Below is a DRAFT of our 2022-2023 Community Action Plan (CAP). Please submit comments to info@CommUnifySB.org by Wednesday, May 26 2021

2022/2023
Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

Contents

Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

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

> Part I: Community Needs Assessment (CNA); and

> Part II: Community Action Plan (CAP).

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

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

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

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

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

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

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

Checklist

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

Part I: Community Needs Assessment
☐   **Narrative**
☐   **Results**

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

Agency Name	CommUnify
Name of CAP Contact	Dr. Leonie H Mattison and David Jimenez
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CNA Completed MM/DD/YYYY:
(Organizational Standard 3.1)

03/06/2019

Board and Agency Certification

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

Bob Freeman		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Patricia Keelean		
Executive Director (printed name)	**Executive Director (signature)**	**Date**

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

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

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

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) shall not be held outside of the service area(s).
3. Low-income testimony presented at the hearing or received during the comment period must be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B.

4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her verbatim testimony, an indication of whether or not the need was addressed in the draft CAP, and the agency's response to the testimony if the concern was not addressed in the draft CAP.

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	
Location(s) of Public Hearing(s)	
Dates of the Comment Period(s)	
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	
Date the Notice(s) of Public Hearing(s) was published	
Number of Attendees at the Public Hearing(s) (Approximately)	

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

<u>Helpful Resources</u>

In 2011, NASCSP published a <u>Community Action to Comprehensive Community Needs Assessment Tool</u> that supports planning and implementing a comprehensive CNA. The tool lays out design choices, planning steps, implementation practices, analysis, and presentation options.

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

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

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

Community Needs Assessment Narrative

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

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

☑ The agency's website
☑ Posted on the agency's Facebook page
☑ Electronic reports were sent
☑ Printed copies were distributed
☑ Social media channels
☐ Other

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

CommUnify's Community Needs Assessment Steering Committee utilized a variety of local, state and national data sources to document poverty in Santa Barbara County and its prevalence related to gender, age and race/ethnicity, including:

- Community Action Partnership Data Hub
- American Community Survey (US Census Bureau)
- U.S. Census Bureau
- KidsData (2012-16)
- Cottage Hospital Health Indicator Profiles
- Kids Network Children's Scorecard (2018)
- Maternal Infant Health Assessment Survey (2010-12)
- University of California Santa Barbara (UCSB) Community Indicators Project (2017)

Demographic data related to gender, age and race/ethnicity was collected from the Community Action Partnership's Data Hub, the U.S. Census Bureau and the American Community Survey. This information was compared to the age and race of consumers served by CommUnify and reported in the CSBG Annual Report for 2018. Data were subsequently compared to survey and focus group data across geographic regions to ensure a representative sample of low-income residents were included in the needs assessment process.

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

Santa Barbara County is home to more than 440,000 residents over 2,700 square miles. The County is bordered by San Luis Obispo County to the north and Ventura County to the east and south. The County is geographically stretched and includes isolated rural communities and agricultural enterprises, small to mid-sized cities and suburbs, beach communities and ranches, Vandenberg Air Force Base, Lompoc Federal Prison, and the Chumash Reservation.

To ensure the most effective service delivery, CommUnify addresses the county in four regions: 1) the North County region, including the cities of Santa Maria, Guadalupe, and Cuyama; 2) Lompoc, including Vandenberg Village; 3) Santa Ynez Valley, including Solvang and Buellton; 4) the South County region, including the cities of Santa Barbara, Goleta, and Carpinteria.

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

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

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

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

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

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

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

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

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

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

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

☐ **Community Forums**

☐ **Asset Mapping**

☐ **Other**

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

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

Quantitative Data: Includes information from the U.S. Census Bureau, American Community Survey, KidsData, Maternal Infant Health Assessment Survey (2010-12) and University of California Santa Barbara (UCSB) Community Indicators Project (2017), as well as community and stakeholder survey data, and local partner surveys/reports. We identified repetitive themes to identify the needs of the community.

Qualitative Data: Includes information gathered through Key Informant (expert) interviews, focus groups and success stories. We identified repetitive themes to identify the needs of the community.

