



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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

- Cover Page and Certification
- Public Hearing(s)

Part I: Community Needs Assessment

- Narrative
- Results

Part II: Community Action Plan

- Vision Statement
- Mission Statement
- Tripartite Board of Directors
- Service Delivery System
- Linkages and Funding Coordination
- Monitoring
- Data Analysis, Evaluation, and ROMA Application
- Response and Community Awareness
- Federal CSBG Programmatic Assurances and Certification
- State Assurances and Certification
- Organizational Standards
- Appendices

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

Agency Name	Project GO, Inc.
Name of CAP Contact	Matt Timbers
Title	CSBG Program Director
Phone	(916) 782 - 3443
Email	Matt@projectgoinc.org

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

Board and Agency Certification

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

Josh Alpine		
Board Chair (printed name)	Board Chair (signature)	Date
Lynda Timbers		
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).

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

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

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

Public Hearing Report

Date(s) of Public Hearing(s)	May 9, 2023
Location(s) of Public Hearing(s)	Maidu Village III 109 Sterling Court Roseville, CA 95661
Dates of the Comment Period(s)	April 7, 2023 – May 12, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Agency Website, Non-Profit Email Lists, Newspaper
Date the Notice(s) of Public Hearing(s) was published	April 7, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

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

Community Needs Assessment Narrative

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

Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

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

Data has been collected and analyzed from our own programs, those of our subcontractors, and through reviewing data sets made available by local and nationwide governmental agencies, other non-profits, private service providers, and others. For the purposes of the Community Needs Assessment, both qualitative and quantitative data has been included. Anecdotal evidence collected, via public comment and direct communication with service providers and low-income citizens, also contributed to the Community Needs Assessment. It is important to collect demographic data related to poverty so that we have an understanding of who is living in our service area, of their needs, and of the condition and causes of poverty in the communities that we are serving. The data gives us the ability to make informed decisions and strategize our service delivery.

Data collected about age in our county has played a large role in our CAP. Per the 2021 US Census estimates, individuals aged 65 years and over accounted for 20.0% of the total Placer County population. The national average is 16.8% and the State average is 15.2% of the population. This high percentage will have a significant impact on the socioeconomic conditions of Placer County in the coming years.

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

Placer County encompasses 1,506 square miles (including 82 square miles of water) or 964,140 acres (including 52,780 acres of water) and is located 80 miles northeast of San Francisco, California. It is bordered by Nevada County to the north, the state of Nevada to the east, El Dorado and Sacramento Counties to the south, and Sutter and Yuba Counties to the west. The County is part of the Sacramento Region, which also includes the Counties of El Dorado, Sacramento, Sutter, Yolo, and Yuba. The government center of Placer County, the City of Auburn, is located 30 miles northeast of the state capitol, Sacramento.

The largest incorporated cities within Placer County are Roseville and Rocklin. Both of these cities have pocketed areas of poverty, and the income needed to sustain adequate housing and basic needs is very high.

There are many rural areas of the county outside of the bigger cities spanning from Rocklin all the way up to the Tahoe region. These are considered high need areas as many residents do not have access to fresh and healthy foods on a regular basis and many of the population are low-income

and elderly. Elderly individuals in more remote areas of the county face additional hurdles when accessing food and health related services.

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

Federal Government/National Data Sets

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

Local Data Sets

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

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

Agency Data Sets

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other

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

N/A

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

Surveys

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

Interviews

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

Focus Groups

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

 Community Forums **Asset Mapping** **Other**

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

N/A

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

Organizational Standard 3.3 requires that the CAA collect and analyze both current poverty data and its prevalence related to demographics of the service area and population. The Quantitative data is given by the numbers, they are reliable statistics whose findings can be used to make direct comparisons or be generalized to a large population. These numbers which are found in the Census Data, Surveys, Annual Reports, are used to build our Community Needs Assessment and the Community Action Plan.

The Qualitive Data is about detailed descriptions that don’t fit into a standard category or Classification, the depth and breadth of the situation. This data is interpretive and can come directly from the perspective of the individual. It tells the story that numbers alone cannot provide. These can come from interviewing the individual or group and gathering these details to paint the bigger picture of results. These details can come from customer surveys and letters as well.

