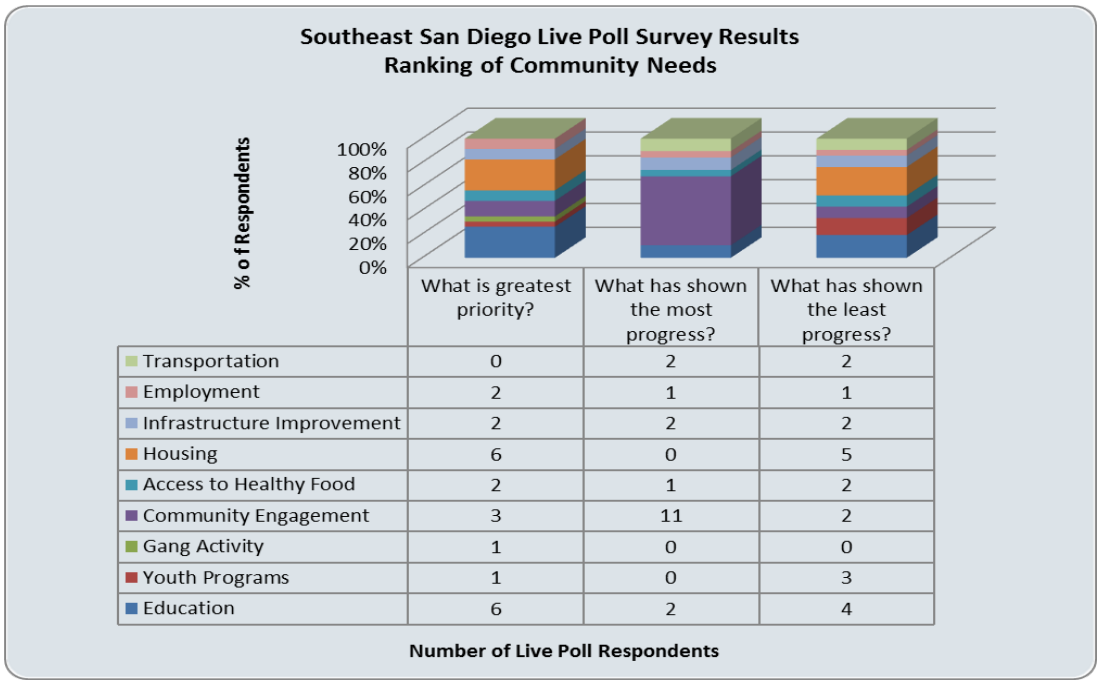
REGIONAL FORUM HIGHLIGHTS

CENTRAL REGION FORUM
HOSTED BY THE URBAN COLLABORATIVE PROJECT
HELD IN SOUTHEAST SAN DIEGO NOVEMBER 14, 2016
LANGUAGE: ENGLISH. ATTENDANCE: 19

The Central Region forum was held in Southeast San Diego at the CARE Community Center attended by a majority of females, residents of the ages 35-44 and African American race/ethnicity. The majority of residents in attendance at the forum were from the 92114 area code with representation from other zip codes in Central Region. Respondents were mostly employed with small families and had a household income of $50,000-$99,000 annually. Residents at the forum expressed how much they care about their community and the acknowledgement that there is much to do to improve the community for the betterment of their own families, friends and others in need.

Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, the lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top needs identified through the Live Poll Activity were education and housing. The lowest priority was transportation. The area that they felt had seen the most progress was community engagement and the area with the least progress was housing. This correlated with the results of the highest priority for them being housing. Some of the issues they felt were missing from the list of priorities were homelessness, mental health, refugee/immigration, civic engagement-voter empowerment and seniors.

During the open discussion portion of the agenda, the attendees shared that there were different meanings and visions for civic engagement and community engagement. They would like to see more efforts in voter empowerment strategies related to civic engagement. Participants stated that promotion of civic engagement should be accompanied with education on the policies and ballot measures, so community residents can make informed decisions. Participants also shared concerns of how Southeast San Diego is underserved, especially when it comes to resources, funding and engagement opportunities. In addition, they mentioned there was a lack of support for small business, entrepreneurs and for returning graduates that wanted to work and live in their hometown neighborhood. Youth engagement was highlighted as important, and they shared that El Cajon and Mira Mesa have some programs that should be duplicated in Southeast San Diego.



Southeast San Diego Live Poll Activity Demographics

GENDER	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
•Female-60% •Male-36% •Self-Identify-4%	•18-24 yrs (4%) •25-34 yrs (16%) •35-44 yrs (32%) •45-54 yrs (24%) •55-64 yrs (20%) •65+ yrs (4%)	•White (42%) •Black or African American (37%) •Native American + Alaska Native (0%) •Asian + Pacific Islander (4%) •Hispanic or Latino (17%) •Other (0%)	•Employed (88%) •Unemployed (4%) •Homemaker (0%) •Student (0%) •Military (0%) •Retired (8%) •Unable to Work (0%)	•0-1 (100%) •2-4 (0%) •5+ (0%)	•Less than $24,999 (0%) •$25,000-$49,999 (28%) •$50,000-$99,999 (32%) •$100,000+ (40%)	•92114 •92102 •92103 •92104 •92105 •92129 •92123 •92109 •92020 •92021 •92115 •92116 •92103

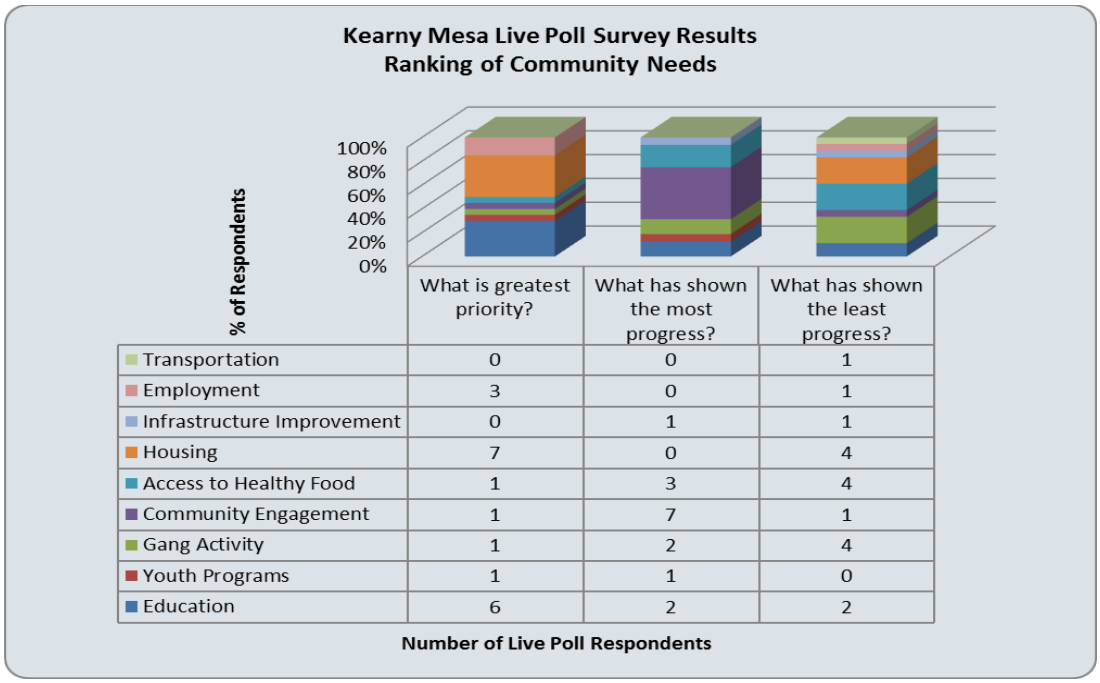
Special thanks to The Urban Collaborative Project for their work in gathering these data