9. Summarize the data gathered from each sector of the community listed below and detail how your agency used the information to assess needs and resources in your agency's service

area(s). Your agency must demonstrate that each sector was included in the needs assessment; A response for each sector is required. (CSBG Act Sections 676(b)(3)(C), 676(b)(9); Organizational Standard 2.2; State Plan)

A. Community-based organizations

CBO staff participated in partner focus groups and completed over 60 stakeholder surveys. Organizations represented a cross-section of organizations including human services, housing, education, mental health, basic needs, and workforce development services.

B. Faith-based organizations

A focus group composed of representatives from local faith-based organizations was held in November 2018 to explore the needs of low-income individuals and families in Santa Barbara County. Stakeholder surveys were also distributed.

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

Stakeholder surveys were distributed to local Chambers of Commerce in Santa Barbara County, including Santa Barbara, Goleta, Lompoc and Santa Maria.

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

Stakeholder surveys were distributed to staff employed at a variety of Santa Barbara County offices including the Department of Social Services, Department of Human Services, Behavioral Wellness, Education Office, Probation Department and others. Professional representatives from the public sector also participated in a focus group.

E. Educational institutions (local school districts, colleges)

Stakeholder surveys were distributed to First5 and local school districts throughout Santa Barbara County, including Santa Barbara Unified School District, Carpinteria Unified School District, Goleta Union School District, Lompoc Unified School District, and Santa Maria-Bonita School District. Stakeholders from local community colleges and universities, including the University of California Santa Barbara (UCSB), Santa Barbara City College (SBCC), also Alan Hancock Joint Community College District also participated.

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

Despite its reputation as the "American Riviera," Santa Barbara County currently has the third highest poverty rate in the state according to the California Poverty Measure (Public Policy Institute of California, 2018) which takes into consideration the cost of living, expenses such as housing, medical and child care, as well as the availability of safety net benefits. In fact, the Living Wage Calculator, developed by the Massachusetts Institute of Technology, estimates that a family with two adults (one working) and two children living in Santa Barbara County must earn $67,370 annually in order to live above the Federal Poverty Guideline. Thus, families with annual incomes falling between $25,750 and $67,369 in Santa Barbara County are often among "the working poor" who, despite economic struggles, are often not eligible for many "safety net" benefits.

A number of key factors contribute to poverty in Santa Barbara County including:

- High cost-of-living;
- lack of affordable housing;
- lack of affordable child care, especially for infants and toddlers;
- lack of access to health/dental care, particularly for undocumented populations; and,
- a significant percentage (15%) of local jobs pay less than poverty guidelines.

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

Regional economies and employment vary greatly from the south county region, which has a highly skilled and educated workforce employed in professional, technology/scientific, retail and management sectors, to the mid and north county regions known best for its agriculture and employing lower skill/lower wage earners.

These various factors contribute to a complex picture of poverty in Santa Barbara County which leads to a variety of documented poverty-related conditions, including:

- Employed workers who are paid non-living wages (too many part-time/temporary positions);
- Lack of education required to obtain necessary skills (hard/soft) to work in current economy;
- Generational poverty (lack of intergenerational upward mobility);
- Lack of affordable childcare, especially for infants and toddlers;
- Lack of affordable health insurance for undocumented workers;
- Multiple families living in one household;
- Homelessness; and,
- Lack access to safety-net resources for "working poor" and immigrant/undocumented populations.

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

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

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

- -

CommUnify's Board of Directors adopted a Customer Satisfaction Policy and Procedure in 2018 which outlines the process for collecting, analyzing and reporting customer satisfaction data from consumers on a quarterly basis utilizing five key questions:

- Do you feel welcome and treated with respect when seeking or receiving services from us?
- Have you received quality services?
- Have we met your expectations?
- Are you informed of other services the agency offers?
- Additional comments or recommendations?

Responses from these questions are summarized on both departmental level and agency levels, then reported to the Board of Directors on a quarterly basis. Customer satisfaction data is used as part of the ongoing ROMA process to evaluate program and agency performance, as well as utilized in assessing community needs.

