

2022/2023

Community Needs Assessment and Community Action Plan

California Department of
Community Services and Development

Community Services Block Grant



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Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

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

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

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

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

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

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

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

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

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

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Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

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

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

Agency Name	San Mateo County Human Services Agency
Name of CAP Contact	Jessica Silverberg
Title	Human Services Manager
Phone	(650) 802-3378
Email	jsilverberg@smcgov.org

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

April 9, 2021

Board and Agency Certification

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

Supervisor Don Horsley		
Board Chair (printed name)	Board Chair (signature)	Date
Ken Cole		
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

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

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	May 11, 2021
Location(s) of Public Hearing(s)	Zoom Meeting
Dates of the Comment Period(s)	April 9 to May 10, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Human Services Agency (HSA) website; emails to HSA mailing lists
Date the Notice(s) of Public Hearing(s) was published	[TBD]
Number of Attendees at the Public Hearing(s) (Approximately)	[TBD]

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

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)

The CAA utilized American Community Survey Census data from 2019 related to poverty indicators like household income, those living below the poverty line, poverty rate, education level, national origins, and disabilities; and maps how it affects gender, age, and race/ethnicity in our service area.

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

The San Mateo County CAA is funded to serve the entire geography of San Mateo County. Given the high cost of housing throughout San Mateo County, many people with low and moderate incomes struggle to meet basic needs. There are areas throughout the county that have neighborhoods with high levels of poverty.

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

Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market
- Childcare providers
- Public benefits usage

- 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

- 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.

Homeless Point in Count (PIT) data, Homeless Management Information System (HMIS) data, CHP's San Mateo County Affordable Housing Needs Report, Get Health San Mateo data, 2019 San Mateo County Community Health Needs Assessment.

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

Focus Groups

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

Community Forums

Asset Mapping

- Partner organizations' leadership
 - Board members
 - New and potential partners
 - Clients
- 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)

To develop the Community Needs Assessment, the Human Services Agency relies on quantitative data provided by reports drafted by public agencies, councils and research entities to inform about specific areas such as extent of homelessness, rental market conditions, food security, transportation needs, health outcomes, and childcare and education needs. The Human Services Agency also conducts a needs survey via the Core Service Agencies, the results of which are compiled and used to inform service planning. Qualitative information is gathered through focus groups with low-income individuals, key informant interviews, and regular consultations between the Human Services Agency and its community partners. In 2021, HSA also introduced a Provider Survey that gathered needs data from 12 community based organizations, 3 private sector organizations and 5 public sector organizations.

The Human Services Agency also uses information gathered as part of contract monitoring to help understand community needs. HSA is responsible for ensuring that the contract agency, Samaritan House, is collecting and tracking the data needed to measure program goals. Samaritan House produces quarterly reports to the CAA on progress in meeting program goals. Samaritan House collects, compiles and analyzes data on all services provided. The Human Services Agency is responsible for ensuring that all required reports are prepared and submitted to CSD in accordance with contract requirements. Samaritan House, the Core Service Agencies, and the Human Services Agency use data collected through program reports, clients served, follow up surveys, and customer satisfaction indicators. The Human Services Agency, Samaritan House, and other community partners use this data to plan programming and address community trends and ensure that all parts of the community are accessing services and that households are maintaining housing after receiving assistance.

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: Community-based organizations gather information on housing status and client satisfaction with services offered by community nonprofits. The information gathered by community-based partners helps inform the investment of resources to best address community needs. The 2021 Provider Survey included data collected from 12 community-based organizations. These surveys showed that the areas of greatest concern were affordable housing, homelessness and job/employment services.

B. Faith-based organizations: HSA collaborates with faith-based community organizations that provide safety net and homeless services. For example, HSA staff attend regular meetings of the Safe Parking Working group which is mostly comprised of faith-based organizations that are advocating for housing and services for people who are experiencing homelessness and housing insecurity.

C. Private sector (local utility companies, charitable organizations, local food banks): HSA receives input from various representatives of the private sector at various community meetings. The 2021 Provider Survey included data collected from 3 private sector organizations.

D. Public sector (social services departments, state agencies): – the Human Services Agency regularly consults with partner departments in San Mateo County to understand needs and gaps among the clients they serve – including San Mateo County Health Agency, Behavioral Health and Recovery Services, Department of Housing, Sherriff’s Department, cities, and other local jurisdictions. The 2021 Provider Survey included data collected from 5 public sector organizations.

E. Educational institutions (local school districts, colleges): HSA partners with the County Office of Education and local school districts on various initiatives related to the needs of school-aged children, such as the Big Lift initiative (supporting high-quality early learning).

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)

According to the 2019 American Community Survey (ACS) Estimates, median household income in San Mateo County is \$138,500, significantly higher than the state-wide median of \$80,440. However, while overall county income averages are relatively high, many people fall below the poverty level:

- 21, 995 (8.3%) of San Mateo County households earn less than \$25,000 per year. Of these, 7,054 are families with children.
- 6.0% of all San Mateo County residents are living below the federal poverty line (\$25,100 for a family of four).

While the overall poverty rate in the county is 6.0%, poverty is much higher among particular groups:

- 9.7% for people of Hispanic or Latino origin
- 7.5% for African Americans
- 15.1% for people with less than a high school degree

Other groups with very high poverty rates include undocumented immigrants, formerly incarcerated people, and seniors living on fixed incomes. Given the high cost of housing throughout San Mateo County, many people with low and moderate incomes struggle to meet basic needs. There are areas throughout the county that have neighborhoods with high levels of poverty.

