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Council File Number: NEW

Council District(s): All

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Honorable Eric Garcetti  
Mayor, City of Los Angeles  
200 North Spring Street, Room 303  
Los Angeles, CA 90012

Attention: Mandy Morales, Legislative Coordinator

**TRANSMITTAL: AUTHORIZATION TO SUBMIT THE 2016-2017 COMMUNITY SERVICES BLOCK GRANT (CSBG) COMMUNITY ACTION PLAN TO THE CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT**

**SUMMARY**

The Los Angeles Housing + Community Investment Department (HCIDLA) is the designated Community Action Agency (CAA) for the City of Los Angeles. As the CAA, HCIDLA receives and administers Community Services Block Grant (CSBG) funds used for programs designed to increase the self-sufficiency of residents whose incomes meet federal poverty guidelines. For calendar year 2015, the CSBG award is \$6.17 million. The Community Action Plan is a two-year application for CSBG funding. The HCIDLA is seeking authority to sign and submit the attached 2016-2017 Community Action Plan. The Plan describes the activities of the FamilySource System, which is funded partially by CSBG and serves low to very low income families.

**RECOMMENDATIONS**

The General Manager of the Los Angeles Housing + Community Investment Department (HCIDLA) respectfully requests that:

- I. Your office schedule this transmittal at the next available meeting of the Council Housing Committee and forward it to the City Council for review and approval immediately thereafter.

## II. The City Council, subject to the approval of the Mayor:

Authorize the General Manager, HCIDLA, or designee, to sign and submit on behalf of the City the 2016-2017 Community Action Plan to the State of California Department of Community Services and Development by June 26, 2015.

### BACKGROUND

The HCIDLA administers the CSBG funds the City receives. The CSBG program is a federal entitlement program, administered by the U.S. Department of Health and Human Services, providing funds to the states to combat poverty and promote self-sufficiency. The California Department of Community Services and Development (CSD), in turn, provides CSBG funding to the City and to other Community Action Agencies. To receive these funds, the City is required to submit a Community Action Plan (CAP) every two years. The CAP outlines how the City will use CSBG funds, and provides required assurances that the City will comply with federal and state regulations concerning CSBG funding. The 2016-2017 CAP is the City's application for its regular CSBG base budget funding allocation.

Attached to this transmittal is the 2016-2017 Community Action Plan prepared by staff. The CAP is simultaneously being transmitted to the Community Action Board (CAB) for approval on May 14, 2015. The CAB is the advisory body providing oversight on CSBG funding and programs in conformance with the CSBG Act.

The key components of the 2016-2017 Community Action Plan are:

- *Public Hearings and Input:* A public hearing must be held in conjunction with the CAP to identify all public concerns associated with the plan. This section summarizes the process and methods used to solicit public input. The CAB and HCIDLA designed a survey to solicit public comments. Over 1,500 surveys were collected as part of the planning for the CAP.
- *Community Profile:* This section offers an abbreviated demographic view of populations and specified areas. It also provides a summary of the impactful conditions affecting the community.
- *Comprehensive Community Needs Assessment:* Required as a condition to receive funding, the community needs assessment presents analyses of some of the obstacles impeding self-sufficiency for residents living in poverty. Information collected from key sectors of the community, as well as directly from low-income individuals (i.e., survey and customer satisfaction data), must be included as part of this assessment. Federal law requires a community needs assessment be done in preparing the CAP.
- *Federal Assurances and CSBG National Performance Indicators (NPI) Program Report:* These areas describe the activities to be provided and outline the quantifiable goals the HCIDLA proposes to accomplish during each of the next two years.

The City's CSBG annual allocation is used to fund approximately 45 percent of the FamilySource System (System). The remaining 55 percent is funded through the Community Development Block Grant (CDBG). During 2015, HCIDLA will be conducting a Request for Proposals (RFP) to procure new contractors for the System. The RFP may include procurement of an evaluator of System performance, currently performed by *The University Corporation of California State University, Northridge*. The RFP will reflect changes in the program design for the System, including further implementation of the Los Angeles Unified School District (LAUSD) Pupil Services Attendance Counselor (PSAC) component.

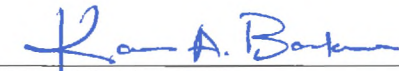


In 2014, the City partnered with LAUSD to co-locate 13 PSACs at 13 FamilySource Centers (FSC) full-time. These counselors, all licensed social workers, provide educational services to families and students served within FSCs and throughout LAUSD. The FSC PSACs bring uniformity in counseling and also serve as a conduit between the schools and the FSC low-income communities. The PSACs provide unprecedented access to LAUSD's large administration and vast array of educational services. A portion of CSBG funds have been allocated to support this new program, which is funded equally by the City and LAUSD.

#### **FISCAL IMPACT STATEMENT**

The recommendations contained herein will have a positive impact on the City's General Fund by relieving the General Fund of direct salary expenses and providing for full cost recovery for grant-funded HCIDLA staff positions.

Prepared by:



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Monitoring and Technical Assistance Manager

Prepared by:



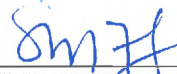
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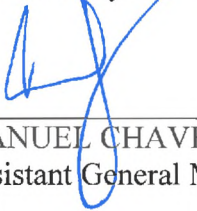
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Approved by:



RUSHMORE D. CERVANTES  
General Manager

RDC:LKG:MC:SF:OM:JO/KB

Attachment

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# **2016-2017 Community Action Plan**

**California Department of  
Community Services and Development**

**Community Services Block Grant**



## PURPOSE

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

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

### COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

### COMPLIANCE WITH STATE LAW

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

### COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [draft Information Memorandum \(IM\) dated March 24, 2014](#), CSBG eligible entities will comply with implementation of the Organizational Standards effective January 1, 2016. Additionally, States will report on the development and implementation of the Standards to OCS beginning January 1, 2016.

### STATE PLAN AND APPLICATION REQUIREMENTS

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

### STATE ACCOUNTABILITY MEASURES

Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. Information provided in the CAP may be used to meet the requirements of the new measures.



**COMMUNITY SERVICES BLOCK GRANT  
2016/2017 PROGRAM YEAR COMMUNITY ACTION PLAN  
COVER PAGE AND CERTIFICATION**

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

**FROM:** Housing + Community Investment Department, City of Los Angeles (HCIDLA)  
1200 West 7<sup>th</sup> Street, 9<sup>th</sup> Floor  
Los Angeles, CA 90017

**Agency Contact Person Regarding Community Action Plan**

Name: Manuel Chavez

Title: Assistant General Manager

Phone: (213) 808-8462

Ext: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: Manuel.Chavez@lacity.org

**CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES**

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2016/2017 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization. Per Organizational Performance Standards the Community Assessment, which is part of the CAP, must be formerly accepted by the governing board.

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

## TABLE OF CONTENTS

The CAP is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

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## **2016-2017 Community Action Plan Checklist**

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2015**:

- ☒ **Cover Page and Certification**
- ☒ **Table of Contents**
- ☒ **Vision Statement**
- ☒ **Mission Statement**
- ☒ **Community Information Profile**
- ☒ **Comprehensive Community Needs Assessment**
- ☒ **Documentation of Public Hearing(s)**
- ☒ **Federal Assurances**
- ☒ **State Assurances**
- ☒ **Individual and Community Eligibility Requirements**
- ☒ **Monitoring and Evaluation**
- ☒ **Data Collection**
- ☒ **CSBG/National Performance Indicators (NPI) CAP Projections**
- ☒ **Appendices (Optional)**

## VISION STATEMENT

Provide your agency's Vision Statement which describes your agency's values. The vision is broader than one any one agency can achieve; the agency collaborates with others in pursuit of this vision.

### HCIDLA Vision

*To create viable urban communities by advocating for safe and livable neighborhoods through the promotion, development and preservation of decent, safe, affordable housing and by expanding economic opportunities and public services, principally for low and moderate income persons.*

## MISSION STATEMENT

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

The following Organizational Standard 4.1 references the Mission Statement for private and public entities.