Community Needs Assessment Results

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

Table 1: Needs Table

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

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Families lack affordable housing Community lacks enough affordable housing units	Family Community	Y	Y	Y
Families are not aware of health/dental services in our community	Family	Y	Y	Y
Families lack mental/behavioral health support	Family	Y	Y	Y
Families lack financial/budgeting support	Family	Y	Y	Y
Families are at risk of child abuse	Family	Y	Y	Y
Our community lacks utility assistance for vulnerable populations - undocumented	Community	Y	N	Y
Our community lacks coordination between agencies providing services to promote youth safety.	Community	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Affordable Housing	**2-1-1**: Referrals and linkages	SRV 7c: Number of individuals referred to housing services.
	Weatherization Services: repairs, energy efficiency, etc.	FNPI 4.g. Number of households who experienced improved health and safety. FNPI 4.h. Number of households with improved energy efficiency and/or energy burden reduction.
	Utility Assistance: funding and education	SRV4i: Utility Payments (LIHEAP) SRV4j: Utility Deposits SRV4k: Utility Arrears Payment
	Home Repairs: repairs and safety	SRV4q: Home Repairs (structural, appliance, heating systems, etc.)
	Family Self-Sufficiency: Comprehensive case management in employment, education, housing, etc.	FNPI 4a: # of households experiencing homelessness that obtain safe temporary shelter. FNPI 4b: Number of households that obtain safe and affordable housing. FNPI 4c: Number of households that maintain

		safe and affordable housing for 90 days. FPNI 4e: Number of households that will avoid eviction.
2. Health & Dental Services	**2-1-1**: Linkages and referrals	SRV 7c: # of individuals referred to health/dental services.
	Senior Nutrition: Nutrition Education for seniors.	FNPI 5f: Number of seniors (65+) who maintained an independent living situation. FNPI 5ff: Nutrition Education Sessions
	AFLP: Expecting/parenting females receive positive development services	FNPI 5b: Number of individuals who demonstrated improved physical health and well-being. SRV 5g: Maternal/ Child Health SRV 5n: STI/HIV Prevention Counseling Sessions SRV 5mm Parenting Classes
	Family Self-Sufficiency: Comprehensive case management in employment, education, housing, health/dental, etc.	FNPI 5b: Number of individuals who demonstrated improved physical health and well-being.

	Children's Services: Comprehensive education, health and family support services.	SRV 5d: Vision Screening
		SRV 5bb: Adult Dental Screening/Exams
		SRV 5cc Adult Dental Services
		FNPI 5b: Number of individuals who demonstrated improved physical health and well-being.
		SRV 5a: Immunizations
		SRV 5b: Physicals
		SRV 5c: Developmental Delay Screenings
		SRV 5d: Vision Screenings
		SRV 5dd: Child Dental Screenings and Exams
3. Mental/Behavioral Health	**2-1-1**: Linkages and referrals	SRV 7c: Number of individuals referred to mental/behavioral health services.
	CA Prep: Individuals 12-18 comprehensive education/support.	SRV 5n: STI/HIV Prevention Sessions
	YOBG: Males 13-18 involved in the juvenile justice system receive prosocial services and support.	FNPI 5b: Number of individuals who demonstrated improved mental/behavioral health and well-being.
		SRV 5kk: Mentoring Sessions
		SRV 5ll: Life Skills Sessions

	AFLP: Expecting/parenting females receive positive development services	FNPI 5d: Number of individuals who improved skills related to the adult role of parents/ caregivers. SRV 5k: Coaching Sessions SRV 5mm: Parenting Classes
	Family Self-Sufficiency: Comprehensive case management in employment, education, housing, health/dental, etc.	FNPI 5b: Number of individuals who demonstrated improved mental/behavioral health and well-being. SRV 5k: Coaching Sessions
	Children's Services: Comprehensive education and family support services. Trauma-Informed Care	FNPI 5d: Number of individuals who improved skills related to the adult role of parents/caregivers. SRV 5k: Coaching Sessions SRV 5mm: Parenting Classes
4. Financial/Budgeting Support	**2-1-1**: Referrals and linkages	SRV 7c: Number of individuals referred to financial aid/assistance services.
	OCAP/Financial Empowerment Program: Families receive financial literacy education.	FNPI 3h: Number of individuals who report improved financial well-being.