The COVID-19 pandemic is a significant new cause of poverty in San Mateo County. The shelter in place orders that have closed significant sectors of the economy (retail, restaurants, etc.) have led to widespread unemployment and hardship, including food insecurity, rental arrears, delays in seeking medical care, and other traumas. The advent of vaccinations and projected re-opening later in 2021 is expected to improve economic conditions, but recovery is likely to be slow, particularly for the most vulnerable people in the community.

Another significant cause of poverty in the community is the cost of housing. According to the California Housing Partnership's recent report, *San Mateo County's Affordable Housing Needs Report* (May 2020), renters in San Mateo County need to earn \$62.17 per hour to afford the average asking rent of \$3,233 in the County. San Mateo County needs up to 21,098 additional affordable housing units to meet demand for low-income rents. Eighty percent of extremely low income renters are paying more than 50% of their income on rent, leaving little for other expenses, including food and clothing.

According to research, by 2040 the City of San Mateo alone will add 19,400 new jobs to the local economy and an additional 13,900 housing units will be needed to accommodate this job growth. Countywide, a total of 25,300 housing units will be needed by 2040 to address housing concerns throughout the region. (Housing Leadership Council, *San Mateo Needs Housing*, August 2019).

The 2019 *San Mateo County Community Health Needs Assessment* found that overall, San Mateo County is doing well on a broad range of community health measures. However, a number of areas of concern were identified, many of which can be categorized as causes of poverty:

- Mental or emotional problems worsening
 - The percentage of people with a mental or emotional problem has doubled in the last twenty years and is highest amongst adults under 40 years old
- Adults and youth report stress and depression
 - Well-being is compromised by stress, anxiety, and depression. Residents both young and old report being impacted by stress and depression at high rates (39%).
- Depression has increased amongst select groups

- Community members living on the coastline, people who are black, and people who are Hispanic all report increases in cases of depression
- Drug-related problems have been increasing
 - Four in ten adults in the County report they do not know where to access treatment for a drug-related problem, which has been increasing in the community
- Adult asthma on the rise
 - Among surveyed adults in San Mateo County, 19% reported having an asthma diagnosis in 2019, double of that in 1998 and higher than state levels (13%)
- Arthritis and rheumatism have been on the rise
 - 22% of all San Mateo residents report having arthritis or rheumatism
- Diabetes has been steadily increasing
 - 12% of adults in the county report having diabetes, which is higher than the state level (10%)
- The number of overweight adults has been increasing
 - A quarter of all adults in the county report being obese
- Cases of tuberculosis in the community has been on the rise
 - Cases of tuberculosis has been on the rise between 2017 and 2019, with increases cases reported in older adults
- The number of cases of sexually transmitted diseases has gone up
 - Cases of gonorrhea, chlamydia, and syphilis have all increased between 2017 and 2019
- More people lack dental insurance than before
 - The amount of people reporting they are dental uninsured has increased, with one-third of adults lacking insurance to pay for routine dental care
- Cases of unresolved dental issues
 - 29% of respondents without dental insurance report they are unable to address their dental issues
- More households are utilizing community food resources
 - The number of households that have utilized a food bank, church, or other organization to receive food in a given year has increased
- Lack of access to health insurance
 - 9% of all adults do not have any type of health insurance and more than a quarter (26%) report that their employers do not offer health benefits
- Housing is a chief concern in the community
 - 80% of respondent report the available of affordable housing is “fair” or “poor” and two in five report having seriously considered leaving the county due to high cost of living
- More older adults are unable to afford living alone
 - There is an increase in the number of older adults dependents living with a younger family member
- Issues with transportation
 - Two in five people feel they cannot rely on public transportation to get them where they need while 7% of adults report a lack of transportation which inhibits their ability to get needed medical care
- Wage disparities continue to grow

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)

The very high cost of living in San Mateo County creates additional challenges for people experiencing homelessness to return to housing. The 2019 San Mateo County One Day Homeless Count and Survey found a total of 1,512 homeless people in San Mateo County on the night of the count.¹ This included:

- 901 unsheltered homeless people (living on streets, in vehicles and RVs, in homeless encampments) and,
- 611 sheltered homeless people (in emergency shelters and transitional housing).

Get Healthy San Mateo County estimated that there are 74,910 adults and 25,960 children that were food insecure in 2014. 9,125 households (4% of the total population) in the County receive CalFresh benefits between 2013-2017. There were 28,829 children in the County eligible for free or reduced price school lunch in 2014-2015. Get Healthy San Mateo County estimates that the food insecurity will likely increase in the County, rather than decrease as low income households continue to spend more of their income on housing and transportation costs, leaving less of their household budget for necessities such as food.

Data estimates suggest that 29,104 households were participating in the CalFresh program in 2015-16, which is about half of the eligible food insecure households that could possibly partake. (California Department of Social Services, CalFresh Data Files, September 2015). In a community survey of Redwood City and North Fair Oaks neighborhoods, 40% of households report they “sometimes or often worry that food will run out,” this is an increase from before COVID where 25% of households reported the same worry. (Redwood City and North Fair Oaks Community Needs Assessment – Preliminary Findings, December 2020).

Many San Mateo County residents utilize public transit to travel from home to school, work, shopping, and community amenities. However, costs of transportation can be a challenge for low-income community members. The Core Service Agencies and other community programs provide assistance with transportation, including a taxi program for emergency situations, connections to programs like Redi-Wheels, and other assistance with accessing transportation.

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.