PGI analyzes all of its qualitive and quantitative data to provides key findings on the causes and conditions of poverty in Placer County and to pinpoint the needs that should be addressed. Quantitative data from client applications describe real and specific needs for services. The narrative information given by these clients describe individuals and families struggling with the high cost of living, low incomes from job loss or time off during the pandemic, and other situationally specific hurdles. That information is then backed up by the quantitative data that we gather. We can examine specific unemployment data to see that while the unemployment rate is improving, 3.6% in January of 2023 compared to 3.7% in January 2022, inflation has increased the cost of goods and services across the board, and the real value of wages has gone down slightly. Our Annual Report provides an excellent opportunity to compare data year over year, and to reflect on the effectiveness of changes we’ve made, or to highlights places where there is room for improvement.

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

A. Community-based organizations

A survey was sent out to all Placer County Agencies via email lists that have over 330 members. This is a representation of the majority of non-profit agencies within Placer County.

B. Faith-based organizations

A survey was sent out to the PCOH and PCN email lists and we received responses from 2 of the major faith-based agencies.

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

Data from the Placer Food bank was used in our CNA/CAP.

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

Data was gathered and used from the Social Services departments of Placer County, as well as State Department of Economic Development.

E. Educational institutions (local school districts, colleges)

Local school district data is a major contributor to issues with food insecurity and was included in the CNA.

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

The 2021 poverty data estimates from the US Census Bureau shows that 6.6% of all individuals in Placer County are below the poverty level, which is unchanged from the 2019 data. The Bureau of Labor Statistics reports that as of February 2022, the state wide unemployment rate has fallen to 4.3%. This is a reduction from the high of 12.4% at the height of the pandemic. Preliminary data from BLS shows that the unemployment rate for Placer County in February 2023 is just slightly higher than a year ago, rising from 3.2% to 3.6%, year over year.

The Point in Time Homeless Survey of 2022 shows the population of homeless in Placer County at 750 (sheltered and unsheltered) persons with 34% of this population considered chronically homeless, a reduction from 42% in 2020. Many individuals do not have basic skills for self-sufficiency. They have difficulty in finding a job and in some cases keeping a job due to one or more of the following impediments:

- Lack of job skills
- Literacy including financial literacy
- Criminal record (even old or minor offenses)
- Lack of affordable daycare for those who are not eligible for specific human services programs
- Access to personal transportation and/or insufficient public transportation
- Untreated mental health disorders
- Physical problems (dental)
- Drug and Alcohol problems

Even for those who are employed, Placer County's rising housing costs make it difficult for those individuals to remain housed and feed their family. Data from MIT's living wage calculator indicates that the available jobs still do not provide sufficient income for even a two-income family to provide for basic needs.

Placer County families continue to face a shortage of housing as home prices and home rents far exceed the median income level of residents. The Placer County Housing Program Annual Report for 2020-21 states that 8,570 low-income renter households do not have access to an affordable home. 50.8% Of renter households pay more than 30% of their income for rent, with 30.3% paying more than 50%. Although it is getting better within Placer County, housing affordability is important in today's socio-economic environment, because low-income families are financially burdened by high rents and home prices that divert necessary resources from food, healthcare and other basic needs.

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

The conditions of poverty in Placer county are related to the economy, cost of living, and access to services. The cost of living in Placer county is one of the highest in the state, and while the percentage of people below the poverty line is relatively small in comparison (6.6% compared to 12.3% state wide, per the US Census Bureau), those who are considered to be low income struggle to afford the high cost of housing, food, and other necessities.

According to Federal Department of Housing and Urban Development (HUD) in 2023: The Fair Market Rate (FMR) for a studio apartment in Placer County was \$1277/month; for a one-bedroom apartment - \$1400/month; for a two-bedroom apartment - \$1756/month (17% higher than the previous year). These rates have increased drastically over the last 2 years and create significant hardship on low-income families.

Based on a two-bedroom apartment FMR of \$1756/month, a household would have to make a gross income of \$70,400.04 per year to afford the apartment at 30% of their income (the affordable housing income rate per HUD). The monthly cost reported by HUD is slightly higher than that shared by the MIT Wage Calculator. The yearly cost of housing of \$19,008 would require two working adults, with two children in the home, to earn \$28.31 each in order to cover expenses. In both cases, this living wage is nearly twice the current state minimum wage of \$15.50.

According to the 2022 data from the MIT wage calculator, which includes measurements for family needs, the self-sufficiency hourly wage for one adult and two children needs to be \$52.65, for Placer County residents. The living wage for two adults and two children, with both adults working is \$28.31 each. The economic hardships that face low-income families in Placer County are of major concern. Many of the blue-collar jobs remaining in Placer County are in the service industry, such as retail, restaurants, and tourism, and do not pay living or self-sufficiency wages.