	AFLP: Expecting/parenting females receive life skills training.	FNPI 3h: Number of individuals who report improved financial well-being.
	Family Self-Sufficiency: Financial literacy training and comprehensive case management in employment, education, housing, etc.	FNPI 1b: Number of unemployed adults who obtain employment up to a living wage. FNPI 3h: Number of individuals who report improved financial well-being.
	Children's Services: Comprehensive education and family support services.	FNPI 3h: Number of individuals who report improved financial well-being.
5. Families are At-Risk of Child Abuse	2-1-1: Linkages and referrals	SRV 7c: Number of individuals referred to family support services.
	AFLP: Expecting/parenting females receive positive development/support services.	FNPI 5d: Number of individuals who improved skills related to the adult role of parents/ caregivers. FNPI 5e: Number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children. SRV 5k: Coaching Sessions SRV 5mm: Parenting Classes

	Family Self-Sufficiency: Comprehensive case management in employment, education, housing, health/dental, etc.	FNPI 5d: Number of individuals who improved skills related to the adult role of parents/ caregivers. SRV 5k: Coaching Sessions SRV 5mm: Parenting Classes
	Children's Services: Comprehensive education and family support services.	FNPI 5d: Number of individuals who improved skills related to the adult role of parents/caregivers. FNPI 5e: Number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children. SRV 5k: Coaching Sessions SRV 5mm: Parenting Classes

Agency Priorities: Rank your agency priorities.

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

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

Part II: Community Action Plan

CSBG Act Section 676(b)(11)
California Government Code Sections 12745(e), 12747(a)
California Code of Regulations, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.
People Living Sustainable and Independent Lives.

2. Provide your agency's Mission Statement.
We provide education and supportive services in partnership with the community so Santa Barbara County residents can improve their economic security, become self-sufficient, and retain their dignity.

Tripartite Board of Directors

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

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

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

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

- -

CommUnify Board members are ROMA-trained and involved at all levels in decision-making related to programmatic and fiduciary responsibilities, including:

- Development Process
  - Needs Assessment
    - CNA Steering Committee
  - Review of Agency Mission
    - Regular Review/Update of Mission Statement
- Planning
  - Long-Range Strategic Planning
    - Board Strategic Planning
  - Annual Planning
    - Planning Committee
- Implementation
  - Fiduciary Responsibilities
    - Finance Committee
    - Audit Committee
  - Program Updates
- Evaluation
  - Planning Committee – Review/monitoring of Strategic Plan goals/objectives
  - Review of Annual CSBG Report
  - Review of ROMA Logic Model Performance by program

> 2. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), State Plan)

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

- -

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

- -

Consistent with Sections 4.3 and 4.5 of CommUnify's Bylaws (Reviewed July 2016), low-income sector Board members will appoint the candidates who, by means of democratic selection procedures adequate to ensure that low-income individuals and families are represented from across the county. As specified, one of these Board seats will be held by the Head Start Policy Council Chair or designee. The remaining members need not be low-income themselves. Currently, CommUnify Board Members representing the low-income sector include:

•   Gabriella Gonzalez, Head Start Policy Council Chair;

•   Karin Dominguez, Santa Maria Unified School District Project Lead – THRIVE Santa Maria

•   Robert Freeman, CEO CenCal Health

•   Josephine Torres, Santa Barbara Resident and former Head Start participant

•   Sanford Riggs, Housing Authority for the County of Santa Barbara, COO

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

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

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

- -

A vacancy or vacancies in the Board shall be deemed to exist in the following cases:

A.   The death, resignation, or removal of any Director;
B.   The declaration by resolution of the Board of a vacancy in the office of a Director who has been declared of unsound mind by an order of court, or convicted of a felony or has been found by final order or judgment of any court to have breached a duty under Article 3 of Chapter 2 of the Nonprofit Public Benefit Corporation Law;
C.   The vote of a majority of the Directors to remove a Director;
D.   The increase of the authorized number of Directors; or
E.   The failure of the Board, at any meeting of the Board at which any Director or Directors are to be elected, to elect the number of Directors to be elected at such meeting, or by failure to elect the full authorized number of Directors or for any other cause.

A vacancy or vacancies in the Board may be filled by a majority of the Directors then in office, whether or not less than a quorum, or by a sole remaining Director.

Each Director so elected shall hold office until the end of his or her term and until his or her successor is elected and qualified, or until he or she resigns or is removed from the Board. A Director may succeed himself or herself in office.