¹ The 2019 is the most recent count of unsheltered people. The 2021 count was postponed due to the COVID-19 pandemic, in accordance with regulatory flexibility offered by HUD.

To gauge the effectiveness of services provided, Samaritan House conducts calls to clients six months after services are provided to survey client satisfaction and follow up on housing status. These calls include requesting feedback on the information and referrals process, customer's satisfaction with the services received, as well as an update on their housing status 6 months post contact with the Core Service Agency partner. All information is gathered and reported by Samaritan House to the Human Service Agency and the CAA Board.

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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)
Housing – obtaining and maintaining housing in the very expensive housing market	Family	Y	Y	Y
Homelessness – helping to prevent homelessness and help people who are experiencing homelessness as quickly as possible	Family	Y	Y	Y
Transportation – assistance with affording and accessing transportation services	Family	Y	Y	Y
Healthy Food – access to food	Family	Y	Y	Y
Jobs/Employment Services – services to assist people with connecting to employment	Family	Y	Y	Y
<p>Needs Identified: List the needs identified in your most recent CNA.</p> <p>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.</p> <p>Integral to Agency Mission: Indicate if the identified need aligns with your agency’s mission.</p> <p>Currently Addressing: Indicate if your agency is already addressing the identified need.</p> <p>Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.</p>				

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. Housing – obtaining and maintaining housing in the very expensive housing market	Emergency financial assistance to support maintaining or obtaining affordable housing (i.e. rental assistance, utility assistance, other one-time costs that support housing stability)	FNPI 4b
2. Homelessness –preventing homelessness whenever possible, and helping people who are experiencing homelessness to return to housing as quickly as possible	Emergency financial assistance to support obtaining affordable housing (i.e. deposit assistance), referrals to homeless services such as rapid rehousing, shelters, and other resources	FNPI 4b
3. Transportation – assistance with affording and accessing transportation services	Car repair services (when related to housing stability), and referrals to community programs such as Redi-Wheels, taxi voucher services, and bus tickets	SRV7d (Primarily supported with other funding sources)
4. Healthy Food – access to food	Food pantries/grocery programs and hot meal programs, referrals to CalFresh and Second Harvest-supported programs	(Supported with other funding sources, not directly supported with CSBG funding)
5. Jobs/Employment Services – services to assist people with connecting to employment	Referrals to community job information centers and employment programs	(Supported with other funding sources, not directly supported with CSBG funding)
<p>Agency Priorities: Rank your agency priorities.</p> <p>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.</p> <p>Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		

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.

The vision of San Mateo County Community Action Agency (SMC CAA) is that all families and individual in San Mateo County have equal access to community resources that lead to and support self-sufficiency.

2. Provide your agency's Mission Statement.

The mission of the SMC CAA is to eliminate the causes and ameliorate the conditions of poverty, by advancing the self-sufficiency of low-income families and individuals in San Mateo County.

Tripartite Board of Directors

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

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

State Plan

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

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

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

All Board members, including the low-income individuals, regularly attend Board meetings and review reports regarding the services provided, funding, and outcomes of services. The CAA Board also had a planning discussion at their August 2020 meeting, including a presentation on an overview of safety net services and the new federal Emergency Financial Assistance Programs providing funding to address the impacts of COVID-19. The CAP Plan is developed by HSA staff and then reviewed and refined by the Board, including its low-income members. The Board votes to approve the final CAP.

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.

The San Mateo County Community Action Agency (SMC-CAA) is represented by a tripartite Board consisting of twelve members. One third of the Board is composed of elected public officials or their representatives representing the public sector. One third of the Board members are selected to represent the perspectives, needs and interests of low-income residents of San Mateo County. Representatives of the low-income sector must represent and be familiar with the interests and needs of low-income people as pre-requisite of being a member. The last third of the Board is comprised of private sector perspective in the community (such as social services, business, education or philanthropy).

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.

Membership to the board is open to San Mateo County residents with knowledge of or interest in the community and its low-income population. When a slot opens on the Board, the CAA will conduct outreach to applicable stakeholder groups to fill the vacancy. Meeting agendas are posted, and meetings are open to the public.

The low-income members are recruited through CAA reaching out to safety net and shelter providers to help identify interested candidates. The selected individuals complete an application for the Board membership which is reviewed by CAA staff and presented to the CAA Board for approval.

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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)

The Human Services Agency, other public agencies, and community-based organizations provide a wide array of safety net services. The Human Services Agency contracts with the Core Service Agencies to provide safety net services such as food, housing resources, emergency housing assistance, homeless prevention services, utility bill financial assistance, and referrals to homeless services.

The Human Services Agency ensures effective use of CSBG resources by utilizing CSBG funding to meet specific needs related to housing of low-income members of the community (emergency financial assistance to help clients obtain or maintain their housing), as there are many other resources and programs that provide additional services (homeless services, health care, employment services, and others). This structure of safety net services enhances services by having a network of community services that collaborate together to provide a wide array of programs and systems.

The CSBG-funded services are operated by Samaritan House and can be accessed via all of the eight Core Service Agencies, which serve as the point of entry into safety net and homeless services throughout the County. The Core Service Agencies staff provide assistance in English and Spanish, and the Core Service Agencies strive to provide welcoming environments with staff who are culturally competent and are knowledgeable about community resources in order to best serve their clients. The Core Service Agencies conduct ongoing outreach throughout the community by maintaining collaborative relationships with partners like schools, mental health service providers, cities, other community-based organizations, and by attending community outreach events.