The higher cost of housing in the Placer County area is one of the main burdens on families. A survey by the US Census Bureau and American Community Survey in 2019 found that over 38% of burdened Placer County residents have housing costs that exceed 30% of their income. While this data has been used as an aid in the development of affordable housing and to point out excessive shelter costs, the County still lacks adequate housing, as called out by the target population.

A high rate of housing vacancies are a contributing factor to high housing costs. The Lake Tahoe region in the eastern most point of Placer County is a remote area, predominately supported by seasonal recreation and tourism. Rather than individual pockets of wealth or poverty, the community is a mix of both. According to the Housing Program 2020-2021 Annual Report, 82.6% of the vacant homes in Placer County (14,351) were for seasonal, recreational, or occasional use. Much of the work in the area is tied to the tourism industry. Unusually harsh winters, and summers with extreme drought are becoming more frequent as the result of climate change. Such volatility has a direct impact on the ability of those in the region to make a living, to afford housing, and limits their access to affordable goods and services.

Food insecurity refers to the limited or uncertain availability of nutritionally adequate and safe foods. Feeding American indicates that in Placer County, about 8% of people are food insecure, meaning that consistent access to adequate food is limited by a lack of money and other resources at times during the year. The California Department of Education reports that for the school year 2022-23, 29.5% of students are eligible for the free and reduced lunch program.

Food insecurity isn't just an issue for the lowest earners in the county, but also for households who live above the poverty line. Compounding the problem, 45% of the population lives in rural and/or remote areas. Food deserts exist in the Tahoe area, and throughout the county where households can live more than an hour outside of town. Food insecurity requires adjustment of household budgets to forego other needs to satisfy basic food needs. As a result, individuals suffering from chronic illnesses such as asthma or diabetes face increased complications, hospitalization and emergency room visits. The Placer County Food Bank data for 2020 indicates that over 42,000 people in Placer County don't know when or where they will get their next meal. That's over 10% of our counties population.

The latest data from the USDA SNAP-Ed data indicates that over 20% of the County's Population were eligible for SNAP-ED Benefits, and over 20,000 children are eligible for school lunches based on federal poverty levels. Although the number of residents living in poverty in Placer County has been found to be lower than other California counties, the pockets of poverty that exist within the county in some areas supports the need for food assistance programs.

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

Upon the completion of our weatherization services, each client is provided with a customer satisfaction survey where they can evaluate the work that was done, and make note of any remaining problems or concerns. The results of these surveys are recorded on a spreadsheet and presented to the Board at each board meeting. It is a standing time on our consent calendar. The Board are also apprised of customer issues and what has been or is being done to correct any issues or concerns from the customer. Letters and cards sent by clients are also copied and shared with the Board.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Homeless Services and Prevention – Individuals need safe, affordable housing.	Family	Y	Y	Y
Senior Services – Homebound seniors are isolated from the community in which they live.	Family	Y	Y	Y
Children and Family Services – Families face trauma and mental health challenges.	Family	Y	Y	Y
Veteran Services - Veterans need medical care and supportive services.	Family	Y	N	N
Rental Assistance and Rental Services - Households can not afford rental or utility costs.	Family	Y	Y	Y
Low-Cost Rental Housing – Communities lack affordable rental housing for people with low income.	Community	Y	Y	Y
Access to Services in Remote Areas – Individuals in rural areas report difficulty obtaining affordable, healthy food.	Family	Y	Y	Y
Detox/AOD/Recovery Services – Addicts need a second chance at wellness and independence from substance abuse.	Family	Y	N	N
Transitional Housing – Individuals in transition need housing support.	Family	Y	N	N
Weatherization and Utility Bill Assistance – Families cannot afford to pay for necessary upkeep on their housing. Households cannot afford to pay their utility costs.	Family	Y	Y	Y
Financial Literacy – Individuals need financial literacy and skills to remain independent.	Family	Y	N	N
On Going and Aftercare – Individuals going through substance treatment need ongoing support to maintain independence.	Family	Y	N	N
Transportation – Individuals need transportation to get to work.	Family	Y	N	N
Jobs and Job Training – Individuals need skills	Family	Y	N	N