NORTH CENTRAL REGION FORUM
HOSTED BY BAYSIDE COMMUNITY CENTER
HELD IN KEARNY MESA NOVEMBER 1, 2016
LANGUAGES: ENGLISH, SPANISH, VIETNAMESE
ATTENDANCE: 34

The North Central forum was held in the Linda Vista community located in Kearny Mesa and was attended by majority females, residents of the ages 25-54 and of Asian/Pacific Islander race/ethnicity. The majority of residents were from the 92111 area code with representation from other zip codes in the North Central Region. The respondents were mostly employed with small families and have a household income of less than $24,999 annually. This part of the county is very diverse and required trilingual capacity for all the residents to be able to participate. Therefore, the forum was interpreted from English into Spanish and Vietnamese.

Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, their lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top needs identified through the Live Poll Activity were housing, education, and employment. Their lowest priorities identified were transportation and infrastructure improvement. The area that they felt had seen the most progress was community engagement and the least progress was a tie between housing, gang activity, and access to healthy food. This correlated with the results of the highest priority need for them being housing. Some of the needs they felt were missing were mental health, cultural awareness, women's health and business development.

During the forum discussion, residents commented that the area they needed the most help with was housing rights and protecting tenants from questionable landlords. Concerns related to housing included maintaining affordable rents by looking into rent control and protection of tenant rights. The residents shared their concern that some landlords abuse federal programs for funding and then raise rents, which will eventually gentrify their communities and lead to less affordable housing options for low-income families. In addition, attendees of the forum included students from the USD campus who expressed that they want to learn more about the community they reside in during their college experience. The student presence in this community creates a very special and unique opportunity for providing support to community improvement projects that positively impact health, safety and well-being in this area of the county. It is important to note that the high level of engagement and feedback in this region can be attributed in part to participants' previous involvement in RLA and community volunteer programs, particularly those facilitated through the efforts of Bayside Community Center.



Kearny Mesa Live Poll Activity Demographics

GENDER	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
•Female-71% •Male-29% •Self-Identify-0%	•18-24 yrs (14%) •25-34 yrs (27%) •35-44 yrs (9%) •45-54 yrs (27%) •55-64 yrs (9%) •65+ yrs (14%)	•White (33%) •Black or African American (0%) •Native American + Alaska Native (0%) •Asian + Pacific Islander (46%) •Hispanic or Latino (21%) •Other (0%)	•Employed (48%) •Unemployed (0%) •Homemaker (8%) •Student (36%) •Military (4%) •Retired (4%) •Unable to Work (0%)	•0-1 (71%) •2-4 (29%) •5+ (0%)	•Less than $24,999 (54%) •$25,000-$49,999 (9%) •$50,000-$99,999 (29%) •$100,000+ (8%)	•92111 •92103 •92037 •92126 •92117 •92110 •92102 •92075

Special thanks to Bayside Community Center for their work in gathering these data

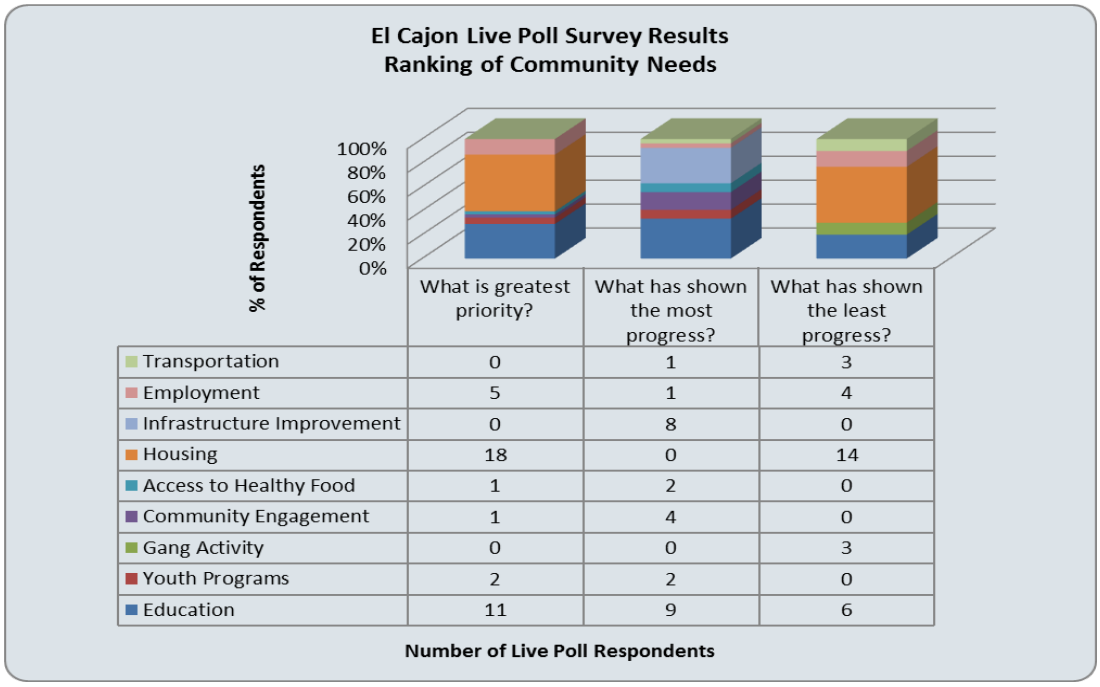
BAYSIDE Community Center

EAST REGION FORUM
HOSTED BY THE EL CAJON COLLABORATIVE
HELD IN EL CAJON NOVEMBER 15, 2016
LANGUAGES: ENGLISH, SPANISH, ARABIC
ATTENDANCE: 55

The East Region forum was held in El Cajon and attended by majority females, residents of the ages 35-44 and of White race/ethnicity. The majority of residents were from the 92020 area code with representation from various zip codes within the East Region. The respondents were mostly employed with families of 2-4 children and have a household income of less than $24,999 annually. Residents mentioned needing a better understanding of the systems in the United States due to the high concentration of refugees resettling in the area. They also brought up needs such as how to transfer certifications, education degrees, professions from other countries to the US, which are significant factors with regard to acquiring employment in the refugee community living in the county.