Service Delivery System

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

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

While each department currently utilizes a separate intake process, CommUnify is currently working to implement a universal intake form to streamline and promote integration of agency programming through a centralized intake process. By coordinating access to multiple types of services, CommUnify seeks to empower customers, promote greater economic stability and promote resiliency.

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

Community Services Block Grant (CSBG) funding is currently utilized to support CommUnify's *Family Self-Sufficiency Program* (FSS). The Family Self-Sufficiency Program was implemented in 2019 to promote economic security through intensive case management and support services designed to assist low-income individuals overcome critical barriers to independence. As identified in CommUnify's most recent Community Needs Assessment, this program is designed to directly address a wide array of customer needs identified in the Community Needs Assessment as barriers to economic security including affordable housing, child care, medical/dental care and financial literacy. CSBG funds are used for FSS staff salary/benefits, case management services and direct services to customers, as well as administrative staff salaries, equipment, and other administrative expenses.

Linkages and Funding Coordination

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

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

CommUnify participates in a wide range of collaborative groups, coalitions, task forces and committees which strive to improve the coordination and quality of services including:

- Children's System of Care Cross-Agency Group (FYS Director)
- Child Abuse Prevention Council (FYS Director)
- Central Coast Teen Pregnancy Prevention Collaborative (FYS Director/Direct Staff)
- Child Abuse and Neglect Prevention & Response (FYS Director)
- Lompoc Valley Partnership for Youth (FYS Director/Program Manager)
- School Readiness Task Force (Children's Services Director)
- Mental Health CBO Coalition (CEO)
- South Coast Task Force on Youth Safety (CEO/FYS Director)
- Dental Access Resource Team – DART (Mental Health/Disabilities Direct Service Staff)
- Early Childhood Mental Health and Special Needs Collaborative (Clinical Services Director)
- Santa Barbara County Grants Consortium (Grant Writer) – Plan/facilitate agencies interested in collaborating on a variety of grant proposals.
- SB County Child Care Planning Council (Children's Services Director)
- Kids Network (Children's Service Director/FYS Director/Program Managers)
- Adult and Aging Network (CEO/Community Services Director/Program Manager)
- Juvenile Justice Coordinating Council (FYS Director/Program Manager/Coordinator)
- First Five Santa Barbara County (Children's Services Manager): Plan/oversee annual Prop 10 funds.
- Complete Count Santa Barbara Steering Committee (CEO)
- County of Santa Barbara Housing Authority Program Coordinating Committee (Community Services Director and Assistant Director)
- Isolated Senior Committee (CEO)
- Santa Barbara Foundation's Collaboration for Social Impact Committee (CEO)
- County of Santa Barbara's Equity Advisory & Outreach Committee (CEO)

> **2.** Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational

Standard 2.1, State Plan)

CommUnify has established MOUs (Memorandums of Understanding) and professional service agreements with a host of other community-based organizations, County Departments, education, human services, businesses, faith-based and nonprofit organizations outlining cooperative working relationships, in-kind services and fee-based services. Copies of MOUs are available upon request.

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

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

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

CommUnify uses information gathered in our Community Needs Assessment to identify the top priority needs for low-income individuals and families, as well as the broader community. Once identified, CommUnify further analyzes these needs by geographic region, targeting the greatest needs in specific communities within north, south and mid-county areas.

CommUnify provides leadership/managers/direct services staff opportunities to collaborate with local the partners identified above to promote the sharing and streamlining of services countywide and prevent the duplication of services. This multi-level, multi-sector approach promotes more cost-effective approaches for fostering self-sufficiency in low-income families.

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

CommUnify has developed a diversified funding base comprising a variety of federal, state, local, foundation and private funding sources.

CommUnify is expanding its efforts to identify new funding sources at the local, state and federal levels, as well as conducting a search of national foundations to expand and strengthen current services.

We are also actively recruiting volunteers in a variety of positions within our Senior Nutrition Program to reduce the financial burden faced by CommUnify each year to raise adequate funding to support ongoing operation of the Healthy Senior Lunch program. We currently have 25 active volunteer delivery drivers for Senior Meal Delivery. We have three proposals out for our "Adopt a Route" volunteer team meal delivery program: Deckers Brands, Montecito Bank & Trust, and Vandenberg Air Force Base. In addition to these efforts, we have received an in-kind donation of airtime on KEYT/KCOY/KKFX for a PSA promoting the meal delivery program and seeking volunteers, wrote and submitted press releases and received editorial coverage about the program, and have partnered with other agencies (Center for Successful Aging, Meals on Wheels Santa Maria, Bucket Brigade, etc.) to build greater volunteer capacity, expand outreach, and pool

resources.