to prepare them for living wage jobs.				
Domestic Violence and Sex Trafficking – Individuals need safe environments in which to live free of abuse.	Family	Y	Y	Y
Emergency Food and Food Insecurity – People need affordable, healthy food.	Family	Y	Y	Y
Services for the Mentally Ill – Individuals need improved mental health to live independently.	Family	Y	Y	Y
Service /Agency Collaboration – Agencies need to collaborate to address the needs of low-income individuals.	Community	Y	Y	Y
Internet Access/Computer Access – Families lack affordable internet service.	Family	Y	N	N
Counseling Services – Individuals need a safe outlet to address their mental, physical, or legal issues.	Family	Y	Y	Y
Spanish Speaking Services – Individuals need programs available in the languages they speak.	Family	Y	Y	Y
Developmental Disability Services - Individuals with developmental disabilities need skills to live independent lives.	Family	Y	N	N
Legal Services – Families facing eviction need legal services.	Family	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
Homeless Services and Prevention	Temporary shelter and transitional housing for DV survivors. Emergency Rental assistance. Legal services.	FNPI4b.,4c.,4d.,4e. SRV4c., 4f., 4g., 4i.	Individuals need safe, affordable housing and obtaining it in a high cost of living area can be especially difficult.
Food Insecurity	Food delivery for home bound seniors in the Lake Tahoe Region, outlying areas of the county, and the Sierra Community House	FNPI 5a., 5b. SRV 5ii, 5jj.	The high cost of living in Placer County has attributed to food insecurity in our region.
Access to Services in Remote Areas	Food delivery for home bound seniors in the Lake Tahoe Region, outlying areas of the county, and the Sierra Community House	FNPI 6a2. SRV 5jj., 7a.	Our county, and the low-income individuals within it are spread out far and wide. Homebound seniors or families in remote areas need access to healthy, affordable foods.
Senior Services	Food delivery for home bound seniors in the Foothills, the Lake Tahoe region, and outlying areas.	FNPI 5a., 5b. SRV 5ii, 5jj.	Demographic data shows that we have proportionately large number of seniors.
Low-Cost Rental Housing	PGI Affordable senior and family housing	FNPI 4b., 4c., 4d.,4e. SRV 4c., 4i.	Affordable housing is one of the biggest issues in our county.
Weatherization and Utility Bill Assistance	PGI Weatherization and HEAP Assistance	FNPI 4h., 4z. SRV 4i.	Weatherization and UA programs help individuals with low income remain in their homes longer, and remain independent.
Domestic Violence and Sex Trafficking	Sierra Community House DM programs	FNPI 4a. SRV 5w., 5x., 5z.	Services are needed to aid survivors of DV and

Services	and counseling	7m., 7h.	SA. Remote areas like the Tahoe region are cut off from programs that may be available in big cities.
Financial Literacy	PGI Weatherization programs and HEAP assistance; Financial literacy workshops with Lighthouse	FNPI 3a., 3b., SRV 2z., 3a., 3c., 4a., 4b., 7a., 7b.	Financial literacy is key in obtaining and keeping intendance. Life skills and the occasional practical assistance with bills set families up for success.
Service /Agency Collaboration	PGI and subcontracted services	FNPI 7a. SRB 7a.	PGI will continue to subcontract and collaborate with area agencies.
Counseling Services	Lighthouse counseling center	SRV 2o., 2w., 5v., 5z., 5aa.	Families and individuals who are mentally and physically healthy are more prepared to lead independent lives.
Counseling Services	Lighthouse counseling center	SRV 2o., 2w., 5v., 5z., 5aa.	Families and individuals who are mentally and physically healthy are more prepared to lead independent lives.
Legal Services	Legal services for DV and SA survivors	SRV 7m.	Survivors of DV and SA need additional support when navigating the legal systems.

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

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

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

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

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

"Help people become self-sufficient by driving innovative solutions through community partnerships"

2. Provide your agency's Mission Statement.

Project GO, Inc. is a non-profit community action organization that advocates for and enhances the quality of life of low to moderate income and at-risk families and seniors. To accomplish this, we:

1. Develop, build and manage affordable housing
2. Improve home energy conservation
3. Provide emergency utility assistance
4. Empower people at risk and in poverty, opportunities to become self sufficient

Tripartite Board of Directors

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

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

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

In accordance with the CSBG Act, 1/3 of Project GO, Inc.'s (PGI) tripartite board is made up of individuals who are either themselves low-income, or act as the voice of the low-income members of the community in which they live. PGI requires that representatives of the Low-Income sector are to submit the attached "Petition for Candidacy" form, signed by five (5) persons who reside in the low-income community that they will be serving and who have knowledge of their ability to represent the low-income population of Placer County.