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)

CSBG funding is utilized to provide urgently needed emergency financial assistance and homelessness prevention assistance to low-income individuals and families. This activity directly assists with housing stability and homeless prevention, and removes obstacles to self-sufficiency, by ensuring that low-income households have a safe and stable place to live. The emergency financial assistance includes rental assistance, security deposits, utility assistance, mortgage assistance, and car repair/transportation assistance that supports housing stability. Samaritan House administers the CSBG-funded program (via a contract with the Human Services Agency) and works closely with the Core Service Agencies so that community members throughout the County can access CSBG-funded services at their local Core Service Agency.

CSBG funding provides the client financial assistance, and the administration of the program (program support, financial tracking, reporting, etc.).

While the CSBG funds will not be used directly to provide food or employment-related services, Samaritan House and all of the Core Service Agencies provide food resources on site, referrals to community-based ongoing food programs, and information about and referrals to a wide range of employment and training programs, including those offered by NOVA, the WIB serving San Mateo County and Northern Santa Clara County. The Core Service Agencies also connect individuals to the employment services offered by the Human Services Agency, including an employment program for CalWORKs clients and Vocational Rehabilitation Services for individuals with disabilities and other employment barriers.

By providing CSBG assistance to help families and individuals stabilize their housing situation, the CAA will help low-income community members to maintain their housing, which allows them to be stably housed while addressing their other self-sufficiency needs. In addition, the Core Service Agencies will refer clients to needed financial education, budgeting, money management and other relevant types of training services where they can gain skills to make the best use of their resources.

Below is a list of services that can be accessed through the Core Service Agencies:

- Food
- Housing assistance, including emergency housing assistance
- Homeless services, including prevention services, and referrals into shelters (including shelters with pet kennels)
- Utility assistance
- Tax Preparation /Tax Credit Information
- Financial education and budgeting
- Case management

- Job Training
- Educational Support
- Food Resources
- Clothing resources
- Referrals to health services (including general health care, dental care, and mental health care), and assistance with applying for health coverage programs
- Job training and employment assistance
- Referrals for community hygiene resources
- Childcare Services/Head Start
- Transportation assistance
- Mediation Programs

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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)

The SMC CAA will coordinate CSBG funds with other existing funding streams that provide services to very low-income households in San Mateo County. The CSBG funds for homelessness prevention will complement existing funding streams for emergency financial assistance (e.g. Season of Sharing, SSVF funds for veterans, County funds, and new COVID-related rent assistance funds) by allowing the Core Service Agencies to provide financial assistance to additional households.

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)

The Human Services Agency contracts with the Core Service Agencies to provide safety net services such as food, housing resources, emergency housing assistance, homeless prevention services, utility bill financial assistance, and referrals to homeless services. The Human Services Agency also has contracts with many other community-based providers for other services such as emergency food, rapid rehousing, homeless outreach, homeless shelters, and other safety net services.

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.

The network of Core Service Agencies has been designed to serve as the primary point of entry into the service system for low-income households and thereby avoid unnecessary and duplicative

intake and assessment processes. Households seeking emergency housing assistance and homelessness prevention assistance, as well as other safety net services, are already directed to their local Core Service Agency.

The CAA Board includes representatives who are familiar with the programs and services provided throughout the community. In addition, the Human Services Agency also collaborates with a range of collaborative committees (e.g. the Continuum of Care Steering Committee, Homeless Service Providers), and providers to ensure the coordination of services and prevent duplication.

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

HSA leverages funding by utilizing an array of funding sources to support safety net services and by requiring providers to identify and obtain additional funding, including from philanthropic sources.

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.

In the event of reduced federal funding, the Human Services Agency would continue to offer services like those currently funded using CSBG dollars, but on a smaller scale. Samaritan House and the other Core Service Agencies would continue to provide housing assistance and homelessness prevention services using other funding sources (e.g. Season of Sharing, local funding if available) as well as any CSBG funds that are allocated.

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.

While the voluntary hours of the CAA Board members and attendance is recorded by the minutes from each meeting, our service provider utilized a specific data base called LiveImpact to capture their data. LiveImpact is a database for Nonprofits agencies that provides organized recordkeeping for volunteer management.

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.

The community has many services that focus on the development and support of children and youth. The Core Service Agencies have relationships with a number of programs and projects serving youth, child care programs, and other resources for no- or low-cost after-school activities and have the ability to refer clients to these services as needed. One key provider of youth services in the community is StarVista, which provides mental health, housing and other services tailored for children and youth, which has a strong partnership with Samaritan House and all of the Core Service Agencies.

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

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.

The Human Services Agency maintains collaborative relationships with organizations providing youth development support. For example, First Five collaborates with the Core Service Agencies to promote high quality early care and education, preventive health care, early intervention, and intensive support for families with multiple risk factors.

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)

The Core Service Agencies refer clients to a range of workforce development opportunities, including those offered by the NOVA job center (NOVA is the WIB for San Mateo and Northern Santa Clara Counties). The Human Services Agency also operates an employment program for families enrolled in CalWORKs and Vocational Rehabilitation Services for individuals with disabilities and other employment barriers.

The CAA ensures effective use of resources by coordinating with other programs and systems. Since the CAA's program activities are operated by Samaritan House and the Core Service

Agency network that serves as the point of entry into social services throughout the County, clients can receive direct assistance or referrals to all needed services provided by other community programs.

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.

The Core Service Agencies have their own food pantries and also collaborate closely with the Second Harvest Food Bank programs that provide ongoing food supports via grocery programs and hot meal programs. The Core Service Agencies also assist clients in applying for CalFresh (also known as SNAP).