### Private Entities

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 Entities

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.

Provide your agency's Mission Statement

### Mission Statement (Insert Statement)

#### HCIDLA Mission

*HCIDLA creates livable communities for all LA residents.*

## COMMUNITY INFORMATION PROFILE

The Community Information Profile describes the CAA's service area, target population and current economic conditions (i.e., major business in the area closed affecting employment



status of community members, or, destructive fires in the service area impacting business, health, water supply, etc.). The profile provides a summary of the most impactful conditions affecting the community and the conditions the community members are facing. In the space provided, describe the Community Profile in approximately 2 pages.

### Community Information Profile (Insert Narrative)

With a population of near 4 million people and a land area of more than 450 square miles, Los Angeles is the largest city in the California and the second largest city in the county.

#### LA's Racial and Ethnic composition in 2013

White	55.1%
Black or African American	10.3%
American Indian and Alaska Native	1.2%
Asian	12.7%
Native Hawaiian and other Pacific Islander	0.4%
Some other race	23.9%
Hispanic or Latino (of any race)	48.6%

Source: US Census 2009-13 ACS

An incredibly diverse city, Los Angeles is home to people from over 140 countries who speak 224 languages that have been identified. The LA 20/20 Commission report states "the city's great climate enables a unique lifestyle that draws people to visit, live and work." But there are other unavoidable truths about Los Angeles.

In 2013, 22% of the City's population lived in poverty<sup>i</sup>. Poverty has increased slightly each year since the Great Recession began in 2007. Not surprisingly, unemployment in the city has not rebounded as with other major cities. Los Angeles is the only metropolitan city to show a net decline in jobs over past two decades. Despite its many attributes "ten percent fewer people are employed in Los Angeles than two decades ago."<sup>ii</sup> Those who live in poverty, both working and unemployed, earn low wages and have difficulty improving employment prospects and increasing their incomes<sup>iii</sup>. Although improving, twenty-five percent of Angelenos are without health insurance.

#### A Glance Poverty in Los Angeles<sup>iv</sup>

	2013	2012	2011	2010	2006 Pre- Recession
Total Population	3,827,261	3,804,503	3,782,544	3,772,486	3,773,846
Population (over 16 yrs.)	3,062,309	3,031,479	3,002,210	2,979,153	2,915,706
Unemployment	12.10%	11.40%	10.30%	9.10%	6.70%
Median Household Income	\$49,497	\$49,745	\$50,028	\$49,138	\$44,445
No High School Diploma	25.4%	25.8%	26.1%	26.3%	27.2%
Poverty (All Persons)	22.0%	21.2%	20.2%	19.5%	19.0%
Families in Poverty	17.8%	17.2%	16.5%	16.0%	15.6%
No Health Insurance	25.6%	25.8%	na	na	na

Source: US Census ACS Estimates

The City grapples with homelessness (29,682 Homeless in 2013),<sup>v</sup> to affordable housing (min rents average \$1495 per mo.),<sup>vi</sup> to education.

A quarter of adult Angelenos have not graduated from high school and an estimated 20%<sup>vii</sup> of Los Unified School District students do not graduate from high school.

According to the California Department of Education, the Los Angeles Unified School District (LAUSD) enrolled 516,949 students identified as “socioeconomically disadvantaged.” A student is defined as such if both of the student’s parents have not received a high school diploma *or* the student participates in the free or reduced-price lunch program. In 2013-14, the number of socioeconomically disadvantaged constituted over 79% of the total student population in LAUSD.<sup>viii</sup>

#### LAUSD Disadvantaged Students

Student Enrollment	2013-14	2012-13	2011-12
Socioeconomically Disadvantaged	516,949	467,433	542,621
Total Enrollment	653,826	655,494	662,140
% of Students Socioeconomically Disadvantaged	79.1%	71.3%	81.9%

Source: LAUSD and CA Dept. of Education

Because of its large population, geographic span and the increased demand for services with limited resources, the City of Los Angeles has strategically focused services in targeted geographic areas of the City where they would have the most impact. The result is the placement of 19 FamilySource Centers in areas of the City that have the highest gang-related activity and concentration of poverty. The table below identifies the number of FamilySource Centers (FSCs) located within the City).

The poverty rate in Los Angeles is higher than any other major American city, and the number is rising. Since 2007, the number of people living below the poverty line has increased more than any other major metropolitan city in the country.

#### Concentrated Poverty in Los Angeles

Attached in this document are maps that highlight poverty areas throughout the City. One map reveals poverty in Los Angeles citywide. The other maps identify specific neighborhoods within the City which contain the highest levels of poverty. Each map also identifies the location of existing FamilySource Centers in relationship to poverty areas.

While some areas seem to have fewer FSCs than the related level of poverty may warrant, any such inconsistency will be addressed and resolved with the planned redesign of the FamilySource System that will be re-bid later in 2015.

## COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT



Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

### **Organizational Performance Standards**

Eligible entities will comply with implementation of the Organizational Performance Standards set forth by OCS. Compliance with Organizational Standards will be reported to OCS. In the section below, agencies are asked to provide a narrative description on the Community Needs Assessment. In this section agencies should address how they will comply with the Organizational Standards, specifically those standards pertaining to the Comprehensive Community Needs Assessment, which are outlined here.

#### **CSBG Organizational Performance Standards [click here](#)**

##### **CONSUMER INPUT AND INVOLVEMENT**

**Standard 1.2** organization/department analyzes information collected directly from low-income individuals as part of the Community Assessment.

##### **COMMUNITY ENGAGEMENT**

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

##### **COMMUNITY ASSESSMENT**

**Private Agency - Standard 3.1:** Organization conducted a Community Assessment and issued a report within the past 3 year period.

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

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

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

**Standard 3.5:** The community assessment includes key findings on the causes and conditions of poverty and the needs of communities assessed.

## **STRATEGIC PLANNING**

**Private Agency Standard 6.4:** Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process.

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

The Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG/National Performance Indicators (NPIs). The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the CAP.

Agencies should describe the methods and strategies used to collect the information and should include a use a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.



Helpful Resources		
<b>United States Census Bureau</b> Poverty Data  <a href="#">click here</a>	<b>State of California Department of Justice</b> Statistics by City and County  <a href="#">click here</a>	<b>U.S. Department of Housing and Urban Development</b> Homelessness Assistance  <a href="#">click here</a>
<b>Employment Development Department</b> <b>Unemployment Insurance Information by County</b>  <a href="#">click here</a>	<b>California Department of Education</b> Facts about California Schools Using DataQuest  <a href="#">click here</a>	<b>California Department of Public Health</b> Statistical Data  <a href="#">click here</a>
<b>Bureau of Labor Statistics</b> Labor Data  <a href="#">click here</a>	<b>California Department of Finance</b> Housing Estimates  <a href="#">click here</a>	<b>Community Action Partnership</b> <b>Community Needs Assessment Tool</b>  <a href="#">click here</a>
<b>A Community Action Guide to a Comprehensive Community Needs Assessment</b>  <a href="#">click here</a>		

## Comprehensive Community Needs Assessment (Insert Narrative)

### I. The Process (How We Learn)

HCIDLA regularly collects information about issues and conditions impacting poverty within the City.

HCIDLA consults with a wide range of public and private entities that provide educational, social, housing, health services, employment and legal services. Agencies consulted include city agencies such as the City's Economic and Workforce Development Department (EWDD), the Los Angeles Homeless Services Authority (LAHSA), and the Los Angeles Unified School District (LAUSD). Philanthropic organizations such as Enterprise Community Partners and the California Community Foundation have been consulted for their experience providing services in LA's low-income communities.

HCIDLA is also convenes a FamilySource System non-profit contractors monthly roundtable to discuss programmatic issues as well as identify significant challenges affecting people living in low-income neighborhoods. Data and studies from national research institutes as well as the LAUSD and the City Planning Department also informed this document.