Title 22 § 100605

Low-Income Representatives:

- (1) "Democratic selection process" for the purposes of this article, shall be defined as a methodology reflecting the choice(s) of the people.
- (2) Although representatives of the poor need not themselves be poor, they must nonetheless be selected in a manner, which ensures they truly represent the poor.
- (2) Area Representatives of Low-Income Persons. Should a community action program be concerned primarily with compact geographic areas in which poverty is concentrated, such as neighborhoods or "target areas" of the community, the representatives of the low-income shall be selected by the residents of those neighborhoods or areas. All residents of any such neighborhood or area may participate in the selection process, but special emphasis and attention must be given to ensuring that those residents who are poor participate fully in the selection process.

Service Delivery System

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

State Plan 14.3

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

Project Go provides both direct services, and subcontracts with other agencies. The service delivery model for our utility assistance, weatherization, and water assistance programs are similar. We utilize applications forms from CSD and our own, collect documentation from our clients, and record the data in the Servtraq system. Referrals are made between each of our programs, and we direct our intake staff to listen for key information coming from our clients to make sure they are aware of and getting other services they may need and for which they qualify. Our housing tenants are served with safe, affordable housing. A service coordinator is on site at our senior complexes to offer additional assistance with navigating other services.

Project GO intends to fund 4 agencies for 2024-2025 that will address many of the needs of Placer County's low-income community. Clients are screened for income, and documentation is gathered based on their own policies. Each one of those agencies have a different service, distinctive strategy and a diverse intake system as well as unique rules on privacy of their customer data. Our subs are required to report on services, outcomes, and demographic information as part of the Annual Report process. Some of these agencies use the HUD Management Information Systems and PGI has requested that the Annual Report demographics information be provided using this software. They are also regularly monitored during the billing process. This allows us to oversee that CSBG funds are being spent to meet the needs of low-income individuals in our service area.

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

Our various programs, those implemented by PGI and our subcontractors, aim to address the needs of a large swath of individuals. Placer County has a proportionally larger senior population (20% over the age of 65), compared to other counties in the state (15.2%), based on 2021 data from the US Census Bureau. Keeping this in mind, we make particular efforts to ensure that the programs supported by CSBG funds address the particular needs to those seniors, such as housing, nutrition, and accessibility.

Placer County seniors receive targeted assistance through the Meals on Wheels program, which we intend to continue to fund through Sierra Senior Services. Feedback from the clients served by LIHEAP and LIHWAP continue to support the fact that direct payments made on their behalf permits these individuals to remain in their homes and stay independent longer.

At the service delivery level, efforts are made to meet clients where they are at, literally and

figuratively. Applications for LIHEAP and LIHWAP are usually mailed, as not everyone has access to or knowledge of the technology needed to complete applications electronically. In person application events also provide a chance to meet in person with seniors or those with limited mobility or resources. These adaptations are informed by both the qualitative and quantitative data that we've gathered, and invaluable institutional knowledge about our clients from our employees.

Demographic information informs the analysis of many of the needs in our community. Crisis Intervention programs to address domestic violence, homelessness, the difficulties facing families with children, the added barriers to service for non-English speakers – these needs can all be better understood and addressed within the context of who specifically is living within our service area.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); (3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

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

PGI subcontracts with other agencies in our area, allowing us to leverage funds to address needs outside of those that we address through our own programs. We chose subs that may have smaller budgets or big ideas that would benefit from the additional funding.

PGI Staff (Executive Director and CSBG Program Director) attends and participates in meetings and trainings provided by the Placer Collaborative Network (PCN), and the Placer Consortium on Homelessness (PCOH) on a monthly and quarterly basis. There are hundreds of agencies and programs that belong to these groups. We are committing staff and resources to more actively participate in meetings with members from all sectors of the community who have an interest in addressing this county-wide issue.

PGI also participates with our partner agencies that provide education, training, advocacy, transportation, counseling, housing, services for seniors and people with disabilities, domestic violence intervention, emergency services, nutrition, childcare, employment, and other services that support family self-sufficiency within Placer County. PGI collaborates and partners with community and faith-based organizations in our region to provide services to those most in need, as well as the Placer County Workforce Investment Board.