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.

The Core Service Agencies will connect clients to LIHEAP and can also provide emergency financial assistance for utility payments when applicable, including utilizing CSBG emergency financial assistance toward utility payments.

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.

The Core Service Agency network refers clients to a range of organizations whose mission is to strengthen families and encourage effective parenting, including First Five San Mateo County, StarVista's Healthy Homes program, Edgewood Center for Children and Families, and Peninsula Family Services. The County of San Mateo also coordinates a Dad's Workgroup that includes representatives from HSA, the Health System, Probation, and Child Support to develop

fatherhood engagement strategies.

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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.

The Human Services Agency is responsible for ensuring that the agency contracted to provide the CSBG-funded services, Samaritan House, is meeting all contract objectives and maintaining the integrity of the CSBG program. Samaritan House trains all Core Service Agency staff on CSBG regulations and eligibility criteria, and Samaritan House has a detailed process to review each client's case file prior to approving CSBG-funded services in order to ensure compliance with all CSBG requirements. Samaritan House produces quarterly reports to the CAA on progress in meeting program goals and the Human Services Agency also conducts monitoring site visits to review program implementation.

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.

The Human Services Agency has one subcontractor for CSBG-funded services, Samaritan House. Monitoring of Samaritan House's progress includes quarterly reports generated by the subcontractor to CAA as well as consistent communications via phone and email to address project progression. The Human Services Agency also conducts monitoring site visits to review program implementation. The Human Services Agency and Samaritan House work collaboratively together to complete extensive data analysis and reporting of all CSBG-funded services.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

As the provider of CSBG-funded services, Samaritan House maintains extensive and high-quality information about clients, their needs, the services provided, and outcomes.

Samaritan House completes two major assessments on an ongoing basis.

The Samaritan House Matrix Assessment is a comprehensive tool used to evaluate all the major aspects of a client's living situation and the related needs that can be addressed through Samaritan House programs. These aspects include access to food, transportation, overall health, financial stability, housing situation, and other critical factors. Case Managers conduct these evaluations when a client first requests services and periodically thereafter as services are provided. These periodic Matrix Assessments enable Case Managers to track and evaluate individual client progress and allow Program Managers to continuously assess overall program effectiveness and re-align program delivery accordingly. As an example, the evaluation of overall client financial stability led Samaritan House to develop a Fiscal Empowerment Program to assist clients with savings, budgeting, debt management and other related skills.

The second assessment is the Follow-up Interview Assessment. This 3-page questionnaire is administered through phone calls to clients 6 months after the client received services. These interviews are used to evaluate how well program outcomes are sustained on a long-term basis. Questions asked include satisfaction with services received; timeliness of services; and effectiveness of services received. Another question asked is whether anything else could have been done to better serve the client. This longer-term perspective is critical in enabling Samaritan House to adjust services to provide the maximum impact on clients. Furthermore, data collected from this tool is shared with staff in order to solicit their input for improving service delivery.

Taken together, these two outcomes and evaluation assessments provide Samaritan House with the ability to continuously adjust both its assistance to individual clients as well as its overall program and service delivery to effectively address community needs.

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

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

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

During the COVID-19 pandemic, a new process has been established for how families access emergency financial assistance. All the Core Service Agencies have implemented an online application for emergency financial assistance which allows families to access essential support without having to come in person to an office. In addition to COVID-19 safety protocols, this has created a new way for community members to access services.

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)

During the COVID-19 pandemic, the Human Services Agency has created new temporary non-congregate shelter programs to provide a safe shelter for people who are experiencing homelessness and who would be at risk for severe complications if they were to contract COVID-19. Additionally, HSA and other County Departments coordinated an application to the State of California to secure funding through Project Homekey which was utilized, along with other funding sources, to acquire hotels that will be used for homeless shelter programs and permanent supportive housing for very low-income seniors.

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?

In 2019, HSA updated the Continuity of Operations Plan which sets out the agency's procedures for disaster response.

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

Under the Continuity of Operations Plan, each branch of the Human Services Agency develops its own plan to maintain essential functions during an emergency, including information technology, building access, client services and other essential functions. The County also provides disaster response preparedness training for all staff.

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.

The Human Services agency has identified that many of the service provider agencies in our community could benefit from capacity building on how to meaningfully involve their clients or consumers in organizational decision-making and evaluation of programs. While most organizations conduct client satisfaction surveys and some have a client on their board of directors, not all have formalized structures such as a lived experience board or a regular process for clients to provide input on the development of policies and procedures or to evaluate the effectiveness of programs.

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

The Human Services Agency made a presentation on this subject to the Continuum of Care Steering Committee and provided an overview of best practices in involving people with lived experience in agency decision making and evaluation. A survey and a series of focus groups is

being planned with people living in emergency shelters to gather input on the design of new shelter and the operations of existing shelters.

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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
Community Needs Assessment	C
Summary of Community Survey Data	D

2022-2023 San Mateo County CAP
APPENDIX B: SUMMARY OF PUBLIC INPUT

Public Input Via the Public Hearing

A public hearing held on May 11, 2021 to gather input on the draft Community Action Plan. The following table summarizes the public comments, as well as additional needs identified by survey participants.

[This table will be completed after the Public Hearing is held.]