The East Region, particularly El Cajon, is very diverse, and required trilingual capacity for all the residents to be able to participate at the forum, which was conducted in English with interpretation to Spanish and Arabic. Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, their lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top needs identified during the Live Poll Activity were housing, education and employment. The lowest priority identified was gang activity. The area that they felt had seen the most progress was education and the least progress identified as housing. This correlated with the results of the highest priority need for them being housing

This was one of the only forums where transportation was discussed as a high need which could be associated with the challenges faced by the refugee population in becoming familiar with local transportation systems. The refugee residents shared the lack of familiarity with traffic rules and the need for translation of street signs. Refugee families also tend to have a limited number of cars available to them, which leads to the need to share transportation. Some of the missing needs identified were homelessness, mental health, refugee /immigration, community activities, social/cultural awareness, business and safety. In addition, the Arabic refugee community in El Cajon expressed that they need more basic understanding of US systems. This forum had the highest number of participants of all six forums in the County, and also through the survey participation, showed high interest in using the information to promote resources for their specific needs.



El Cajon Live Poll Activity Demographics

SEX	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
•Female-79% •Male-21% •Self-Identify-0%	•18-24 yrs (7%) •25-34 yrs (28%) •35-44 yrs (39%) •45-54 yrs (11%) •55-64 yrs (15%) •65+ yrs (0%)	•White (68%) •Black or African American (2%) •Native American + Alaska Native (0%) •Asian + Pacific Islander (0%) •Hispanic or Latino (25%) •Other (5%)	•Employed (69%) •Unemployed (15%) •Homemaker (7%) •Student (7%) •Military (0%) •Retired (2%) •Unable to Work (0%)	•0-1 (39%) •2-4 (50%) •5+ (11%)	•Less than $24,999 (37%) •$25,000-$49,999 (18%) •$50,000-$99,999 (27%) •$100,000+ (18%)	•92020 •92019 •92104 •92021 •92126 •92103 •92012 •91941 •91942

Special thanks to The El Cajon Collaborative for their work in gathering these data

EL CAJON Collaborative
Working together for families

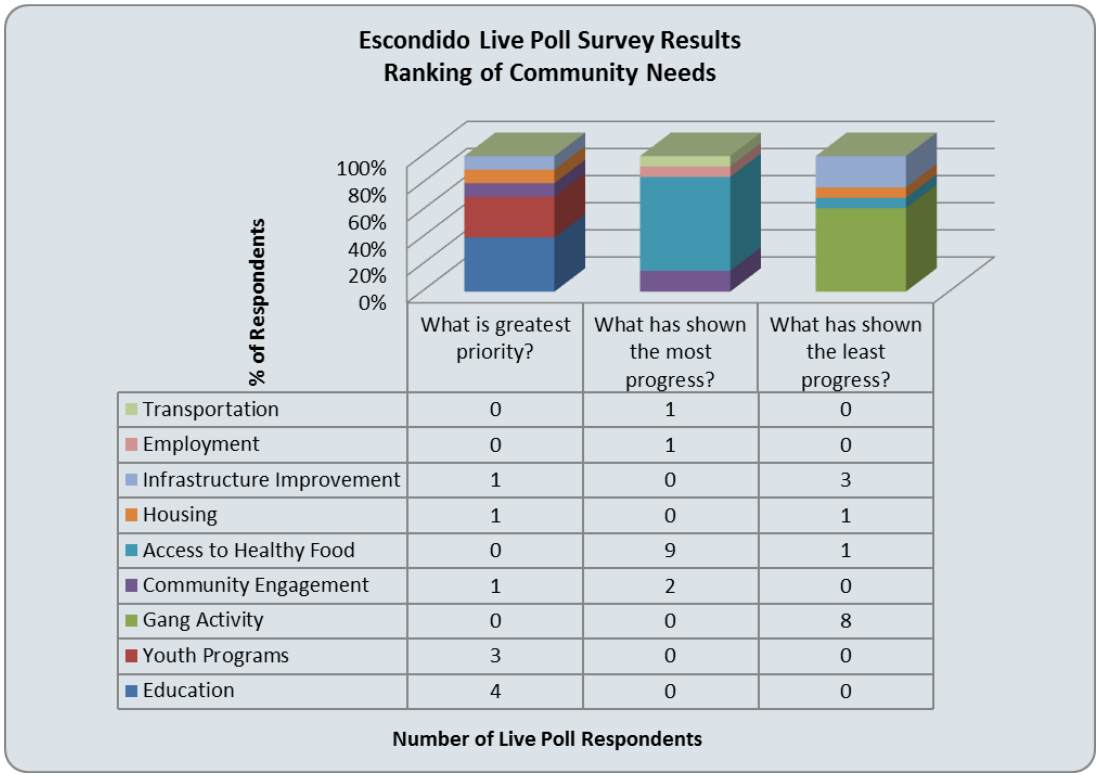
NORTH INLAND FORUM
HOSTED BY ESCONDIDO EDUCATION COMPACT
HELD IN ESCONDIDO OCTOBER 18, 2016
LANGUAGE: SPANISH
ATTENDANCE: 40

The North Inland forum was held in Escondido and attended by majority females, residents of the ages 35-44 and of Hispanic/Latino race/ethnicity. The majority of residents were from the 92025 area code with representation from various zip codes within the North Inland Region. The respondents were mostly employed with moderate size families and have a household income of $25,000-$49,999 annually. This part of the county has a high population of Latino/Hispanic and required Spanish only facilitation for all the residents to be able to participate. This particular forum had the lowest number of participants with access to mobile phones, which resulted in a higher need for paper surveys to gather input and lower Live Poll activity participation.

Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, their lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top priority needs identified during the Live Poll Activity were education and youth programs. The area identified with the most progress made was access to healthy food and the least progress was gang activity.

During the forum discussion, there was a high level of engagement that produced constructive comments and feedback. Some of the needs the group stated were missing were family friendly activities, public safety and health education/promotion. During the open discussion segment of the forum, the participants opened up more and also mentioned the need for continued infrastructure improvements needed in the community. Participants specifically highlighted intersections in the community that needed attention for traffic/pedestrian safety. They also discussed the issues they were facing with the dangers of children crossing when school lets out and cars that don't adhere to the transportation safety laws. Overall, the residents that attended the forum in Escondido were majority Latino/Hispanic mothers that were aware of the needs their families, especially where it pertains to education and infrastructure, and were able to advocate for improvements in their communities.