Finally, HCIDLA listens to its customers. The views from those persons who live in the communities we serve are essential. HCIDLA engaged California State University, Northridge to annually conduct both a customer satisfaction and program impact study for the FamilySource System. In 2015, the City's Community Action Needs Assessment Survey was completed – with input from over 1500 residents. Lessons learned from such internal and external research, our partners and colleagues and especially our clients fuel the anti-poverty strategies employed by the FamilySource system. The knowledge acquired from these sources not only informs this Community Needs Assessment, but also guides the CAA leaders in program decision making throughout the year.

## **II. The Comprehensive Community Needs Assessments (What We Have Learned)**

In Los Angeles, the inequitable distribution of poor health outcomes is concentrated in low-income communities that have higher rates of vulnerable populations such as children, seniors, immigrants, people with disabilities, linguistically isolated households, and communities of color.

The City Planning Department has identified a few of the most impactful conditions that exist in L.A. communities with concentrated poverty which must be addressed in order to successfully move low-income residents to self-sufficiency<sup>ix</sup>. They are:

### ***Access to Basic Needs***

Food security is a key measure of families' food resilience. All parents want to provide adequate, nourishing meals for their children, yet economic pressures and persistent poverty cause too many Angelenos to struggle to put good food on the table. Food insecurity and hunger can have significant physical and mental health impacts. Many residents cannot afford to purchase healthy food on a regular basis for themselves or their children, and many rely on food assistance programs such as CalFresh or WIC (Supplemental Food Program for Women, Infants and Children) to meet their family's daily needs.

### ***Education Learning and Workforce Preparedness***

A strong educational foundation gives people the skills they need to find good jobs, which in turn influence the lifestyle choices they make and the resources they have to make healthy decisions. Given the important connection between good jobs and health outcomes, underserved communities with high levels of unemployment, minimal career-ladder opportunities, and low educational attainment require targeted attention to incentivize economic development.

#### ***Disparity in Educational Attainment (West LA vs East and South LA)***

Over 90 percent of residents in west Los Angeles communities have high school diplomas, compared to less than 50 percent in communities such as Boyle Heights and Southeast Los Angeles.<sup>x</sup> Only 4 percent of South Los Angeles residents have a college degree, in contrast to over 70 percent of residents in Brentwood-Pacific Palisades.<sup>xi</sup>

These trends are underscored by the clusters of underperforming public schools in the City's low-income neighborhoods, imperiling the promise that education will be the gateway to a better life.

### ***Health and Safety***

For many people, particularly for those with limited financial resources, a healthy lifestyle is not simply a matter of choice, but is fundamentally a matter of access and opportunity. Access to health promoting goods and services, which include affordable, comprehensive medical services including mental health, recreation, and childcare

Often the poorest communities are not safe and just neighborhoods - free of violence, where residents feel safe pursuing healthy activities, and where every resident has access to economic and educational opportunities that help support public safety in all neighborhoods.

### ***Housing Affordability***

Access to safe, affordable, accessible, and healthy housing is beyond the reach of many in the City's low-income communities. Housing affordability is a serious issue throughout Los Angeles, as rising housing costs force households to spend more of their financial resources, limiting their opportunities to purchase healthy food, access transportation, and engage in preventative care, which particularly affects



low-income. The real and perceived threat of displacement and gentrification cause stress for families and can move them away from key resources and social networks, which is a particular concern in areas undergoing rapid change due to new transit infrastructure and catalytic development.

#### *Other Important Considerations*

##### ***Undocumented and Immigrant Community Needs***

Los Angeles has a large immigrant population, many of whom are undocumented and/or reside in some of the City's highest poverty neighborhoods. These communities face unique challenges:

- *Language* – residents have limited English proficiency. For school-age children, this affects their performance in school and test scores. Parents with limited English skills are less involved in their child's education.
- *Legal Status* – many of the City's low income communities are home to undocumented immigrants. Because of their legal status, workers have difficulty obtaining and keeping employment. Many don't have access to the educational and workforce supports due to their legal status. In and of itself, the large number of undocumented immigrants needing services is an issue as agencies struggle to assist residents within limited program restrictions.
- *Emphasis on vocation* – Among some immigrants, and especially because of limited social supports available, families may place stronger emphasis on wage work than on continued education. This reduces the chances of youth pursuing college education.

##### ***Government Structure in Los Angeles***

The City of Los Angeles is different than other major urban areas in that the City government does not administer mental and physical health services, public education or most social services. The County of Los Angeles and the Los Angeles Unified School District (LAUSD) are the entities responsible for these services. Within the City, administration of programs for specific populations or activities has been delegated to the Departments of Economic and Workforce Development, Aging, Transportation, and HCIDLA; and to the joint City-County Los Angeles Homeless Services Authority (LAHSA). One of the key responsibilities of the CSBG funded FamilySource System is to establish strong linkages to and between these other organizations and their services.

### **III. Improving Our Program and Systems (Learning in Action)**

Over the past several months the City has been in the process of evaluating and refining its approach to moving persons from poverty to self-sufficiency. Information gathered through the needs assessment and citizen and consultation input, has framed the City's efforts to develop more strategic directions that will guide the FamilySource Center Program.

Key elements of the new service delivery system are:

- 1) Adults Focus - Financial Empowerment with an emphasis on asset building and resource development
  - Financial Coaching
  - Financial Literacy
  - Income Tax (VITA) Preparation with emphasis on EITC and Child Tax Credit
  - Individual Development Accounts
- 2) Youth Focus- Academic Achievement, HS Graduation and College Preparation
  - Math –especially Algebra for middle school students

- Computer Skills
  - Arts
  - College Corner
  - Mentoring
- 3) Targeted activities that develop the skills, behaviors and resources needed to sustain positive outcomes (such as employment and post-secondary school completion)
    - Employment and Training
    - Adult Basic Education including ESL
    - Computer Literacy
    - California ID/Drivers License
    - DACA/DAPA information and access
  - 4) Intensive Case-management and Counseling
    - Educational and Psycho-Social Assessment
    - Mental Health Counseling
    - Parenting Skills
    - Student (Youth) and Employment (Adult) Retention & Follow-Up
  - 5) Increased time in program
    - Up to 5 years
    - Cohorts group/annual carry over cycle
  - 6) Program Evaluation and Data Collection
  - 7) Continued Place-Based center location

HCIDLA is now in the process of ascertaining those geographic areas in the City with the highest levels of poverty and to determine of planned FamilySource Center service areas. The result will be the redesigned FamilySource Center and System which will be re-bid in the Fall of 2015. The improved service delivery system will be more responsive to the needs of, and situations that, persons living in poverty encounter today.



Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	NPI(s)
Intensive Case Management and Counseling	Yes	1) Case Management 2) Professional Psycho-Social Assessment 3) Mental Health Services	<ul style="list-style-type: none"> <li>Los Angeles Unified School District (LAUSD)</li> <li>LA County Dept. of Mental Health</li> <li>FSCs-CBOs</li> </ul>	NPI 6.3 Child and Family Development
Job Training & Employment Preparation	Yes	4) Job Training Programs 5) Job Placement Assistance 6) English as a Second Language classes 7) Computer Literacy classes 8) Adult Basic Education preparation	<ul style="list-style-type: none"> <li>LAUSD</li> <li>LA Community College District (LACCD)</li> <li>WIOA-WorkSource</li> <li>WIOA-Youth WorkSource</li> </ul>	NPI 1.1 Employment NPI 1.2 Employment Supports
Parent & Child Services	Yes	9) Parenting Classes 10) College and career preparation (Academic/career counseling) 11) Tutoring for youth (6-17yrs) 12) Mentoring for youth (6-17yrs) 13) Childcare Referrals	<ul style="list-style-type: none"> <li>LAUSD</li> <li>LA Chamber of Commerce</li> <li>CBOs</li> <li>LA County</li> </ul>	NPI 6.3 Child and Family Supports
Multiple Benefit Services	Yes	14) Discount on Utilities 15) Affordable Housing Options 16) Affordable Healthcare Information or Referral 17) Domestic Violence Counseling and Shelter 18) Low Cost Auto Insurance	<ul style="list-style-type: none"> <li>LIHEAP CBOs</li> <li>HCIDLA</li> <li>LAHSA</li> <li>LA Co Public Services</li> <li>LA Co Mental Health</li> </ul>	NPI 6.2 Emergency Assistance NPI 6.4 Family Supports