Comment/Concern	Was concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason

**2022-2023 San Mateo County CAP
APPENDIX C: COMMUNITY NEEDS ASSESSMENT**

1. San Mateo County Description

San Mateo County is located on the San Francisco Peninsula, just south of the City of San Francisco and northwest of Santa Clara County. The majority of residents live in a highly urbanized corridor that stretches along Highway 101, which includes the cities of Daly City, Redwood City, San Mateo, and South San Francisco. Smaller communities, including some rural communities, such as Pescadero and Half Moon Bay, line the county’s 40 miles of coastline west of Highway 280.



2. General Demographic Information

According to the 2019 Census estimates, the County has a total population of 766,573 people living in 280,500 households. Basic demographic data from the U.S. Census Bureau 2019 Community Survey comparing San Mateo County to California overall is provided below.

	San Mateo County	California
Age		
19 and under	22.1%	25.1%
20 to 64	61.4%	60.1%
65 or older	16.5%	14.8%
Race/Ethnicity		
White	38.4%	36.3%
Asian	29.7%	14.6%

	San Mateo County	California
Hispanic (of any race)	24.0%	39.4%
Two or More Races	3.8%	3.1%
African American	2.1%	5.5%
Pacific Islander	1.2%	0.4%
Other Race	0.6%	0.3%
American Indian	0.2%	0.4%
People with Disabilities*	7.6%	10.6%
Veterans	3.8%	4.8%

*Represents people with disabilities under the age of 65, per U.S. Census data

The county's population overall is slightly older than the State of California average, with 16.5% of the population 65 or older (compared to 14.8% statewide) and 22.1% are under age 20 (compared to 25.1% statewide).

While San Mateo County is racially and ethnically diverse, some groups are under-represented compared to the State population. For example, only 2.1% of the San Mateo County population is African American (compared to 5.5% statewide) and only 24.0% is Hispanic (compared to 39.4% statewide). The Asian population is proportionally much larger in San Mateo County (29.7%) than in the state overall (14.6%).

3. Income and Poverty

According to the 2019 American Community Survey (ACS) Estimates, median household income in San Mateo County is \$138,500, significantly higher than the state-wide median of \$80,440. However, while overall county income averages are relatively high, many people fall below the poverty level:

- 21,995 (8.3%) of San Mateo County households earn less than \$25,000 per year. Of these, 7,054 are families with children.
- 6.0% of all San Mateo County residents are living below the federal poverty line (\$25,100 for a family of four).

While the overall poverty rate in the county is 6.0%, poverty is much higher among particular groups:

- 9.7% for people of Hispanic or Latino origin
- 7.5% for African Americans
- 15.1% for people with less than a high school degree

Other groups with higher poverty rates include undocumented immigrants, formerly incarcerated people, and seniors living on fixed incomes. Given the high cost of housing throughout San Mateo County, many people with low and moderate incomes struggle to meet basic needs. There are areas throughout the county that have neighborhoods with high levels of poverty.

The COVID-19 pandemic is a significant new cause of poverty in San Mateo County. The shelter in place orders that have closed significant sectors of the economy (retail, restaurants, etc.) have led to widespread unemployment and hardship, including food insecurity, rental arrears, delays in seeking medical care, and other traumas. The advent of vaccinations and projected re-opening later in 2021 is expected to improve economic conditions, but recovery is likely to be slow, particularly for the most vulnerable people in the community.

4. Housing and Homelessness

a. Rental Market Conditions

The greatest challenge facing low income people in the community is the cost of housing. According to the California Housing Partnership's recent report, *San Mateo County's Affordable Housing Needs Report* (May 2020), renters in San Mateo County need to earn \$62.17 per hour to afford the average asking rent of \$3,233 in the County. Eighty percent of extremely low income renters are paying more than 50% of their income on rent, leaving little for other expenses, including food and clothing.

According to research, by 2040 the City of San Mateo alone will add 19,400 new jobs to the local economy and an additional 13,900 housing units will be needed to accommodate this job growth. Countywide, a total of 25,300 housing units will be needed by 2040 to address housing concerns throughout the region. (Housing Leadership Council, *San Mateo Needs Housing*, August 2019).

b. Homelessness

The very high cost of living creates additional challenges for people experiencing homelessness to return to housing. The 2019 San Mateo County One Day Homeless Count and Survey found a total of 1,512 homeless people in San Mateo County on the night of the count.¹ This included:

- 901 unsheltered homeless people (living on streets, in vehicles and RVs, in homeless encampments) and,
- 611 sheltered homeless people (in emergency shelters and transitional housing).

When broken down by jurisdiction, the data on homelessness shows that certain communities have a disproportional percentage of the unsheltered population: Pacifica, East Palo Alto, Redwood City, and Half Moon Bay.

It is important to note that the One Day Homeless Count only counts individuals and families who meet the federal definition of homelessness- either unsheltered (living in a place not meant for human habitation such as a vehicle, tent, or other outdoor location) or residing in a homeless shelter on the night of the count. The One Day Homeless Count does not include the

¹ The 2019 is the most recent count of unsheltered people. The 2021 count was postponed due to the COVID-19 pandemic, in accordance with regulatory flexibility offered by HUD.

many community members who are housed, but are struggling to maintain their housing in the very challenging housing market.

5. Food

Get Healthy San Mateo County estimated that there are 74,910 adults and 25,960 children that were food insecure in 2014. 9,125 households (4% of the total population) in the County receive CalFresh benefits between 2013-2017. There were 28,829 children in the County eligible for free or reduced price school lunch in 2014-2015. Get Healthy San Mateo County estimates that the food insecurity will likely increase in the County, rather than decrease as low income households continue to spend more of their income on housing and transportation costs, leaving less of their household budget for necessities such as food.