Escondido Live Poll Activity Needs Feedback



	What is greatest priority?	What has shown the most progress?	What has shown the least progress?
Transportation	0	1	0
Employment	0	1	0
Infrastructure Improvement	1	0	3
Housing	1	0	1
Access to Healthy Food	0	9	1
Community Engagement	1	2	0
Gang Activity	0	0	8
Youth Programs	3	0	0
Education	4	0	0

Escondido Live Poll Activity Demographics

GENDER	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
•Female-93% •Male-7% •Self-Identify-0%	•18-24 yrs (0%) •25-34 yrs (12%) •35-44 yrs (69%) •45-54 yrs (19%) •55-64 yrs (0%) •65+ yrs (0%)	•White (7%) •Black or African American (0%) •Native American + Alaska Native (0%) •Asian + Pacific Islander (0%) •Hispanic or Latino (93%) •Other (0%)	•Employed (50%) •Unemployed (12%) •Homemaker (38%) •Student (0%) •Military (0%) •Retired (0%) •Unable to Work (0%)	•0-1 (21%) •2-4 (79%) •5+ (0%)	•Less than $24,999 (36%) •$25,000-$49,999 (50%) •$50,000-$99,999 (7%) •$100,000+ (7%)	•92025 •92026 •92065 •92128 •92027

Special thanks to Escondido Education COMPACT for their work in gathering these data

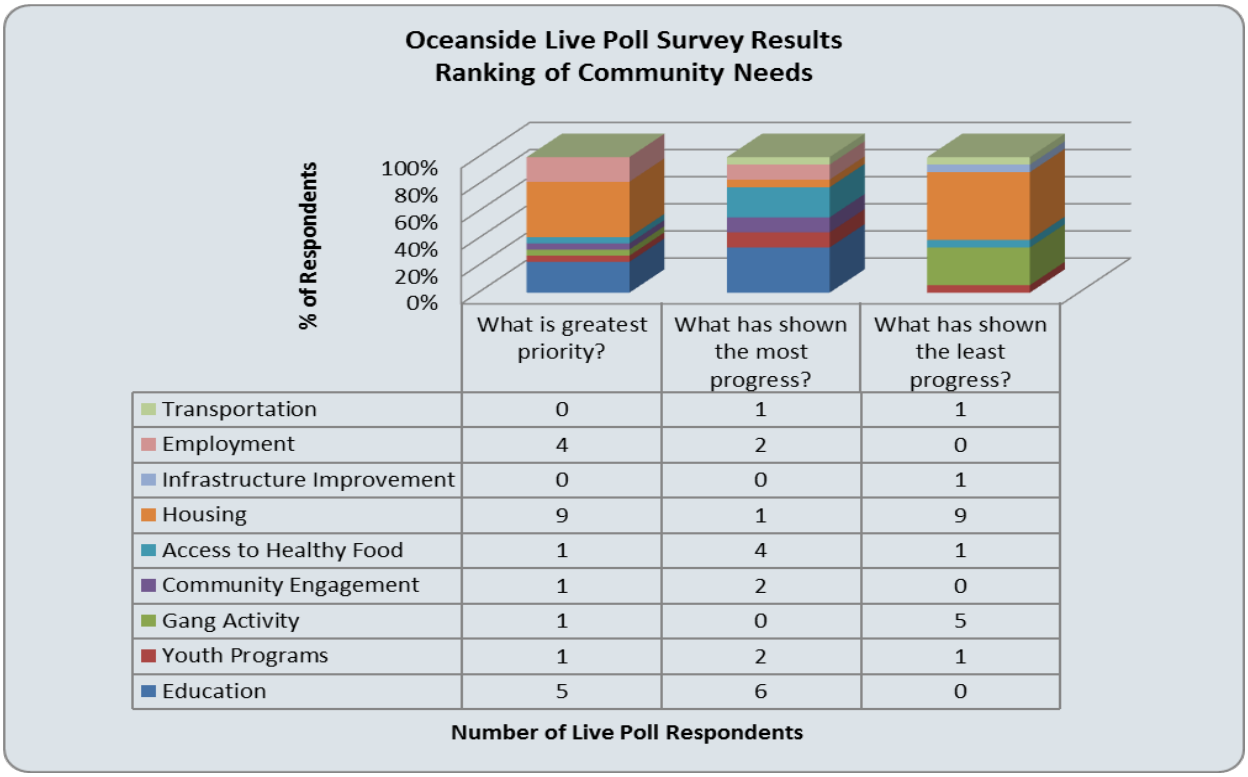
NORTH COASTAL FORUM
HOSTED BY VISTA COMMUNITY CLINIC
HELD IN OCEANSIDE NOVEMBER 9, 2016
LANGUAGES: ENGLISH AND SPANISH
ATTENDANCE: 33

The North Coastal forum was held in Oceanside and attended by majority females, residents of the ages 45-54 and of Hispanic/Latino race/ethnicity. The majority of residents were from the 92054 area code with representation from various zip codes within the North Coastal Region. The respondents were mostly employed with small to moderate size families, and had a household income of less than $24,999 annually. This part of the county has a high population of Latino/Hispanic residents and required additional Spanish capacity for all the residents to be able to participate.

Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, their lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top priority needs identified during the Live Poll Activity were education, housing, and employment. The area that had seen the most progress was education and the least progress was housing. This correlated with one of the results of the highest priority need being housing. Some of the needs they felt were missing were mental health, healthcare access and immigration.

During the forum discussion, participants mentioned the high concentration of crime and gang activity that they feel requires specialized attention to address. Participants also shared the need for quality, affordable housing, as well as the need for more services that support mental health in conjunction with physical health. The educators and service provider staff that attended the discussion felt that they needed to share these findings with their districts to be able to help address some of these concerns. Because this forum was held the day after the presidential election, the high level of engagement and participation was a welcome surprise. The fact that community members came out can be attributed in part to participants' previous involvement in RLA and the community volunteer programs, including the efforts of VCC in the area.

Oceanside Live Poll Activity Needs Feedback



Oceanside Live Poll Activity Demographics

GENDER	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
•Female-76% •Male-18% •Self-Identify-6%	•18-24 yrs (20%) •25-34 yrs (25%) •35-44 yrs (10%) •45-54 yrs (40%) •55-64 yrs (5%) •65+ yrs (0%)	•White (24%) •Black or African American (9%) •Native American + Alaska Native (5%) •Asian + Pacific Islander (0%) •Hispanic or Latino (57%) •Other (5%)	•Employed (78%) •Unemployed (9%) •Homemaker (4%) •Student (0%) •Military (0%) •Retired (0%) •Unable to Work (9%)	•0-1 (65%) •2-4 (31%) •5+ (4%)	•Less than $24,999 (31%) •$25,000-$49,999 (17%) •$50,000-$99,999 (30%) •$100,000+ (22%)	•92054 •92027 •92083 •92069 •92011 •92078 •92057 •92056 •92024 •92129 •92084