		19) Assistance Applying for Food Stamps and Public Assistance	<ul style="list-style-type: none"> <li>• HCICLA DVSO</li> <li>• CA Dept. of Insurance</li> <li>• Other CBOs</li> </ul>	
Financial Empowerment and Education Services	Yes	20) Financial Literacy 21) Financial Coaching 22) Free Tax Preparation 23) Tax preparation Assistance 24) Help Opening a checking or savings account	<ul style="list-style-type: none"> <li>• LAUSD</li> <li>• LACCD</li> <li>• IRS</li> <li>• Bank/Financial Institutions</li> <li>•</li> </ul>	NPI 1.3 Economic Asset Enhancement and Utilization
Housing Services	Yes	25) Affordable Housing Referral 26) Fair Housing Services including Rent Stabilization Ordinance	<ul style="list-style-type: none"> <li>• HCIDLA</li> <li>• LAHSA-Family Solutions</li> <li>• Public Counsel</li> </ul>	NPI 6.4 Family Supports
Legal Services	Yes	27) Immigrant Services 28) Housing Related 29) Acquisition of Documentation Required for Work (CA ID, SSA)	<ul style="list-style-type: none"> <li>• Mayor Office of Immigrant Affairs</li> </ul>	NPI 1.2 Employment Supports
Civic Engagement	Yes	30) Citizenship & Civics Classes 31) Neighborhood & Community Participation	<ul style="list-style-type: none"> <li>• LACCD</li> </ul>	NPI 2.3 Community Engagement
Domestic Violence Shelter Operations	Yes	32) Emergency Temporary Shelter 33) Emergency Protection from Violence 34) Emergency Legal Assistance 35) Emergency Clothing	CBOS LAPD	NPI 6.2 Emergency Assistance

**Instructions:**

**Top Needs:** list the top needs from your most recent Needs Assessment

**Agency Priority:** Enter a Yes or No in the box, to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.

**Description of programs/services/activities:** Briefly describe the program, service or activity that your entity will directly provide.

**Coordination:** If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

**National Performance Indicators (NPIs):** List the NPIs that correspond with the services/activities



Insert Narrative (Explain why need will not be met.)

NA

## DOCUMENTATION OF PUBLIC HEARING(S)

[California Government Code 12747\(b\)-\(d\)](#) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency's public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community's needs. Examples include: Surveys, public forums, and secondary data collection.

Note: Public hearing(s) shall not be held outside of the service area(s).

### Public Hearing Process (Insert Narrative)

The City welcomes and encourages public participation in the development of the Community Action Plan (CAP). Emphasis is placed on the involvement of low income people—especially those living in the low income communities where funds are proposed to be used. The City coordinates with organizations that serve low income families and individuals to solicit participation of the city residents they serve. Opportunities for residents to participate in these processes, include, but are not limited to surveys, public meetings/hearings, and meetings of CSBG-funded agencies.

One of the tools used in this 2016-17 planning process was an online needs survey, developed by City and California State University, Northridge staff, to gain additional input from community residents.

#### *Making the Proposed Plan Available to the Public*

After the City has reviewed survey results, the HCIDLA staff develops the draft Community Action Plan that identifies specific activities to be funded and sends that proposal to the Community Action Board (CAB) for review and approval. The HCIDLA notifies the public that the proposed Plan is available for review, generally in April of each year. The draft plan is published on the HCIDLA/CAB website. There are 30 days for public comment. Public comments received by the deadline are acknowledged in the final Plan.

#### *Conducting a Public Hearing(s) on Proposed Plan*

In April, the Community Action Board schedules a public meeting to discuss the proposed activities for proposed upcoming program year Plan. This CAB meeting is an opportunity for the public to comment on the proposed CAP. The CAB notifies the public that the draft plan is to be presented at the regular CAB meeting. Comments are specifically requested/encouraged. The presentation of proposed CAP and the Community Action Needs Assessment Survey results usually commences the 30-day review and comment period. After the end of the review/comment period a summary of the public comments is prepared and the plan is scheduled for approval by the CAB at a subsequent meeting in May before proceeding forward to the City Council [Housing Committee] for approval. The Council Committee



meeting provides yet another opportunity for public comment.

#### *Making the Final Plan Available to the Public*

As previously noted, the final Community Action Plan is made available to the public on the HCIDLA website. The public can access the Internet at all public libraries in the City as well as at many community-based organization and senior centers.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

Comment/Concern	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
Job training needs	Yes	32	N/A
Transportation needs in ABC, CA	No	N/A	Due to limited funding, agency meets 50% of the transportation needs in ABC, CA.

#### **Attachments**

- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:

#### **Attachments:**

1. Community Needs Assessment Survey Summary (Attachment 2)
2. Public Hearing Notice (Attachment 3)
3. Summary of comment from community and CAB meetings (Attachment 4)
4. Poverty Maps (Attachment 5)

## **FEDERAL ASSURANCES**

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

### **1. Programmatic Purposes**

(A) to support activities that are designed to assist low-income families and

individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

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

FamilySource Centers provide universal access services to poverty level, very-low income, and low-income residents. Universal access services are identified as emergency or short-term services for those customers who do not require or who are unable to participate in intensive services. Such services may include information and referral, multi-benefit screening, or access to a community resource room.

As described earlier in this document, in 2016 the HCIDLA will implement an improved FamilySource Center System that deploys strategic efforts/resources designed to more effectively move youth and families out of poverty. Revised goals are:

1. For Adults - [Not just increased income, but] Financial empowerment with an emphasis on asset building, and
2. For Youth – [Not only academic achievement but] Student Retention with an emphasis on preparation for post-secondary education.

In 2016, FamilySource contractors plan to partner with the LA County of Public Social Services (DPSS) to better serve families who receive TANF (CalWORKS), are homeless and/or disabled and are automatically eligible for the FSC program.

(ii) secure and retain meaningful employment;

FamilySource contractors are required to partner with WIOA-funded City WorkSource Centers, Youth WorkSource and/or other job training/job placement providers to ensure clients obtain and/or retain meaningful employment.

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

The primary youth goal of the FamilySource program is to increase the academic achievement of low-income students, as well as improve the comprehension skills of low-income adults.

In 2014, the LAUSD Pupil Service and Attendance Counselor (PSAC) component, was successfully implemented in 13 FamilySource Centers. The LAUSD PSACs bring uniformity in counseling practice within the FSC delivery system. Also, the counselors serve as a conduit between the schools and the FSC low-income communities. They provide beneficial information and access to LAUSD's large



administration and vast array of educational services.

In 2016, additional strategic focus for youth will be on student retention with an emphasis on counseling and [academic] preparation for post-secondary education. For Adults, literacy focus includes ESL and Adult Basic Education with emphasis on preparation for post-secondary education (job training) or employment.

Core services provided at FamilySource Centers which assist in achieving these outcomes will include intensive case management for both youth and adults , math and computer skills development, tutoring and mentoring, behavioral and mental health services. The outcome measures for increased academic achievement are improved reading and math. Additionally, FamilySource Centers are partners with the Los Angeles Unified School District and/or other educational institutions to provide adult education, such as ESL and ABE/GED preparation classes.

(iv) make better use of available income;

All FamilySource contractors are required to provide financial literacy classes that cover topics such as budgeting, understanding credit, and debt reduction. An example of a recommended financial literacy curriculum is the FDIC's Money Smart program.

In 2016 Adult goals will encompass financial empowerment for low income families with an emphasis on asset building. FamilySource contractors will additionally provide financial coaching for individuals and families.

Additionally, eligible and interested FamilySource clients are screened and referred to other City economic support initiatives such as Bank on LA, which facilitates access to mainstream banking institution.