Of course, other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of consumers served.

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

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

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

- -

CommUnify has established a policy for maintaining a minimum of 30-days operations funding in a cash reserve, our short-term contingency plan. We currently have more than 2x cash on hand and expect to be well over 1.5x our planned reserves over the planning horizon.

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

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

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

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Currently we have an Excel spreadsheet to keep track of volunteer recruitment and onboarding. For Senior Meal Delivery, each program manager keeps track of volunteer hours donated and reports them back to our Volunteer Coordinator on a monthly basis. The Volunteer Coordinator keeps track of all other volunteer jobs and hours donated and then turns that information into a report which is then submitted to Fiscal. Children's Services tracks their volunteer hours internally and submits them to Fiscal separately. Fiscal allocates in kind labor hours through a journal entry into our system at the same rate of pay that we hire our staff for an equal position. We have recently contracted with Volunteer Hub to assist us with the on-boarding, scheduling and tracking of volunteers.

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

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

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

- -

CommUnify offers a wide array of youth development programs including California Student Opportunity and Access Program (Cal-SOAP), California Personal Responsibility Education Program (CA PREP), Information and Education Program (I&E), Adolescent Family Life Planning (AFLP), Los Compadres Program, Enhanced Family Reunification Program, New Heights, Full Service Partnership for Transition Aged Youth (FSP-TAY) and coordinated the South Coast Youth Safety Partnership (SCYSP). Our Family and Youth Program Staff also participates in the newly

formed Santa Barbara County Youth Advisory Board. Highlights from our diverse set of services include:

- Increasing accessibility to post-secondary education for low-income students via tutoring, mentoring and counseling.
- Providing youth with health and preventative education to prepare them to be safe and self-sufficient adults.
- Case-management for at-risk youth to help them become self-empowered and address the psycho-social issues impeding a path to success.
- Wraparound independent living and wellness rehabilitation services for youth.
- Facilitating the transportation to and supervision of visitations between separated families.
- Expanding the mobilization and alignment of community resources to improve the safety and quality of life for our youth, their families, and the community.

The vision of our SCYSP is to have safe and caring communities that provide opportunities for youth to fulfill their educational, employment, and personal potential. SCYSP believes that gang-related challenges in our community are best addressed locally and collectively.

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

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

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

CommUnify's Community Needs Assessment included multiple youth focus groups identifying the need for greater coordination between agencies providing services to promote youth safety, including safe zones, violence prevention measures and expanded opportunities for youth development activities. CommUnify operates 2-1-1 Santa Barbara which provides resource information and referrals for youth services throughout the county, as well as leads the South Coast Youth Safety Partnership (SCYSP), a hub for multi-sector youth service coordination. CommUnify's Strategic Plan outlines the organization's plans to enhance coordination between SCYSP's member organizations through the implementation of a local strategic plan which outlines goals/strategies for enhancing services through local partnership, including a local "referral system. In addition, 2-1-1 Santa Barbara will create a web page listing for services/programs in mid-county, as well as a Resource Guide. CommUnify will also advocate to create Youth Service Centers which co-locate youth service providers under one roof, offering a "safe zone" for all youth in north, mid and south county to gather for recreational, educational and/or job skill training opportunities. We also participated in the 100 Day Challenge to End Youth Homelessness.

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

CommUnify's Family Self-Sufficiency Program provides support, referral and linkages for income eligible participants seeking to complete a GED, job-skills training program or educational certificate/degree. CommUnify works in partnership with the Santa Barbara Workforce Development Board for resume assistance and no-cost employment and training services.

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

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

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

- -

CommUnify coordinates with community and faith-based organizations and county government, and public institutions to assist in providing emergency services, including food, shelter/housing and energy assistance to counteract the conditions of starvation and malnutrition among low-income individuals. In addition, CommUnify operates 2-1-1 Santa Barbara, providing information and referral services to meet the basic needs of the disadvantaged throughout the county on a 24/hour basis, including active evacuations and emergency response situations.