Special thanks to Vista Community Clinic for their work in gathering these data

SOUTH REGION FORUM
HOSTED BY 4 WALLS INTERNATIONAL
HELD IN SOUTH BAY OCTOBER 26, 2016
LANGUAGE: ENGLISH. ATTENDANCE: 30

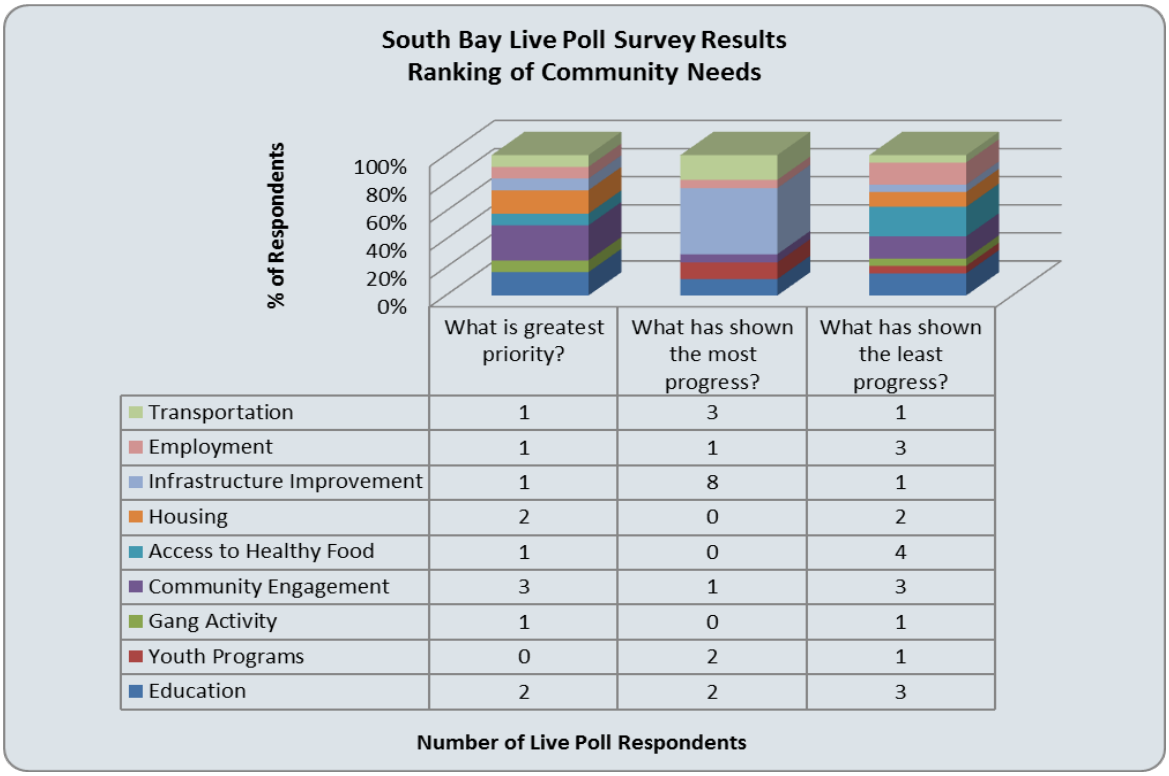
The South Region forum was held in the City of Imperial Beach in South Bay and was attended by majority females, residents of the ages 55-64 and of White race/ethnicity. The majority of residents were from the 91932 area code with small representation from other zip codes in the Region. The respondents included both employed and retired individuals with small families, and had a household income of $50,000-$99,999 annually. This part of the county has a mix of Latino/Hispanic and older White/Caucasian population that they shared needed more support in community engagement efforts.

Despite extensive outreach to the area's local schools, PTA groups, and community organizations, several segments of the South Bay population were not in attendance during the Community Forum. The attendees of the forum were majority senior citizens of higher income levels and unfortunately did not include much of the low-income populations living in Imperial Beach and overall South Bay community. In this particular community there have not been many leadership trainings conducted, including RLAs, to help bring the community together for civic engagement, and it was apparent by the lack of diverse attendance at this forum.

Through the Live Poll Activity, demographics were gathered and participants were asked to rank their top five needs, their lowest priority, the needs in which they had seen the most progress and least progress, and share any needs they felt were missing. Information was shared in real-time. The top needs identified during the Live Poll Activity were education, housing and community engagement. The area that residents felt had seen the most progress was infrastructure improvement and the least progress was access to healthy food. Some of the missing needs participants identified were community friendly activities, mental health, homelessness and senior services.

At the forum, the Mayor of Imperial Beach welcomed everyone and shared the importance for Imperial Beach to continue to make improvements in the *Live Well San Diego* areas of safe, healthy and thriving communities. Those in attendance shared during the open discussion segment of the forum that there was a need for community engagement, and special attention and resources for seniors. They shared it was important for this community to focus on engagement as they did not have the understanding of how to make connections throughout the community to fully reflect the population needs for that area.

South Bay Live Poll Activity Needs Feedback



	What is greatest priority?	What has shown the most progress?	What has shown the least progress?
Transportation	1	3	1
Employment	1	1	3
Infrastructure Improvement	1	8	1
Housing	2	0	2
Access to Healthy Food	1	0	4
Community Engagement	3	1	3
Gang Activity	1	0	1
Youth Programs	0	2	1
Education	2	2	3

South Bay Live Poll Activity Demographics

GENDER	AGE	RACE	EMPLOYMENT	CHILDREN	INCOME	LOCATION
• Female-56% • Male-44% • Self-Identify-0%	• 18-24 yrs (5%) • 25-34 yrs (5%) • 35-44 yrs (0%) • 45-54 yrs (16%) • 55-64 yrs (37%) • 65+ yrs (37%)	• White (59%) • Black or African American (6%) • Native American + Alaska Native (0%) • Asian + Pacific Islander (6%) • Hispanic or Latino (29%) • Other (0%)	• Employed (55%) • Unemployed (0%) • Homemaker (0%) • Student (5%) • Military (0%) • Retired (40%) • Unable to Work (0%)	• 0-1 (84%) • 2-4 (16%) • 5+ (0%)	• Less than $24,999 (0%) • $25,000-$49,999 (35%) • $50,000-$99,999 (40%) • $100,000+ (25%)	• 91932 • 91950 • 92154 • 92173

Special thanks to 4 Walls International for their work in gathering these data

SUMMARY OF REGIONAL FORUM INPUT

After reviewing the input collected at the community forums, interesting themes emerged across the county. For example, countywide all regions had education or housing as either their first or second priority. The lowest priority in five out of six forums was transportation except for the forum held in El Cajon, which could be related to the high population of refugees that require a higher level of transportation services. At all forums, the need that the communities identified as having the least progress reflected itself in their top priority need area. Additionally in many cases residents had a difficult time prioritizing between needs, which made for several ties in the prioritization exercise for the Live Poll Activity. Overall, the communities that had seen the most progress in the areas of community engagement and access to healthy food did not want to lose momentum, so they kept these needs as top priorities. Lastly, the missing needs that came up across all the regional forums in the County were mental health, homelessness, healthcare, refugee/immigration and seniors.