In a community survey of Redwood City and North Fair Oaks neighborhoods, 40% of households report they “sometimes or often worry that food will run out,” this is an increase from before COVID where 25% of households reported the same worry. (Redwood City and North Fair Oaks Community Needs Assessment – Preliminary Findings, December 2020).

6. Transportation

Many of San Mateo County’s low income households rely on public transit to travel from home to school, work, shopping and community amenities. The urbanized areas of San Mateo County are reasonably well-served by public transit through the San Mateo County Transit District (SMCTD), which includes both SamTrans bus service and Caltrain rail service. Bay Area Rapid Transit (BART) also serves the northern portion of the county. However, accessibility of transit is much more limited on the Coast and other areas of the county that are farther from the central 101 corridor.

The 2020 Census reveals that 7.4% of the working population relies on public transportation as their main means of transport. The SMCTD is in the process of gathering survey data on the impacts of COVID-19 on use of transit in the community.

7. Community Health

The 2019 *San Mateo County Community Health Needs Assessment* found that overall, San Mateo County is doing well on a broad range of community health measures. However, a number of areas of concern were identified, including:

- Mental or emotional problems worsening
 - The percentage of people with a mental or emotional problem has doubled in the last twenty years and is highest amongst adults under 40 years old
- Adults and youth report stress and depression
 - Well-being is compromised by stress, anxiety, and depression. Residents both young and old report being impacted by stress and depression at high rates (39%).
- Depression has increased amongst select groups

- Community members living on the coastline, people who are black, and people who are Hispanic all report increases in cases of depression
- Drug-related problems have been increasing
 - Four in ten adults in the County report they do not know where to access treatment for a drug-related problem, which has been increasing in the community
- Adult asthma on the rise
 - Among surveyed adults in San Mateo County, 19% reported having an asthma diagnosis in 2019, double of that in 1998 and higher than state levels (13%)
- Arthritis and rheumatism have been on the rise
 - 22% of all San Mateo residents report having arthritis or rheumatism
- Diabetes has been steadily increasing
 - 12% of adults in the county report having diabetes, which is higher than the state level (10%)
- The number of overweight adults has been increasing
 - A quarter of all adults in the county report being obese
- Cases of tuberculosis in the community has been on the rise
 - Cases of tuberculosis has been on the rise between 2017 and 2019, with increases cases reported in older adults
- The number of cases of sexually transmitted diseases has gone up
 - Cases of gonorrhea, chlamydia, and syphilis have all increased between 2017 and 2019
- More people lack dental insurance than before
 - The amount of people reporting they are dental uninsured has increased, with one-third of adults lacking insurance to pay for routine dental care
- Cases of unresolved dental issues
 - 29% of respondents without dental insurance report they are unable to address their dental issues
- More households are utilizing community food resources
 - The number of households that have utilized a food bank, church, or other organization to receive food in a given year has increased
- Lack of access to health insurance
 - 9% of all adults do not have any type of health insurance and more than a quarter (26%) report that their employers do not offer health benefits
- Housing is a chief concern in the community
 - 80% of respondent report the available of affordable housing is “fair” or “poor” and two in five report having seriously considered leaving the county due to high cost of living
- More older adults are unable to afford living alone
 - There is an increase in the number of older adults dependents living with a younger family member
- Issues with transportation

- Two in five people feel they cannot rely on public transportation to get them where they need while 7% of adults report a lack of transportation which inhibits their ability to get needed medical care
- Wage disparities continue to grow
 - One in five adults report being 200% below the federal poverty line while half of the community's households earn more than \$100,000 a year

8. Families and Children

A recent survey conducted Redwood City and North Fair Oaks neighborhoods note that households are spending more time caring for children due to the COVID-19 pandemic. Forty percent of households report they are providing twelve or more hours of childcare on a workday, with a majority of the care being provided by full time employees who are most likely to be women. While spending for childcare has decreased for a majority of households, spending is likely to revert back to pre-COVID amounts over time.

2022-2023 San Mateo County CAP
APPENDIX D: SUMMARY OF COMMUNITY SURVEY DATA

I. Community Survey Data

In March 2021, San Mateo County residents completed 144 needs surveys. Of these, 94 were completed in English and 50 in Spanish. Results of the survey are summarized below. (Note: Some respondents skipped some questions and some questions allowed more than one response, so the responses below do not always add up to 144.)

Number of People in Household				
Number of People	Responses from Surveys in English	Responses from Surveys in Spanish	Total	%
0	0	1	1	1%
1	13	4	17	12%
2	24	8	32	24%
3	19	10	29	21%
4	11	13	24	18%
5	12	10	22	16%
6	6	0	6	4%
7	2	0	2	1%
8	1	2	3	2%
13	1	0	1	1%
Total	89	48	137	100%

Income Level of Respondents				
Income Range	Responses from Surveys in English	Responses from Surveys in Spanish	Total	%
\$0 - \$20,000	35	16	51	36%
\$20,000 - \$40,000	31	21	52	37%
\$40,000 - \$60,000	16	9	25	17%
\$60,000 and above	11	3	14	10%
Total	93	49	142	100%

Greatest Concerns*				
Concerns	Responses from Surveys in English	Responses from Surveys in Spanish	Total	%
Transportation	14	10	24	7%
Healthy Food	58	19	77	22%
Affordable Housing	50	37	87	25%