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

Project GO subcontracts services to other agencies to address needs identified in the Community Needs Assessment. While the Sub agreements are per calendar year, it is understood that depending on the availability of funds, and barring any other major issues, we will contract them in the first and second year of the Community Action Plan.

These are the agencies that we intend to subcontract with and a brief service description:

Sierra Senior Services – Senior Meal Delivery and Wellness Check. (Lake Tahoe Area)

Auburn Interfaith Food Closet – Senior Meal Delivery (outlying areas of Placer County)

Sierra Community House (Tahoe Safe Alliance) – Domestic/Sexual Violence, Mobile Food Pantry, Family Strengthening, Legal Support, Rental Assistance, and Counseling Services.

Lighthouse Counseling and Family Resource Center – Evidence Based Counseling, Psychoeducational groups, and Family Resource Center.

Through the intake process, we are made aware of some of our clients' need that we can not address ourselves. We use this information to make referrals and soft hand offs to other programs, either to our subs, or other unrelated agencies in the area.

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

PGI works together with community agencies to streamline services while avoiding duplication of funds and services to best utilize all the resources available to the low-income community. Every client who is served by PGI or our subcontractors are screened for income eligibility. This ensures that we're serving the low-income population in our service area. The state database, CORE, is used by the HEAP staff to verify that clients have not already received assistance in other counties during the contract year. The state database ECORE is used by the weatherization staff to verify if households have previously received assistance. We use an internal database to track client records to avoid duplication of services. Communication between agencies, and being aware of what services each provides, is crucial for avoiding duplication.

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

CSBG funds make up a small portion of PGI's operating budget. We receive funds from LIHEAP, LIHWAP, and income from our rental properties to sustain and grow our programs. PGI hopes to also obtain funding through private contracts with area utility companies in the coming years.

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

In the event that Federal funds become insufficient to support services at contracted levels, contract amounts will be reduced among all sub-contractors. In the RFP process, applicants will be asked to provide a written plan for continuance of services at a reduced funding level. Contract language in all sub-contracts stipulates that agreements may be amended to reflect reduced funding (as required by Government Code Section 12747(a)).

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

The PGI Board of Directors are all volunteers, working together to create a better community through Community Action. They give their time to overseeing all of the work done by PGI. They attend a minimum of four board meetings a year, as well as nine different sub-committees that meet throughout the year. Their hours are logged and tracked in an excel spreadsheet, and reported as part of our Annual Report.

Our subcontractors use a mix of employees and volunteers, and are responsible for tracking and reporting those hours each year during the Annual Report process. Some of the programs have volunteers use a standard timecard and timeclock to punch in and out as a time tracking method.

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

Individuals under the age of 18 make up 22% of the population of Placer County, as reported by the US Census Bureau. We intend to contract with Lighthouse to provide youth services in the coming two years. Their programs focus on building and maintaining strong family bonds through counseling and resource services.

Their Road to Wellness for Youth program is a group counseling program for middle and high school students experiencing anxiety, stress, depression, anger, sleep problems, and other feelings affecting their well-being and academic success. Lighthouse also offers services through their family resource center, including case management, WIC and CalFresh enrollment, Early Childhood Disability Assessments, Literacy information and referrals, and wellness services for youth such as oral care referrals and Immunization Referrals.

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

Cross-agency cooperation and collaboration will aid in addressing the multitude of needs of youth. The 'youth' are not a monolith; our agency and other must have a multi-faceted approach to serving this group. Counseling and educational support from Lighthouse can be part of this effort. They provide assistance through their involvement in the Multi-Disciplinary Interview Center including, but not limited to, victim witness advocacy, therapeutic services and case management.

The Community Education & Prevention Program at Sierra Community House provides violence prevention education to adults and youth in the Tahoe-Truckee Area. Their Youth Empowerment Groups at local schools support young people and help them connect, learn, and grow. These groups are intended to provide a safe space for students to discuss topics relevant to their lives, such as healthy friendships and relationships, mental health, and communication skills.

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

Gainful employment, for those who can work, is a vital step toward independence. Job readiness, resume building, education support, legal assistance, mental health programs to prepare individuals

to enter the workforce, financial literacy classes – these are all services that support employment. We intend to subcontract with Lighthouse, Counseling and Resource Center, to address these service needs. They will also aid with developing employment goals, and enrollment in the Placer County Business Advantage Network for job leads.