MISSING NEEDS IDENTIFIED COUNTYWIDE

- Mental Health
- Homelessness
- Healthcare
- Refugee/ Immigration
- Seniors

Lessons Learned

Several lessons were learned in the Needs Assessment 2016 process with components intended to draw in different information and utilizing innovative methods with technology being at the forefront. Throughout the process, useful lessons learned included the following:

- Communities where leadership training and support (like RLA) was sustained appeared to result in greater success in resident turnout and participation in the needs assessment process.
- In 2014, each regional assessment had a RLA class involved in outreach and in gathering surveys – up to 20 additional participants for each region. For this assessment cycle, resident leaders were invited to provide feedback but the role of outreach was assigned to the main CBO representative. Consequently, the number of people doing outreach was reduced and it is evident in the number of surveys and forum attendees, highlighting the importance of engaging residents in the planning and execution of assessment activities.
- Using new technology during the forums to gather feedback was helpful for calculating and sorting the data to be able to provide more standardized reporting on feedback.
- Effective use of technology requires consideration of factors like adequate data plans, internet access, mobile phones, computers, and most importantly participant interest in using the technology for the purposes of providing input.
- More training on technology targeted to low-income communities could help serve as a foundation for future community engagement activities, so that they could more easily use the technological resources that are available to them.
- A significant amount of resources need to be set aside for translation of materials and to support the use of interpreters to be able to communicate during the forums themselves.

Conclusion

This Needs Assessment 2016 successfully gathered useful data at both a countywide level and also at the regional level. While participants consistently identified housing and education as important community issues, feedback also indicated that there was sustained interest in all of the top needs identified during the 2014 process. Some issues appear to need additional focus to help communities see more progress, while others have had progress made in the last two years that residents want to see sustained. This valuable feedback will inform not just CAP programs and resources for the next two years as it is incorporated into the 2018-19 CAP Plan, but also be made available to other community stakeholder groups working with low income populations in an effort to offer voice of the customer feedback on the priorities for services in impacted San Diego county communities.

EXHIBIT B

in partnership with COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY | LIVE WELL SAN DIEGO

Public Forum Announcements

Documentation of Public Forums

IMPERIAL BEACH

COMMUNITY NEEDS FORUM

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **4Walls** want to hear from you about the most important issues in your community. In 2014 CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs identified in 2014 were youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment and transportation***. To ensure they have current "voice of the customer" feedback, CAP and its partners invite you to come and talk more in-depth about these issues and others that impact the health, safety and quality of life in your community.

community event

If you'd like to have a voice in providing feedback on your community's needs then this event is for you!

Wednesday, October 26 | 6PM - 8PM

At the Boys & Girls Club, 847 Encina Ave

Please RSVP to Ramon Chairez at localsnib@gmail.com by October 23rd

Light refreshments will be provided.

Childcare will be provided (if needed) and there will be a raffle.

SPONSORS

4Walls
4wallsintl.org

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

Un foro comunitario en Oceanside sobre las necesidades de la comunidad.

Cuándo:

Miércoles 9 de noviembre de 2016

6:00 – 8:00 PM

Dónde:

HHSA North Coastal Regional Center

1701 Mission Ave., Oceanside, CA (esquina de Mission y Barnes)

Propósito:

El Condado de San Diego, la Asociación de Acción Comunitaria (conocida en inglés como **Community Action Partnership (CAP)**), en colaboración con **Community Health Improvement Partners (CHIP)** y **Vista Community Clinic** quiere oír de usted acerca de las necesidades más importantes en su comunidad. En 2014 CAP trabajó con miembros de la comunidad para llevar a cabo una evaluación de necesidades como parte de una experiencia en formación de la academia de liderazgo para residentes (conocida en inglés como Resident Leadership Academy (RLA)). ***Las nueve necesidades principales fueron identificadas como programas para jóvenes, la vivienda, la actividad de pandillas, participación de la comunidad, el acceso a alimentos saludables, mejora de la infraestructura, empleo, educación y transporte***. Para asegurar que tengan la voz del cliente, CAP y sus socios los invitan a venir a hablar más en profundidad sobre estos y otros temas que afectan la salud, la seguridad y la calidad de vida en su comunidad.

EVENTO COMUNITARIO

¡Si usted está interesado en mejorar su comunidad y dar su opinión este foro es para UD!

RESERVACIONES

Por favor confirme su asistencia con
Carmela Muñoz
Llamando al
760 631-5000 Ext. 7147
Antes del lunes 7 de noviembre

TENDREMOS CUIDADO DE NIÑOS, RIFAS Y COMIDA para todos los participantes

PATROCINADORES

Vista Community Clinic
Choose Health

CHIP RESIDENT LEADERSHIP ACADEMY
BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

OCEANSIDE COMMUNITY NEEDS FORUM

WHEN:

Wednesday, November 9, 2016

6:00 – 8:00 PM

WHERE:

HHSA North Coastal Regional Center

1701 Mission Ave., Oceanside CA (corner of Mission and Barnes)

PURPOSE:

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **Vista Community Clinic** want to hear from you about the most important issues in your community. In 2014 CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs were identified as youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment, education, and transportation.*** To ensure they have the voice of the customer, CAP and its partners invite you to come and talk more in-depth about these issues and others that impact the health, safety and quality of life in your community.

COMMUNITY EVENT

If you are a stakeholder in this community and are interested in providing feedback on your community needs, this event is for YOU!

RSVP

Please rsvp to Yeni L. Palomino at ypalomino@sdchip.org or Carmela Muñoz at cmunoz@vcc.clinic by November 7, 2016

REFRESHMENTS, PRIZES AND CHILD CARE

Light dinner and opportunity drawing will be provided to participants.

SPONSORS

Vista Community Clinic
Choose Health

CHIP RESIDENT LEADERSHIP ACADEMY
BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

2016 COMMUNITY ACTION PARTNERSHIP
NEEDS ASSESSMENT (ONLINE SURVEY)

Community Action Partnership (CAP) in collaboration with **Community Health Improvement Partners (CHIP)** and the **4 Walls International** are conducting a follow-up needs assessment that further explores the needs identified in the 2014 community needs assessment. The Health and Human Services Agency (HHSA) is a proud innovator, and therefore, in an effort to more effectively reach out to our diverse populations, we have created this online survey in English and Spanish, to better inform our work through CAP.

This online survey takes no longer than 15-20 minutes of your time, and your responses are completely ***anonymous***. The survey will only be available for a limited time, so please respond immediately. Your feedback is critical and key for improving the lives of low-income children and families in the region.

Click the Web Link below:

English Web Link: https://PollEv.com/surveys/FMwaLnlpN/web

NOTA: Para pedir esta comunicación en español, contacte a Yeni Palomino al ypalomino@sdchip.org

NOTE: To request, this email communication in Spanish, contact Yeni Palomino at ypalomino@sdchip.org

SPONSORS

4wallsintl.org

RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

community Action PARTNERSHIP Helping People. Changing Lives.

COMMUNITY ACTION PARTNERSHIP
EVALUACIÓN DE NECESIDADES 2016 (ENCUESTA EN LÍNEA)

La Asociación de Acción Comunitaria (conocida en inglés como **Community Action Partnership (CAP)**, en colaboración con las organizaciones comunitarias **Community Health Improvement Partners (CHIP)** y el **4 Walls International** están llevando a cabo un seguimiento más profundo de la evaluación de las necesidades comunitarias que fueron identificadas en la evaluación de las necesidades conducida en el 2014. La Agencia de Salud y Servicios Humanos (HHSA) es un innovador orgulloso, y por lo tanto, en un esfuerzo para alcanzar con mayor eficacia a nuestras diversas poblaciones, hemos creado esta encuesta en inglés y español, para mejor informar nuestro trabajo a través de CAP.