Greatest Concerns*				
Concerns	Responses from Surveys in English	Responses from Surveys in Spanish	Total	%
Foreclosure Prevention	1	0	1	0%
Homelessness	12	8	20	6%
Financial Education	9	3	12	3%
Immigration and Citizenship	8	8	16	5%
Energy and Other Utility Cost	22	9	31	9%
Services for Seniors	24	1	25	7%
Jobs/Employment Services	21	13	34	10%
Childcare	6	4	10	3%
Disability Services	7	1	8	2%
Other Services (Please Specify)	3	1	4	1%
Total	235	114	349	100%

*Multiple responses permitted

Areas of Need					
	Generally adequate to meet needs	Somewhat adequate/varies by situation	Not adequate to meet needs	Don't Know	Total
Healthy Food	62	37	10	5	114
-	54%	33%	9%	4%	
Affordable Housing	30	20	38	11	99
-	30%	20%	39%	11%	
Foreclosure Prevention	16	6	9	57	88
-	18%	7%	10%	65%	
Homelessness	16	19	26	32	93
-	17%	20%	28%	35%	
Transportation	34	22	23	15	94
-	36%	23%	25%	16%	
Financial Education	24	26	17	25	92
-	26%	28%	19%	27%	
Immigration and Citizenship	20	24	17	29	90
-	22%	27%	19%	32%	
Energy & other utility costs	33	33	16	16	98
-	34%	34%	16%	16%	
Services for Seniors	34	20	13	32	99
-	35%	20%	13%	32%	
Jobs	24	21	27	20	92
-	26%	23%	29%	22%	

Areas of Need					
	Generally adequate to meet needs	Somewhat adequate/varies by situation	Not adequate to meet needs	Don't Know	Total
Childcare	19	10	15	47	91
-	21%	11%	16%	52%	
Disability Services	22	15	17	42	96
-	23%	15%	18%	44%	

The following areas were rated as areas where additional services are needed to address community need.

1. Affordable Housing – 39% of respondents responded that the services available were not adequate to meet community needs
2. Homelessness Services – 28% of respondents responded that the services available were not adequate to meet community needs
3. Transportation – 25% of respondents responded that the services available were not adequate to meet community needs
4. Financial Education – 19% of respondents responded that the services available were not adequate to meet community needs
5. Immigration and Citizenship – 19% of respondents responded that the services available were not adequate to meet community needs
6. Jobs and Employment – 29% of respondents responded that the services available were not adequate to meet community needs

Although food and housing were identified as the most common concerns, respondents generally felt that there were adequate services available to meet the needs related to food, but not affordable housing. About 87% of respondents felt that there were adequate or somewhat adequate services in the community for food, whereas only 50% of respondents felt that there were adequate or somewhat adequate services related to affordable housing.

II. Provider Survey Data

In March 2021, San Mateo County service providers completed 17 needs surveys. Results of the survey are summarized below. (Note: Some respondents skipped some questions and some questions allowed more than one response, so the responses below do not always add up to 17.)

Service Provider Organization Types*		
Core Agency	Total	%
Community-based organization	12	60%
Faith-based organization	0	0%
Private sector	3	15%
Public sector	5	25%
Educational institutions	0	0%
Total	20	100%

*Multiple responses permitted

Greatest Concerns*		
Concerns	Total	%
Transportation	3	6%
Healthy Food	2	4%
Affordable Housing	16	31%
Foreclosure Prevention	0	0%
Homelessness	11	21%
Financial Education	0	0%
Immigration and Citizenship	3	6%
Energy and Other Utility Cost	0	0%
Services for Seniors	3	6%
Jobs/Employment Services	7	14%
Childcare	1	2%
Disability Services	0	0%
Other Services (Please Specify)	5	10%
Total	51	100%

*Multiple responses permitted

Areas of Need					
	Generally adequate to meet needs	Somewhat adequate/varies by situation	Not adequate to meet needs	Don't Know	Total
Healthy Food	8	8	1	0	17
-	47%	47%	6%	0%	
Affordable Housing	1	0	15	1	17
-	6%	0%	88%	6%	
Foreclosure Prevention	0	5	4	8	17
-	0%	29%	24%	47%	
Homelessness	2	5	10	0	17
-	12%	29%	59%	0%	
Transportation	3	7	5	2	17
-	18%	41%	29%	12%	
Financial Education	3	6	3	5	17
-	18%	35%	18%	29%	
Immigration and Citizenship	3	5	5	4	17
-	18%	29%	29%	24%	
Energy & other utility costs	4	6	2	5	17
-	24%	35%	12%	29%	
Services for Seniors	3	8	2	4	17
-	18%	47%	12%	23%	

Areas of Need					
	Generally adequate to meet needs	Somewhat adequate/varies by situation	Not adequate to meet needs	Don't Know	Total
Jobs	1	7	7	2	17
-	6%	41%	41%	12%	
Childcare	4	2	6	5	17
-	24%	12%	35%	29%	
Disability Services	2	7	4	4	17
-	11%	41%	24%	24%	

The following areas were rated as areas where additional services are needed to address community need.

1. Affordable Housing – 88% of respondents responded that the services available were not adequate to meet community needs
2. Homelessness Services – 59% of respondents responded that the services available were not adequate to meet community needs
3. Jobs and Employment – 41% of respondents responded that the services available were not adequate to meet community needs
4. Childcare – 35% of respondents responded that the services available were not adequate to meet community needs

Congruent with the community survey, food and housing were identified as some of the most common concerns, respondents generally felt that there were adequate services available to meet the needs related to food, but not affordable housing. About 94% of respondents felt that there were adequate or somewhat adequate services in the community for food, whereas only 6% of respondents felt that there were adequate or somewhat adequate services related to affordable housing.