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

Emergency Food and Nutrition is one of the top needs for the County of Placer. There are many areas within the county where families and seniors are unable to access healthy foods. PGI intends to continue to partner with the Auburn Interfaith Food Closet, Senior Nutrition Program, and Sierra Senior Services in 2024-2025 to combat these needs, with the MobileFood Pantry and Meals on Wheels.

The pandemic saw a sharp increase in unemployment, and inflation has increased food costs to the point that more of the population are struggling to access food. Pandemic EBT has ended, and those additional dollars were crucial for our residents. Severe weather events in the winter are taken into account when delivering meals to homebound seniors.

We are intending to fund two programs (Sierra Senior services and Auburn Interfaith Food Closet) that provide healthy foods to homebound seniors in the outlying areas of our county.

PGI works closely with local community food closets and faith-based organizations to refer clients in need of food. Individuals in need of emergency provisions are connected with the appropriate agency.

PGI also provides the free use of our senior apartment community rooms to the Senior Nutrition Program, so they can prepare hot, nutritious meals for the residents of those communities, as well as non-residents, seven days a week.

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

Emergency rental and utility assistance programs are vital for crisis intervention. Emergency utility payments through LIHEAP have been a lifeline for families who may have been unable to pay their bills for many months, the result of unemployment, or increased cost of living.

During the pandemic, PGI was able to assist tenants with emergency rental assistance through the CARES Act to help households avoid eviction. Besides rental payments, there has always been a need for emergency legal services for those facing eviction. The ending of the moratorium on evictions in California in June of 2022 opened the flood gates for evictions. Collaboration with other agencies can provide a more holistic approach to aiding clients facing evictions, instead of

addressing a single need.

PGI intends to continue partnering with Sierra Community House in the Tahoe/Truckee area, an agency that offers legal counseling for landlord/tenant law. They reported that 208 households that they served avoided eviction in 2022.

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

Project GO, Inc. is the LIHEAP provider to Placer County.

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

PGI will continue to subgrant programs through the competitive bidding process and other selection processes. Eligible entities will respond to an RFP to propose services to address the needs that were identified through the Community Needs Assessment, with special preference given to innovative and collaborative proposals. The PGI Board and Staff will also look at innovative programs that have been developed outside of our service area that would fit the needs for Placer County, and apply for funding to provide those services.

One of the agencies that Project GO intends to partner with and fund for the 2024-2025 period, Lighthouse Counseling and Resource Center, offers counseling services to individuals and families. They offer Attachment Based Family Therapy, Postpartum Depression and Anxiety Counseling, Domestic Violence Therapy, and other forms of reunification counseling. Counseling can strengthen families and better prepare them for existing and future challenges.

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

An ongoing effort is made to promote cross-agency knowledge. Project GO receives countless calls requesting services outside of our own scope. By educating our staff on what other programs are available in our area, and by listening carefully to what our clients share with us with regard to their struggles, we can refer those clients to the appropriate agencies that may be able to assist them. This will lead to a more comprehensive service delivery model. We can provide warm hand offs, or provide information to clients so that they can pursue other resources on their own.

Maintaining an accurate database of information of our own, and providing updates about our programs to other networks such as 211, is essential to keeping an eye on gaps in services.

Following up with clients is a pathway to assess if needs are being met, or what else they may need to achieve independence from poverty. Case management can illuminate identifiable needs, and uncover emerging or more common barriers.

Programs like Meals on Wheels, as serviced by our intended subcontractor Sierra Senior Services, provide an opportunity to regularly check up on clients through wellness checks. These long term provider-client relationships can be invaluable for our area seniors.

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 monitoring activities, as described below, are necessary in the reporting process to ensure that the data collected is true and accurate and that the clientele served are within the federal income guidelines.

The Program Committee reviews detailed program reports, including fiscal, from all of the agency's programs to monitor progress in achieving grant and contract goals. The Program managers also provide verbal presentations to the Board. These actions are designed to provide accountability for performance, increase the level of understanding of programs and allow for dialogue about program achievements and future plans.

The Finance Committee of the Board of Directors reviews reports on cash flow, revenue compared to expenses for each month, and an Executive summary of the fiscal status of each program. This committee reviews the Agency's annual audit, when it is produced in both draft and final versions. All of these reports are reviewed with the entire Board of Directors. In addition, the final annual audit is presented to the Board by the Agency's independent auditor, rather than staff. All of these review activities are best practices to ensure that the Board members are provided with an accurate and up-to-date status of the Agency's Fiscal conditions so they may fulfill their fiduciary responsibilities to oversee the expenditure of CSBG funds.