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

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

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

- -

CommUnify participates in quarterly Community Action Regional Meetings with Kern, King, San Luis Obispo and Ventura counties to ensure regional coordination of low-income services. In addition, CommUnify participates in the Local Service Providers (LSP) meetings on a Statewide level, and works with the California Public Utilities Commission to ensure equitable energy-related policies and services for the disadvantaged statewide.

CommUnify is the provider of the Low-Income Home Energy Assistance Program (LIHEAP) for Santa Barbara County, providing emergency energy assistance, utility bill payment and home weatherization assistance to income eligible residents. CommUnify coordinates with Family Resource Centers, County and City Housing Authority, City of Lompoc Utility Division and Healthy Senior Lunch community meal sites located throughout the county to ensure access for emergency energy assistance. In addition, CommUnify's *2-1-1 Santa Barbara* provides information and referral services 24-hours a day/7 days a week and works in partnership with the County's Emergency Operations System to provide disaster relief information during times of disaster, including the Thomas Fire and Montecito Debris Flow in 2018. We also partnered with Santa Barbara County's Public Health Department for COVID related resources and the vaccine hotline.

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

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

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

- -

Consistent with our mission, CommUnify uses funds to support innovative community and neighborhood-based initiatives in accordance with Public Law 105-285. CommUnify, for instance, operates the Adolescent Family Life Program (AFLP) which provides case management and skills training to expectant and parenting teens. CommUnify has also recently implemented two programs which seek to create opportunities for upward mobility: (1) the Family Self-Sufficiency Program designed to remove the barriers that keep low-income people from achieving the goal of independence; and (2) Financial Literacy (Economic Empowerment) Program which aims to teach low-income parents the skills needed to better manage their money, thereby reducing the stress parents experience as a result of financial hardship.

Monitoring

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

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

CommUnify is committed to providing high quality services in an organizational culture which supports transparency, integrity and accountability. To this end, the Board of Directors has formerly adopted program reporting and fiscal policies and procedures, as well as recently implemented the *Results-Oriented Management and Accountability (ROMA)* evaluation and accountability framework.ROMA allows us to efficiently and effectively measure meaningful customer, agency, and community outcomes and results. Staff are provided with ROMA training through CalCAPA to empower and support adoption and utilization of the ROMA tool in their day-to-day job duties.

Programmatic monitoring is conducted by the Director of each department on an ongoing basis and reported to the CEO and Board of Directors on a bi-monthly basis for each program using the Logic Model format specifically comparing year-to-date actual data to projections. Copies of funder monthly/quarterly/annual reports are also reviewed by the CEO.

Fiscal reports are prepared by the CFO and presented monthly to the Finance Committee, then reported to the full Board of Directors on a bi-monthly basis. Analysis includes monthly financial statements of income and expenses, balance sheet, cash flow projection and investments. The Single Audit is performed annually, reviewed by the Board's Audit Committee, and presented to the Board of Directors on an annual basis.

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

CommUnify's monitoring process for subcontractors includes both onsite monitoring visits and desk review.

- Desk Review
    - Typically performed in advance of a scheduled onsite visit;
    - Conducted on regular or as-needed basis: quality control checks; compliance and comparison of financial reports with Finance Department expenditure reports;
    - Review of reimbursement requests, progress reports and other program-specific documentation to ensure timeliness of submission and progress in meeting expected outcomes;
    - Status of insurance, licenses and registration on SAM.gov.

- Onsite Visit
  - Completed at minimum once per contract year;
  - Typically conducted by Director, finance staff (as needed) and/or program staff (as required);
  - Weatherization Services require 100% of work to be inspected by a CommUnify Field Supervisor. In addition, the Field Supervisor conducts random inspections of 10% of the contractor's work.

Data Analysis and Evaluation

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

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

In 2018, CommUnify's Board of Directors formally approved the planned implementation of the Results-Oriented Management and Accountability (ROMA) performance-based management model. ROMA training was provided to senior leadership, managers, supervisors, finance and administrative support staff. Following training, each department developed Logic Models for each program, outlining the mission; need; service/activity; outcome; outcome indicator; measurement tools; data collection procedure and personnel responsible; and, finally, the frequency of data collection and reporting.