Each FamilySource Center is a Volunteer Income Tax Assistance (VITA) site, which provides free tax preparation services and assist with filing for the Earned Income Tax Credit, if applicable. It is often through VITA services that FSC low-income clients realize extra income derived from EITC tax refunds. The additional income then leads clients to participate in further personal money management courses offered by the FSC.

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

Los Angeles is one of the least affordable housing markets in the nation. Through FamilySource Centers, clients can receive legal assistance to resolve illegal evictions and/or slum conditions. Additionally, clients can be referred to appropriate housing assistance programs such as Section 8 and foreclosure counseling.

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

FamilySource Centers are allowed to finance family emergencies through client supports, including rent payments and emergency childcare.



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

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

While the FamilySource Center System does not have a formal relationship with law enforcement , such as the FSC/PSAC collaboration with LAUSD, each FSC is empowered to develop relationships and engage in activities that will improve and enhance public safety, and develop strategies that improve relations with law enforcement in the communities they serve. The Tom Bradley FSC has hosted meetings for and engages in actual Neighborhood Council projects. Another example of this is the Community Build FSC in Southwest Los Angeles.

*Community Build FSC (Southwest II) has identified Safety as a key component in the community that must be addressed in order to achieve an increase in family income and improved academic achievement. Moreover, a safe community attracts quality housing, sustainable businesses and infrastructure investments to combat poverty.*

*In a L.A. Times article dated January 19<sup>th</sup>, 2014, the Westmont area of Los Angeles, which encompasses the Community Build FSC, was designated as "death alley" due to the overwhelming number of homicides occurring there. Two months later a triple shooting took place across the street from the Community Build FSC location. This occurred while thirty children were reporting for tutoring at our FSC. Many of the children heard the gun fire.*

*Community Build decided to mobilize the community to participate in a peace walk. On April 26th, a collaboration of eighteen agencies, including the L.A. Police Department and the County Sheriff's Department executed a highly successful peace walk. As many as four hundred people walked the nearly two mile stretch of Vermont Avenue, the heart of "death alley" terminating in the City parking lot behind the Community Build FSC. A community rally was held in the parking lot which included presentations from clergy, law enforcement and community leaders.*

*As a result of this effort, the community learned about additional resources. New partnerships were formed between law enforcement, community agencies, schools, clergy and gang interventionists. Community Build FSC and the City's Gang Reduction and Youth Development (GRYD) programs reinforced the status of the FSC as a neutral zone for gangs in the area so young people and families can come and participate in the services available to them. A concentrated effort was made to involve senior citizens in the safety effort. More senior citizens are coming to the FSC to participate in services such as food distributions, computer access, referral and fax services.*

*With increased community involvement in FSC services, more people are taking advantage of job search services, open computer lab and tutoring.*

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

See above.

## **2. Youth**

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

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

The FamilySource Centers provide a wide range of youth development activities, such as tutoring, mentoring, youth leadership, college access, recreational and cultural activities.

**Tutoring** - Required tutoring activities include one-on-one instruction and/or homework assistance for youth participants. Tutoring activities may also include writing activities, cognitive skill activities, and reading opportunities with the goal of increasing grade level advancement.

**Mentoring** - Mentoring is defined as a structured and trusting relationship that brings young people together with caring individuals who offer guidance, support and encouragement aimed at developing the competence and character of the mentee.

Examples of types of mentoring programs include, but are not limited to:

- Educational mentoring-aimed at improving academic performance and behavior.
- Career mentoring- focused on helping youth develop skills needed in a chosen occupational or career paths.
- Personal development mentoring- geared toward helping youth during times of personal or social stress and providing guidance for decision-making.

**Youth Leadership** -Contractors shall provide opportunities for youth participants to develop their leadership skills. Youth councils are common vehicles for providing leadership opportunities for youth. Other examples of activities that may fall under this service category are community and service learning projects, life skills training, and training in decision-making.

FSC contractors are required to participate in the City's Cash for College program. At a minimum, contractors work with the City's Cash for College program to provide counseling and guidance to low-income youth and adults about their educational aspirations and opportunities. This includes providing assistance with college and financial aid applications.



(ii) after-school childcare programs

FamilySource Centers provide quality afterschool activities to ensure that thousands of Los Angeles youth have structured activities while not in school. Additionally, FamilySource Centers are at minimum open until 8:00 p.m. or later at least twice a week to assist working parents.

**3. Coordination**

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

All FamilySource Centers coordinate client services with the County's various social services agencies and programs through the *My Benefits Now* system which electronically links each County Department of Public Social Services to each FSC. Some FamilySource Centers may have a LA County agency (Dept of Public Social Services, Department of [Mental] Health, Probation Office) co-located at their center. The relationship brings much needed county services to the community. Thirteen of the FSCs have an LAUSD pupil services counselor onsite full-time to provide counseling and connect residents to school district student and parent services.

**4. Emergency Food and Nutrition**

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

The City of Los Angeles provides funding to dozens of community-based organizations for emergency food distribution and operates farmer's markets and community gardens throughout the City. Most FamilySource Centers provide food distribution. The City also works with the United Way of Greater Los Angeles in their efforts to allocate Federal Emergency Management Agency (FEMA) contracts for shelter and emergency food programs.

**5. Employment and Training**

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities under the Workforce Investment Act of 1998.

The City of Los Angeles coordinates the social service programs it funds with other such programs, both publicly and privately funded, in the City's service area to avoid duplicating social services. The FamilySource Program promotes coordination by requiring a consortium-based co-located service delivery design. Each FamilySource Center must be composed of at minimum five nonprofit organizations who work together to provide a comprehensive array of services. In addition, a contractual provision for increasing collaboration and cooperation in the City's agreements with its funded service providers requires that they document cooperative linkages which are used to assist



program participants in reaching their greatest possible level of self-sufficiency.

Since 2009 all FamilySource contractors have worked with nearby WIOA funded City WorkSource, YouthSource Centers and/or other job training/job placement providers to ensure eligible clients were connected to job training and placement services.

Beginning in program year 2016, FamilySource Center will strengthen these WIOA center relationships with a memorandum of understanding (MOU) which outlines the work related activities and supports for FSC and WIOA co-enrolled clients. We anticipate an increase in DACA/DAPA potential participants interested in both WIOA and FamilySource Center services.

#### **6. Low-Income Home Energy Assistance**

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

The City assures that all agencies funded as part of the FamilySource program and Domestic Violence Shelter Operations program are made aware of emergency energy crisis intervention programs operating in the Los Angeles area under title XXVI, and pledges to further coordinate among the social service providers with the energy programs. The City has coordinated several meetings between providers of low-income home energy intervention programs and CSBG-supported anti-poverty programs and has established a referral procedure to ensure that antipoverty program clients can access energy assistance programs. Some FSCs have LiHEAP providers as co-located partners.

#### **7. Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships**

Describe how your agency will to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

Coordination of community action efforts through consultation with the staff of other CAAs in Los Angeles County and regular contact among the Executive Directors is ongoing. The City worked closely with the County of Los Angeles to establish the Los Angeles Homeless Services Authority (LAHSA) through a Joint Powers Agreement. An independent agency, LAHSA's mission is to serve Los Angeles area residents who are currently homeless, those who are intermittently homeless, and those who, because of sudden changes in income or personal situations, are in danger of becoming homeless. Finally, City staff regularly attend meetings of local non-governmental agencies, including religious, charitable and community organizations.

#### **8. Establishment of Procedures for Adequate Board Representation**

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

Bylaws adopted by the City's Community Action Board (CAB) permit a low-income individual or a representative of low-income individuals—a person or a representative of a community or religious organization—to become an announced or write-in candidate for election to the CAB as a Poverty Sector Representative or Alternate Poverty Sector Representative. Board elections are held every two years or as deemed appropriate by the CAB.

**9. Participation in ROMA, or Alternative System for Measuring Performance**

Does your agency participate in ROMA?      Yes ☒      No ☐

Describe how your agency addresses ROMA or another performance measure system 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 a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.

The City is recognized as a leader not only in adapting the ROMA structure to assess the impact of program activities, but also in developing a client-based electronic reporting mechanism called the Integrated Services Information System (ISIS) to record the results in ROMA terminology.