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.

On-Site Monitoring Visit: Any sub-recipient selected for onsite monitoring will be notified in advance and will be informed of any pre-visit documentation they should prepare. Site visits may also include a programmatic walk through, agency tour or overview of service delivery. This is only a requirement if the agency has never been funded by PGI or a site has not been previously visited.

Desk Review Monitoring: Tasks performed are a review of selected documentation relevant to the CSBG program, including;

- Annual Reporting Data
- CSBG Committee / Board approved subcontractor budget
- CSBG Committee / Board approved subcontractor service delivery plan
- Subcontractor payment request forms and backup documentation
- Other relevant documents or reports

Internal Oversight: Review of monthly income and expense reports, staff meetings and review of

monthly progress charts.

Monitoring Schedule: This may vary based on the Covid-19 Pandemic and the pre-determined submittal of documents required by the contract;

- Subcontractor payment request forms (monthly, bi-monthly, quarterly, or twice a year)
- Annual Reporting Data (Once or twice a year)
- The Finance Committee and the Board of Directors conduct a review of the PGI fiscal condition quarterly.

Financial monitoring is done on a monthly basis, or as often as our subcontractors submit an invoice for reimbursement. Follow up questions are sent when billing is unclear. Subs are quick to answer any additional questions we have regarding billing or service delivery. They are active in the Annual Report process, and can back up their reports with documentation.

After a desk or in-person monitoring, any improvements or findings are communicated. Once all is set, a formal report is made and shared with all subs.

CSBG Program Fiscal review is done quarterly by the CSBG Committee.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

The Annual Report is provided by Project GO to the sub-contracted agencies in electronic format along with all instructions, updates, and report dates to facilitate our timely reporting to CSD. The CSBG Staff works closely with the agencies to ensure that the data they are providing is accurate and correctly categorized. This data is evaluated along with the fiscal evaluation to ensure that grants provided are being spent in a way that generates the biggest return on the funded dollar amount, as well as follows the Office of Management and Budget guidelines.

We have a Customer Survey for the some of the programs that we offer at our agency. These surveys are reported and provided to the Board of Directors at each Board meeting on the consent calendar. The Executive Director and the Program Managers monitor these reports to continue to look for ways to improve our service delivery. We have piloted a survey for other programs, but we are still searching for a more effective way to collect this data, as it puts considerable time commitments onto our small CSBG Staff. We will continue to look for ways to improve our delivery to insure we are providing the most efficient services we can.

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)

In 2022, additional staff was added to the CSBG team at Project GO, Inc. This individual underwent the multi-month process of becoming certified as a NCRI. With the addition of this staff person to the program, PGI adopted a new Strategic Plan, and will be putting all of our programs through the ROMA cycle within the next 3 years. A fresh set of ROMA-trained eyes has already been vital in examining and reimagining programmatic details, particularly in the roll out and execution of LIHWAP.

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)

PGI has and intends to continue to partner with Auburn interfaith Food Closet (AIFC) to target Low-Income Seniors that live in the rural outlying areas of Placer County, with meal delivery.

The Auburn Interfaith Food Closet identified a need for these services by reviewing agency data collected. It was determined that there was a need for perishable food delivery to this population.

During the planning phase PGI worked with the subcontractor to assess the problems of this population and identify strategy and possible results that were in line with our mission. After reviewing the plan, we signed a contract and the AIFC implemented their services for the years 2020-2023. We intend to contract with them for 2024-25 as well. With monthly reports both agencies were able to see that we were achieving the results that were identified in the planning process. AIFC determined that based on the needs of the community, it would be beneficial to purchase their own refrigerated truck so that more perishable foods could be made available to their clients. Funds from the 2022-23 contract made this possible, in addition to the food and delivery costs previously covered by CSBG dollars.

Evaluating the data on an ongoing basis, as well as in the annual reporting period for 2022, we were able to determine that the needs of seniors with low incomes were being met in the outlying areas, and it was decided by the Board to continue these services through 2025.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. If yes, please describe.
N/A

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. If yes, when was the disaster plan last updated?
N/A
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
N/A

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

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

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

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

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

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

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

Appendices

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

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