The Department Director is responsible for ongoing data collection and reporting internally and externally to funders and stakeholders. Program staff are tasked with the responsibility for collecting required data, entering data into the appropriate database and/or agency's client information system (e.g., CAP60), Program Managers, in conjunction with Department Directors then analyzing the data and summarize the results on the Logic Model form in the column labeled "Actual Results". The Logic Model Report is then submitted to the CEO and reported to the Planning Committee and the Board of Directors on a bi-monthly basis. Department Directors are responsible for providing explanations to the Board for any significant or unexplained variances in program performance. Copies of funder monthly/quarterly/annual reports are also reviewed by the CEO.

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

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

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

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Recently, our Family Self-Sufficiency Program expanded its service delivery model from just case management to include "one-touch" assistance for rent and utility assistance. We found that some participants did not need or desire case management services and requested, instead, one-time emergency assistance. Doing so ensures that a broader population of low-income participants will receive benefits to support economic stability for their family.

</td></tr>
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3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2) (Optional)
The South Coast Youth Safety Partnership (SCYSP), led by Saul Serrano, came together to conduct a countywide Youth Survey and used the results to guide the development of a 5-year Strategic Plan which is currently being implemented. Review the plan here: https://youthsafetypartnership.org/strategic-plan-2020-2024/

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?
☑ Yes ☐ No
2. If so, when was the disaster plan last updated?
Currently, CommUnify's Emergency Action Plan (EAP) remains in effect; it is about 10 years old. We are in the process of revising that plan, renaming it, CommUnify Emergency Preparedness Toolkit which will include an updated EAP, Emergency Response Procedures, new Business Continuity Plan, linkage to Community Crisis Response Resources and Staff Training.
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
CommUnify is committed to the provision of a safe and healthy work environment for its employees, volunteers, partners and contractors, in accordance with its Administrative policies. CommUnify has an Emergency Action Plan to ensure the organization is prepared for any uncontrollable disaster event. The plan also addresses the most effective and economical allocation of limited resources to respond efficiently so that services can continue to be provided during an emergency or interruption. While no plan can visualize all potential disasters and completely describe appropriate responses to ensure the safety and well being of our employees, volunteers, partners and contractors, well-developed plans carried out by knowledgeable and well-trained personnel can and will minimize losses and enhance capabilities. This Emergency Action Plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts with the various emergency staff and program/service elements within the framework provided by local, state and Federal regulations. The objective of the existing plan is to incorporate and coordinate all the personnel and facilities of CommUnify into an efficient organization capable of responding effectively to any emergency. This Emergency Response Plan is currently being revised to meet changing conditions. CommUnify Leadership Team and the Program Directors give full support to this plan and urge all employees and partners, individually and collectively, to do their share in the total emergency effort.

Agency Capacity Building

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

- Our agency lacks the tools needed to implement a "No Wrong Door" service delivery system
- Our agency lacks immigration training and resources
- Our agency is unable to support the well-being of staff
- Our agency is unable to provide all staff with living wage
- Our agency lacks resources to modernize technology
- Our agency lacks training in technology and budgets
- Our agency lacks resource to implement a comprehensive communication/marketing strategy
- Our agency lacks opportunities for professional staff development
- Our agency lacks adequate resources to support infrastructure and future capacity building
- Our agency is unable to attract and hire qualified candidates for employment

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

- No Wrong Door: Implement centralized intake system
- Immigration: Training staff on legal issues impacting immigrants, client advocacy, referrals
- Wellness: Implement formalized staff wellness program
- Living Wage: Advocate for additional funding to pay living wage, promote student loan forgiveness working in non-profit; make health care benefits competitive
- Technology: Seek funding to advance agency's use of technology
- Tech Training: Provide in-house tech, IT and budget training
- Marketing: Hire a communications/media specialist
- Staff Development: Develop and implement an employee Learning Academy
- Infrastructure: Seek additional funding sources to support infrastructure and capacity building
- Qualified Candidates: Create career paths for program staff, evaluate agency pay scale

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

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

    1.The mission addresses poverty; and

    2.The organization's programs and services are in alignment with the mission.

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

    1.The mission addresses poverty; and

    2.The CSBG programs and services are in alignment with the mission.

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

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

Category Six: Strategic Planning

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B