All FSC contractors have annual enrollment, service and outcome goals incorporated into their agreements. Contractors are responsible for recording all such participant activity in the CAA's ISIS system. The system is web based and password protected. All contractor staff are provided training on use of the system to ensure that all information is reported accurately. Information entered into ISIS is then used to measure actual performance against contract goals. Additionally, the information recorded in ISIS is then used to prepare and submit reports to the State.

Each year the City uses a system-wide scorecard that evaluates contractor performance. Contractor performance is based on the FSC contractor's annual enrollment, service and outcome goals which are incorporated into their agreements.

This evaluation is conducted in accordance with the FamilySource Center Certification Policy and Procedures that require contractors to be successful in order to continue to receive funding. The Annual Evaluation focuses on four categories of performance: Satisfaction, Outcomes, Flow and Admistrative capability (SOFA). To ensure customer satisfaction with the services provided, the CAA contracts with California State University, Northridge, to survey FamilySource customers on-site. These survey results are shared with each FamilySource Center and are incorporated into the Annual Evaluation of contractor performance.



## **10. Cost and Accounting Standards**

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

The City will comply fully with applicable requirements for serving persons at or below the poverty level as defined by the OMB. Staff from the Accounting Division of HCIDLA conduct audits of each nonprofit organization receiving funds under CSBG and requires submission of agency single audit reports on an annual basis.

## **11. Service Delivery System**

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

The City of Los Angeles' FamilySource System is the City's service delivery system for services provided with CSBG funds. It is composed of the City's FamilySource Center (FSC) Program and the City's Domestic Violence Shelter Operations Program (DVSO).

The FamilySource Center Program, a network of 13 Non-profit operated and 3 city-managed FamilySource Centers (FSC), provides an array of essential core services for low-income children and their families. A two-generational approach, the FSC goal is focused on removing barriers to economic opportunity by 1) increasing family income and/or economic resources and 2) increasing youth academic success.

Core services include case management, pre-employment/employment support, parenting classes, financial literacy, adult education, computer literacy, tutoring, mentoring, youth leadership, recreational activities, cultural activities, supportive services, legal services, multi-benefit screening, and information and referral. FamilySource operators are required to establish strong linkages with the City's WIOA adult and youth workforce development programs to obtain job training and placement opportunities for their clients, as well as local, LIHEAP providers to obtain assistance with utility costs on an emergency basis. The FamilySource collaborative structure helps the City better coordinate services by having fewer points of contact to interact with when establishing linkages.

The Domestic Violence Shelter Operations (DVSO) Program provides safe and secure emergency and transitional shelter, and shelter-based services, for victims and domestic violence and their families. Emergency shelters provide confidential shelter for up to 90 days and supportive services to victims. Services include telephone crisis counseling 24 hours a day, 7 days a week; hospital emergency room assistance; emergency food, clothing; transportation; psychological support; legal assistance; judicial advocacy; educational relocation assistance; and information and referral. Transitional shelters provide safe, secure and staffed transitional housing. Services include case management, psychological support, financial literacy, employment assistance, and access to job readiness and placement services.

The CAA is currently in the process of redesigning the FamilySource Center and Domestic Violence Shelter Program delivery system for implementation in 2016.



## **12. Linkages**

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

The manner in which services are funded across multiple governmental jurisdictions and wide geographic areas in the City of Los Angeles creates an acute need to ensure that service providers are able to establish and maintain strong linkages with other service organizations and governmental entities. Comprehensive client services that integrate workforce development, social services, and/ educational development require case management as an essential service delivery mechanism. Both the FamilySource and the DVSO programs offer case management in which trained professionals coordinate client service plans which involving a variety of external government and social service agencies.

In 2014, the FamilySource System partnered with the Los Angeles Unified School District (LAUSD) locating Pupil Services and Attendance Counselors (PSACs). The PSA counselors have brought consistency in counseling practices across the FamilySource System. Additionally, through the FSCs, PSACs are able to connect with parents – giving them a better understanding of school administration and access to the many student/parent services offered at local schools.

HCIDLA is currently working to develop similar relationships with LA County (Dept of Public Social Services, Departments of Mental and Public Health) agencies and the LA Community College District.

Already partnering with Adult and Youth WIOA agencies to provide employment and job training services, HCIDLA will strengthen those relationships in order to achieve more positive outcomes for FSC co-enrolled clients.

## **13. Funds Coordination**

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

The HCIDLA coordinates resources through contracts with approximately 40 lead agencies, acting either as a single-service provider or as the administrative representative for a consortium of agencies. The HCIDLA believes it is important to coordinate resources at the service provider level to most effectively reach low-income clients who turn to their community service providers for information. Some resources, such as LIHEAP, are formally coordinated in contractual documents or MOUs between service providers; others are coordinated through MOUs at the governmental level and training is provided to contractors.

## **14. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)**

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

All FamilySource Centers provide parenting classes. Additionally, the centers provide opportunities to local, neighborhood-based groups and organizations to offer classes and meetings to address specific area concerns. For example, the East Los Angeles FamilySource Center provides space for the Girls Today Women Tomorrow mentoring project, which matches young girls with successful women to encourage the young girls to not only finish, but excel in, their educational goals and to delay pregnancy. Community residents near the Pico-West FamilySource Center identified the need to help local youth improve their math skills when they found that students could not pass the required high school graduation tests. Concerned residents worked with center staff to establish classes and computerized math tutorials focusing on algebra and geometry at the center.

## STATE ASSURANCES

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

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

In the past 5 years the City has faced decreased funding for both CSBG and CDBG. In response, the City has taken several steps.

It is believed that, in the event of reduced funding, coordinated city service providers will be in a fairly good position to absorb cuts and still deliver effective services. The City has strongly encouraged collaboration among its funded agencies to place emphasis on limiting administrative costs, space costs, and related overhead expenses in order to maximize programmatic funding. The FamilySource program design incorporates features such as co-location and shared resources at the service delivery level. In addition, the FamilySource model reduced the number of contracts to be processed and allowed the City CAA to reduce some administrative staff through attrition.

The Mayor and City Council have provided solid leadership on the importance of coordinating and streamlining all City services and encouraging collaboration among City departments and programs as well as funded agencies and other governmental and private partners.

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



extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

As the designated Community Action Agency (CAA) for the City of Los Angeles, the HCIDLA pledges coordination of its community action plans and activities with other eligible entities funded under Article 7 (commencing with Section 12765) and Article 8 (commencing with Section 12770) which serve any part of City of Los Angeles communities, so that funds are not used for duplicative services to the same beneficiaries, including migrant and seasonal farm workers and Indian and Alaskan Native populations. Plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all grantees and the populations they serve.

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

Not Applicable

## INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- ☒ Pay Stubs
- ☒ Social Security Award Letters
- ☒ Bank Statements
- ☒ Tax Statements
- ☐ Zero-income Statements
- ☒ Unemployment Insurance Letters
- ☒ Qualification for other need-based program, describe

TANF Benefit Statement reflecting monetary aid credit and customers name as the beneficiary

- ☒ Other, describe:

Presumed Low- Income Person: Domestic Violence Victim (Police or Agency report); Elderly (62 and



older); Homeless (Homeless Shelter Agency referral letter); Abused Children (Court document); Severely Disabled Adult

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

When the situation dictates a need to provide a service (immediate, apparent emergency ) and income verification is not possible, self-certification may be used as an alternative to income verification *on an occasional basis*.

A maximum of 50% of the total customers may be allowed to self-certify. Self certification is reserved for customers who may be undocumented, homeless, or in other special circumstances. Agencies make every reasonable effort to document the clients annual family income. However, this self-certification policy only applies to customers not able to provide documentation to verify income. There is no waiver for non-City residents so all clients must verify income and residency.

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

This strategy is rarely deployed in our current delivery system.