Esta encuesta toma no más de 15-20 minutos de su tiempo, y sus respuestas son completamente ***anónimas***. Por favor, responde inmediatamente porque la encuesta solo va a estar disponible por un tiempo limitado. Su voz es importante y clave para mejorar las vidas de las familias y niños de bajos recursos en la región.

Haga clic en los enlaces web a continuación:

Español enlace: https://PollEv.com/surveys/kEYzwpDvS/web

** Si usted tiene dificultades con el acceso del enlace, por favor mande un correo electrónico a Yeni Palomino al ypalomino@sdchip.org **

SPONSORS

4wallsintl.org

RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

community Action PARTNERSHIP Helping People. Changing Lives.

Un foro comunitario en El Cajon sobre las necesidades de la comunidad.

Cuando:

Noviembre 15, 2016
5 – 7 pm

Dónde:

El Cajon Salvation Army

1011 E. Main El Cajon, CA 92021

Próposito:

El Condado de San Diego, la Asociación de Acción Comunitaria (conocida en inglés como **Community Action Partnership (CAP)**), en colaboración con **Community Health Improvement Partners (CHIP)** y **El Cajon Collaborative** quiere oír de usted acerca de las necesidades más importantes en su comunidad. En 2014 CAP trabajó con miembros de la comunidad para llevar a cabo una evaluación de necesidades como parte de una experiencia en formación de la academia de liderazgo para residentes (conocida en inglés como Resident Leadership Academy (RLA)). ***Las nueve necesidades principales fueron identificadas como programas para jóvenes, la vivienda, la actividad de pandillas, participación de la comunidad, el acceso a alimentos saludables, mejora de la infraestructura, el empleo, educación y el transporte***. Para asegurar que tengan la voz del cliente, CAP y sus socios los invitan a venir a hablar más en profundidad sobre estos y otros temas que afectan la salud, la seguridad y la calidad de vida en su comunidad.

EVENTO COMUNITARIO

¡Si usted está interesado en mejorar su comunidad y dar su opinión este foro es para UD!

RESERVACIONES

Por favor confirme su asistencia con Carol Lewis
carol.lewis@elcajoncollaborative.org
or call (619) 447-4380 antes de Noviembre 11, 2016

REFRESCOS

Habrá refrescos ligeros

PATROCINADORES

EL CAJON Collaborative
Working together for families

CHIP RESIDENT LEADERSHIP ACADEMY
BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

ندوة احتياجات سكان الكاهون

التأريخ:

الثلاثاء 11 \ 15 \ 2016
من الساعة 5 عصراً إلى 7 مساءاً

المكان:

Salvation Army
1011 E Main St, El Cajon, CA 92021

هدف الندوة:

الدعوة موجهة اليكم من قبل: **برنامج نشاطات المجتمع المشتركة التابع لمقاطعة سان دييغو (CAP)** بالتعاون مع برنامج **شركاء تحسين صحة المجتمع (CHIP) والمجلس التعاوني لمدينة الكاهون**.
تدعوكم هذه الجهات لمناقشة اهم القضايا المتعلقة بمنطقتكم. في عام 2014 قام برنامج **(CAP)** بالتعاون مع بعض سكان المنطقة بإنجاز إحصائية لاحتياجات المنطقة كجزء من تجربة تدريب دورة أكاديمية قادة المجتمع. وكانت **أعلى الاحتياجات حسب الإحصائية هي: برامج خاصة بالشباب، السكن، نشاط العصابات، نشاطات المجتمع، الحصول على غذاء صحي، تطوير البنى التحتية، العمل، التعليم، والمواصلات**. برنامج **(CAP)** يود ان يصل صوتكم، لذلك ندعوكم للحضور والتكلم بالتفصيل عن الأشياء التي ترون انها تؤثر على مجتمعكم من ناحية الصحة، الأمان، وجودة المعيشة.

دعوة للمشاركة

إذا كنت عنصراً فعالا في هذه المنطقة وكنت مهتما بإعطاء رأيك حول احتياجات منطقتك، فأنت مدعو لهذه الندوة.

للحجز والاستفسار:

يرجى الحجز قبل يوم 11
Carol Lewis -
Carol.Lewis@elcajoncollaborative.org
- محمد طعمة
(619) 212 - 5423

منظمي الندوة:

CHIP RESIDENT LEADERSHIP ACADEMY
BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

EL CAJON Collaborative
Working together for families

nsd. tatweer

El Cajon COMMUNITY NEEDS FORUM

WHEN

November 15, 2016
5-7 pm

WHERE

El Cajon Salvation Army
1011 E. Main St. El Cajon, CA 92021

PURPOSE

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **El Cajon Collaborative** want to hear from you about the most important issues in your community. In 2014 CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs were identified as youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment, education and transportation.*** To ensure they have the voice of the customer, CAP and its partners invite you to come and talk more in-depth about these issues and others that impact the health, safety and quality of life in your community.

COMMUNITY EVENT

If you are a stakeholder in this community and are interested in providing feedback on your community needs, this event is for YOU!

RSVP

Please rsvp to
Carol Lewis
carol.lewis@elcajoncollaborative
by November 11, 2016

REFRESHMENTS

Light refreshments will be provided.

SPONSORS

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

EL CAJON Collaborative *Working together for families*

Southeast SD

COMMUNITY NEEDS FORUM

WHEN: November 14, 2016 6pm - 8pm

WHERE:

CARE Community Center
12 N. Euclid Avenue, National City, CA (next to Wrigley's Grocery Store, Euclid and Division)

Email: **bpollard@ucproject.org.org**

Phone: **(619) 392.0203**

PURPOSE:

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **UCP** wants to hear from you about the most important issues in your community. In 2014, CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs were identified as youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment and transportation.*** To ensure they have the voice of the customer, CAP and its partners invite you to come and talk more in-depth about these issues and others that impact the health, safety and quality of life in your community.

COMMUNITY EVENT

If you are a stakeholder in this community and are interested in providing feedback on your community needs, this event is for YOU!

RSVP

Please rsvp to
Yeni Palomino at:
ypalomino@sdchip.org by
(Nov. 12, 2016)

REFRESHMENTS

Light refreshments will be provided.

SPONSORS

The Urban Collaborative Project
putting the pieces together

CHIP RESIDENT LEADERSHIP ACADEMY
BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

LINDA VISTA COMMUNITY NEEDS FORUM

WHEN

November 1, 2016
5:00pm – 7:00pm

WHERE

Bayside Community Center
2202 Comstock St., San Diego, CA 92111

PURPOSE

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **Bayside Community Center** want to hear from you about the most important issues in your community. In 2014, CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs were identified as youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment, and transportation.*** If you would like to have a voice in providing feedback on your community's needs, then this event is for you!

COMMUNITY EVENT

If you are a stakeholder in this community and are interested in providing feedback on your community needs, this event is for YOU!