## MONITORING AND EVALUATION

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

1. Describe your methods for evaluating programs and services.

HCIDLA sub-allocates some of the CSBG annual allocation to 26 other non-profit and governmental agencies to operate its FamilySource System (Domestic Violence Shelter Operations, FamilySource Center Program, and Specially Targeted Programs). With the implementation of contracts and MOUs, HCIDLA conducts quarterly routine monitoring activities to ensure contractor compliance with program administration and objectives. Monitoring is done through a combination of desk reviews, on site monitoring reviews and fiscal reviews.

Each year, HCIDLA Program Operations Division (POD) establishes a monitoring schedule by program and funding source. Generally, onsite review of Family Source System, Domestic Violence Shelter Operations and the Specially Targeted Program contractors are conducted quarterly. The focus of

monitoring visits varies by month. However, monitoring topics include at a minimum a review of documentation to support: CSBG eligibility, customer orientations provided, preparation of individual service strategies, provision of services, customer outcomes and follow-up, and overall performance. Operations staff also monitors the actual provision of services and customer flow through these visits. During each site visit 20-25 participant files are randomly chosen for review to ensure program compliance.

Fiscal review includes review of expenditure against budget plan (by month) and budget modifications, if any. POD issues a monitoring and progress report to follow up on program issues and sub-recipient response to noted deficiencies.

During the months that visits are not conducted, desk reviews are conducted and technical assistance is provided to FamilySource System operators.

## 2. Describe the frequency of evaluations conducted.

Formal onsite review of Family Source System contractors are conducted quarterly. Technical assistance via phone and email is provided on a daily/weekly basis.

More frequent bi-monthly monitoring is provided for contractors that require further support or guidance.

Customer satisfaction surveys are conducted annually to assess how the program and services received are perceived by the customer.

California State University Northridge (CSUN) also conducts an annual Economic Impact report on the money saved and value of the services provided by the FamilySource Center program.

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

From #1 above.

HCIDLA conducts quarterly routine monitoring activities to ensure contractor compliance with program administration and objectives. Monitoring includes at a minimum a review of documentation to support: CSBG eligibility, customer orientations provided, preparation of individual service strategies, provision of services, customer outcomes and follow-up, and overall performance. Operations staff also monitors the actual provision of services and customer flow through these visits.

# DATA COLLECTION

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



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

Describe the data collection process.

Contractors collect and maintain all participant information and related program documents in individual client files at the service center location, as well as, input representative data and information the HCIDLA Integrated Services Information System (ISIS).

Describe the data reporting process.

Contractors are responsible for recording all participant information and activity in the HCIDLA Integrated Services Information System (ISIS). The system is web based and password protected. All contractor staff is provided with training on use of the system to ensure that all information is reported accurately. Information entered into ISIS is then used to measure actual performance against contract goals. Additionally, the information recorded in ISIS is then used to prepare and submit reports to the State.

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

The ISIS data collection system also generates formatted [client profile/demographics , service activity level and performance outcome] reports by contractor or for the entire system. Contracted agencies are able to access/download program information 24hrs daily. HCIDLA is able to track contractor and program client activities and service levels. During quarterly site visits, operation analysts discuss current performance data with program staff when reviewing contractor progress throughout the year. At monthly Executive and Program Directors convened by HCIDLA, performance data is discussed and shared as part of continuous efforts to address systemic issues/problems and also identify and share best practices.

## **CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS (CSD 801)**

The National Performance Indicators (NPI) were created collaboratively within the CSBG Network to enable the more than 1,000 Community Action Agencies in 52 States and territories to present a more uniform and coherent national picture of the work and accomplishments. This reporting process is an important component of the broader CSBG initiative to use results-focused management principles to strengthen the entire CSBG Network.



The NPIs contains 16 broad outcome measures or indicators that will capture the universal accomplishments of the various local and state CSBG agencies in our Community Services Network. The indicators are crucial in telling the story of what community action accomplishes as a national Network. At the same time, these indicators have been designed to evaluate performance of community action in assessing the needs of our communities and to address poverty alleviation in a comprehensive way.

As part of the CAP process, each agency is asked to review and identify the appropriate National Performance Indicators, and develop two years of projections/goals and strategies. These National Performance Indicators were developed using the six National Goals and Outcome Measures.

The CSBG/NPI CAP Projections (CSD 801 CAP) will be monitored and evaluated by CSD Field Operations Representatives.

1. To access the CSBG/NPI CAP Projections (CSD 801 CAP) visit the CSD Provider's Website at <http://providers.csd.ca.gov/CSBG> under the tab "Forms".
2. When complete, save the Excel spreadsheets and include the workbook as an attachment to the CAP.

Helpful resources to complete the CSBG NPI CAP Projections (CSD 801) are the [CSBG Information System \(IS\) Instruction Manual for National Performance Indicators \(NPI\)](#) and the [NASPCSP Targeting Field Manual](#).

## APPENDICES (OPTIONAL)

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.

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<sup>i</sup> 2009-13 ACS 5Yr Estimates, US Census

<sup>ii</sup> A Time for Truth, LA 20/20 Commission Report, Dec 2013

<sup>iii</sup> A Time for Truth

<sup>iv</sup> 2009-13, 2008-12, 2007-11, 2006-10 ACS 5Yr Estimates; 2006 ACS 1Yr Estimate; US Census

<sup>v</sup> 2013 Greater Los Angeles Homeless Count, LA Homeless Services Agency (LAHSA), November 2013

<sup>vi</sup> [http://la.curbed.com/archives/2013/09/average\\_rent\\_in\\_los\\_angeles\\_county\\_has\\_jumped\\_to\\_1435.php](http://la.curbed.com/archives/2013/09/average_rent_in_los_angeles_county_has_jumped_to_1435.php)

<sup>vii</sup> CA Department of Education

<sup>viii</sup> LAUSD Pupil Services Fact Sheet (and CA Dept of Education)

<sup>ix</sup> [Draft] Plan for a Healthy Los Angeles Plan, LA Planning Department, Raimi and Associates, (Updated 2014)

<sup>x</sup> Health Atlas for the City of Los Angeles, Raimi and Associates (June 2013)

<sup>xi</sup> Health Atlas for the City of Los Angeles, Raimi and Associates (June 2013)

# **Attachment 1**

## **CSBG/NPI CAP Projections**

## CSBG/NPI CAP Projections Instructions

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### Suggested Tools

When projecting data for the CAP, use the suggested tools below as a guide:

- Review your Needs Assessment Survey
- The Targeting Field Manual\*

\*documents accessible on the CSD's Providers' website on the Forms page

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### Projection Format

The CSD 801 CAP consists of seven Blue tabs within the excel workbook, complete the applicable projections for Goals 1 - 6. There are six goals and under each goal is a list of indicators, problem statement, program activities and delivery strategies that pertain to that goal.

- The first Blue tab is the Projection Instructions
  - The subsequent Blue tabs are the Projection for Goals 1 through 6.
- 

### Completing the Projections

- On the "Goal 1 Projections" tab enter the contractor's name, contact person and title, phone number, e-mail address and fax number. This information will only need to be provided once. The data will automatically populate into all other tabs from the "Goal 1 Projections" tab.
  - Project the number of participants expected to achieve the performance indicator(s) identified in Goals 1 – 6 that represents the outcome(s) of the planned program activities during the contract term. If the indicator does not apply to the planned program activities leave the cell blank.
- 

- **Problem Statement:** In this section clearly and thoroughly describe the problems facing low-income individuals in the community as it relates to achieving each goal. This information should be detailed and include the following:
  - What is the problem?
  - What is the cause of the problem?
  - Who is affected?
  - Location of those affected?
- **Program Activities and Delivery Strategies:** In this section, provide a detailed description of the planned program activities to be undertaken in order to alleviate the barriers identified in the problem statement.
- **Number of Participants Expected to Achieve Outcome in Reporting Period:** This column will be filled out on the CSD 801 CAP for Goals 1 through 6. Provide the number of participants expected to achieve the goal for each indicator.



Note: ALL DATA FIGURES should be NUMERICAL. Do not use percentages, fractions, abbreviations or alpha text.