RSVP

Please rsvp to Kim Heinle at kheinle@baysidecc.org by October 28, 2016.

REFRESHMENTS

Dinner will be provided.

SPONSORS

BAYSIDE Community Center

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

Un foro comunitario en Linda Vista sobre las necesidades de la comunidad.

Cuando:

1 de Noviembre, 2016
5:00pm – 7:00pm

Dónde:

Bayside Community Center
2202 Comstock St., San Diego, CA 92111

Próposito:

El Condado de San Diego, la Asociación de Acción Comunitaria (conocida en inglés como **Community Action Partnership (CAP)**), en colaboración con **Community Health Improvement Partners (CHIP)** y **Bayside Community Center** quiere oír de usted acerca de las necesidades más importantes en su comunidad. En 2014, CAP trabajó con miembros de la comunidad para llevar a cabo una evaluación de necesidades como parte de una experiencia en formación de la academia de liderazgo para residentes (conocida en inglés como Resident Leadership Academy (RLA)). ***Las nueve necesidades principales fueron identificadas como programas para jóvenes, la vivienda, la actividad de pandillas, participación de la comunidad, el acceso a alimentos saludables, mejora de la infraestructura, el empleo y el transporte***. ¡Si quiere añadir su opinión sobre las necesidades de la comunidad, este evento es para usted!

EVENTO COMUNITARIO

¡Si usted está interesado en mejorar su comunidad y dar su opinión este foro es para UD!

RESERVACIONES

Por favor confirme su asistencia con Kim Heinle a kheinle@baysidecc.org antes del 28 de Octubre, 2016.

REFRESCOS

Habrá cena ligeros.

PATROCINADORES

BAYSIDE Community Center

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

Community Needs Forum

What does your community need
to be more healthy, safe, and thriving?
Come share your ideas to improve your community!

When: Tuesday October 18, 2016
Where: Pioneer Elementary School (MPR)
980 N Ash St. Escondido, CA 92027
Time: 8:15am-10:30am
Meeting will be in English with Spanish translation.
Light refreshments and child care will be provided.

The County of San Diego's **Community Action Partnership (CAP)** in collaboration with **Community Health Improvement Partners (CHIP)** and **Escondido Education COMPACT** want to hear from you about the most important issues in your community. In 2014 CAP worked with community members to conduct a needs assessment as part of a Resident Leadership Academy training experience. ***The top nine needs were identified as youth programs, housing, gang activity, community engagement, access to healthy food, infrastructure improvement, employment and transportation.*** To ensure they have the voice of the customer, CAP and its partners invite you to come and talk more in-depth about these issues and others that impact the health, safety and quality of life in your community.

Escondido Education COMPACT

For more information call
Escondido Education COMPACT
(760) 839-4515

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS
COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY
LIVE WELL SAN DIEGO

Foro de Necesidades Comunitarias

¿Qué necesita su comunidad

para hacerla más sana, segura y próspera?

¡Venga a compartir sus ideas para mejorar su comunidad!

Cuándo: Martes 18 de Octubre 2016

Dónde: Escuela Pioneer (MPR)

980 N Ash St. Escondido, CA 92027

Hora: 8:15am -10:30am

La junta será en inglés con traducción al español

Habra refrescos ligeros y cuidado de niños

El Condado de San Diego, la Asociación de Acción Comunitaria (conocida en inglés como **Community Action Partnership (CAP)**), en colaboración con **Community Health Improvement Partners (CHIP)** y **Escondido Education COMPACT** quiere oír de usted acerca de las necesidades más importantes en su comunidad. En 2014 CAP trabajó con miembros de la comunidad para llevar a cabo una evaluación de necesidades como parte de una experiencia en formación de la academia de liderazgo para residentes (conocida en inglés como Resident Leadership Academy (RLA)). ***Las nueve necesidades principales fueron identificadas como programas para jóvenes, la vivienda, la actividad de pandillas, participación de la comunidad, el acceso a alimentos saludables, mejora de la infraestructura, el empleo y el transporte***. Para asegurar que tengan la voz del cliente, CAP y sus socios los invitan a venir a hablar más en profundidad sobre estos y otros temas que afectan la salud, la seguridad y la calidad de vida en su comunidad.

Escondido Education COMPACT

Para más información llame a
Escondido Education COMPACT
(760) 839-4515

CHIP RESIDENT LEADERSHIP ACADEMY BY COMMUNITY HEALTH IMPROVEMENT PARTNERS

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

RESIDENT LEADERSHIP ACADEMY COUNCIL MEETING - AGENDA

Wednesday, March 22, 2017

1:30 pm – 3:30 pm

San Diego County Office of Education
6401 Linda Vista Road, San Diego, 92111 - Room 301

1.	Welcome/Introductions	1:30pm	Richardson
2.	Live Well/Community Action Partnership (CAP) Updates	1:35pm	County reps
3.	2016 CAP Needs Assessment - *Results Presentation*	1:40pm	Maggie Lujan, CAP
4.	*Presentation*: Intersection Mural Success & Challenges in Linda Visa	2:10pm	Kim Heinle, Bayside
5.	Updates: Resident Leadership Academies (All Regions)	2:30pm	Richardson

a. North Inland & North Coastal Regions:
- Vista Community Clinic – Fallbrook/Vista
- Education COMPACT
- City of Oceanside

b. East Region:
- El Cajon Collaborative
- El Cajon Resident Leaders in Action
- Mountain Empire RLA
- Lemon Grove HEAL Zone
- Helix High School
- Mt. Miguel High School

c. North Central:
- Bayside Community Center
- Bayside Resident Leaders in Action

d. South:
- Olivewood Gardens & Learning Center – National City
- Chula Vista Promise Neighborhoods
- Casa Familiar
- Imperial Beach RLA

e. Central:
- Project New Village
- Urban Collaborative

6.	Updates / Announcements	3:10pm	All
7.	Adjournment	3:30pm	All

Next RLA Council Meeting
Wednesday, May 24, 2017 (1:30pm-3:30pm) at TBD

COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
COMMUNITY ACTION BOARD

MEETING AGENDA: February 9, 2017
(3:30 PM to 5:00 PM)

County of San Diego Operations Center
Building 5560 - Training Room 172

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1. **CALL TO ORDER**
2. **ROLL CALL**
3. **ACCEPTANCE OF AGENDA**
4. **APPROVAL OF November 10, 2016 and January 12, 2017 MINUTES**
5. **VACANCY REPORT**
6. **ACTION ITEM: CAB Member Nomination**
7. **PRESENTATION: 2016 Community Needs Assessment Results**
8. **DIRECTOR'S UPDATE – Maggie Lujan**
   - **Program Update**
   - **Financial Update**
9. **CHAIR'S UPDATE – Madeleine Baudoin**
10. **BOARD DISCUSSION**
11. **ADJOURNMENT**

NEXT MEETING – March 9, 2017

In accordance with the Americans with Disabilities Act, if you need special accommodations to participate, please contact Nancy D'Adamo by calling 619.338.2902 at least 24 hours in advance.