## CSBG/NPI CAP Projection Instructions, Con't

### Sample CSBG/NPI CAP Projections

<p><i>Goal 1: Low-income people become more self-sufficient.</i></p> <p><b>NPI 1.1: Employment</b></p> <p><b>Problem Statement:</b> (If additional space is needed, please attach a separate sheet.) Young women and men in Sacramento County have a difficult time finding gainful employment due to a lack of skills and education when employed, this population currently is employed in minimum wage jobs that do not provide health benefits.</p> <p><b>Program Activities and Delivery Strategies:</b> (If additional space is needed, please attach a separate sheet.) The Youth into jobs program will provide job search and resume assistance in the Young People to Work Program. This program will track individuals in the program to ensure they are in employment that will be maintained and increase their wages.</p>												
<p><b>National Performance Indicator 1.1</b></p> <p><b>Employment</b></p> <p>The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:</p>		<p><b>CAP 2 YEAR PROJECTIONS</b></p> <p>Number of Participants Expected to Achieve Outcome (H)</p> <table border="1"> <thead> <tr> <th>2016</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>7</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>20</td> <td>15</td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	2016	2017	5	7			20	15		
2016	2017											
5	7											
20	15											
<p>A. Unemployed and obtained a job</p>												
<p>B. Employed and maintained a job for a least 90 days</p>												
<p>C. Employed and obtained an increase in employment income and/or benefits</p>												
<p>D. Achieved "living wage" employment and/or benefits</p>												
<p><i>In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.</i></p>												

### How to Submit

Please print and submit the CSD 801 CAP with your CAP. To print the CSD 801 CAP, go to file, print and in the "print what" section choose **Print Entire Workbook**. The entire workbook option will print each page in the workbook for submission.

### Due Date

The CAP is due to your Field Representative by **June 30 2015**.

## 2016-2017 CSBG/NPI CAP Projections

Contractor Name: City of Los Angeles Housing + Community Investment Department  
 Contact Person and Title: Karen Banks, Monitoring & Technical Assistance Manager  
 Phone Number: (213)808-8540 Ext. Number: \_\_\_\_\_  
 E-mail Address: karen.banks@lacity.org Fax Number: \_\_\_\_\_

### *Goal 1: Low-income people become more self-sufficient.*

#### **NPI 1.1: Employment**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

The highest unemployment rates, in both the City of Los Angeles and Los Angeles County, exist for individuals with an educational attainment of high school or less. Residents with a Bachelor's degree or higher had an unemployment rate of 5.9 percent in the County (7.0 percent in the City) in 2013, roughly half the rate experienced by those at the opposite end of the spectrum—less than a high school education and high school diploma or equivalent reported unemployment rates of 10.1 percent (9.6 percent) and 10.8 percent (11.6 percent) respectively. (LAEDC, People, Industry and Jobs, 2015)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

Although CSBG funds do not finance direct employment and job training services, CSBG-funded FamilySource Centers are required to establish linkages with the City's Workforce Development System. FamilySource staff assess the needs of those seeking employment, provide information and referrals to City's WorkSource Centers and YouthSource Centers and offer or facilitate access to supportive services, such as pre-employment "soft" skills development or other social services that assist in obtaining or maintaining employment

<b>National Performance Indicator 1.1</b>		<b>CAP 2 YEAR PROJECTIONS</b>	
		<b>Number of Participants Expected to Achieve Outcome (#)</b>	
<b>Employment</b>			
The number and percentage of low-income participants who get a job or become self-employed, as a result of Community Action Assistance, as measured by one or more of the following:			
		<b>2016</b>	<b>2017</b>
<b>A.</b> Unemployed and obtained a job		375	375
<b>B.</b> Employed and maintained a job for a least 90 days		100	150
<b>C.</b> Employed and obtained an increase in employment income <b>and/or</b> benefits		160	160
<b>D.</b> Achieved "living wage" employment and/or benefits		0	0

*In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.*

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## 2016-2017 CSBG/NPI CAP Projections

**Goal 1: Low-income people become more self-sufficient.**

### NPI 1.2: Employment Supports

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Of the total families in Los Angeles County in 2013, exactly 15 percent have had their incomes fall below the poverty level. In the City of Los Angeles that share increases to nearly 19 percent (LAEDC, 2015). Those who live below poverty level face a multitude of challenges as they lack the resources necessary to maintain a certain quality of life; they don't have the same choices and options in regards to nutrition, health care, housing, education, safety, transportation and such.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

The City's FamilySource Centers provide employment supports through case management by assessing a family's specific needs and tailoring a plan of action. In 2016 services that FamilySource Centers will activities that support employment for lower-income families include: pre-employment "soft" skills training, ESL or GED classes, and "before" or "after" school programs for the client's children. FamilySource Centers will also assist clients in accessing transportation, food assistance, child care, or health services on an as-needed basis. New attention will be to provide legal information and services to assist residents obtain legal documents (Drivers License, work permits) that permit customers to obtain and maintain a job.

National Performance Indicator 1.2		CAP 2 YEAR PROJECTIONS	
Employment Supports		Number of Participants Expected to Achieve Outcome (#)	
The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action, as measured by <u>one or more</u> of the following:		2016	2017
A. Obtained skills/competencies required for employment		300	350
B. Completed ABE/GED and received certificate or diploma		20	20
C. Completed post-secondary education program and obtained certificate or diploma		0	0
D. Enrolled children in "before" or "after" school programs		1,500	1,500
E. Obtained care for child or other dependant		0	0
F. Obtained access to reliable transportation and/or driver's license		100	200
G. Obtained health care services for themselves or a family member		100	100
H. Obtained safe and affordable housing		40	40
I. Obtained food assistance		0	0
J. Obtained non-emergency LIHEAP energy assistance		0	0
K. Obtained non-emergency WX energy assistance		0	0
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX)			
In the rows below, please include any additional indicators for NPI 1.1 that were not captured above.			

## 2016-2017 CSBG/NPI CAP Projections

*Goal 1: Low-income people become more self-sufficient.*

**NPI 1.3: Economic Asset Enhancement and Utilization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

City residents whose earnings do not rise above low-income levels and many who live on fixed incomes must make decisions daily that affect their ability to survive and to meet routine or exceptional living expenses. Financial literacy and money management skills must be developed (and other resources identified) if families are to maximize personal and community assets available to them

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

FamilySource Centers will provide financial literacy classes and one-on-one financial coaching to assist clients develop their budgeting and money management skills. FamilySource Centers will also screen clients for suitability and assist them in accessing appropriate financial services, including opening a bank account and filing for the Earned Income Tax Credit.

<b>National Performance Indicator 1.3</b>  <b>Economic Asset Enhancement and Utilization</b> The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by <u>one or more</u> of the following:		CAP 2 YEAR PROJECTIONS	
		Number of Participants Expected to Achieve Outcome (#)	
		2016	2017
<b>ENHANCEMENT</b>			
A. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregated dollar amount of credits.		4,500	4,500
B. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.		0	0
C. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.		150	150
<b>UTILIZATION</b>			
D. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days			
E. Number and percent of participants opening an Individual Development Account (IDA) or other savings account			
F. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings			
G. Number and percent of participants capitalizing a small business due to accumulated savings			
H. Number and percent of participants pursuing post-secondary education with accumulated savings			
I. Number and percent of participants purchasing a home with accumulated savings			
J. Number and percent of participants purchasing other assets with accumulated savings			
<i>In the rows below, please include any additional indicators for NPI 1.3 that were not captured above.</i>			
K. Number and percent of participants opening a checking or savings account		100	100

## 2016-2017 CSBG/NPI CAP Projections

Contractor Name: City of Los Angeles Housing + Community Investment Department  
 Contact Person and Title: Karen Banks, Monitoring & Technical Assistance Manager  
 Phone Number: (213)808-8540 Ext. Number: \_\_\_\_\_  
 E-mail Address: karen.banks@lacity.org Fax Number: \_\_\_\_\_

**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.1: Community Improvement and Revitalization**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Structural inequality continues to rise. Particularly as increasingly more and more people fall into poverty due to employment in low-wage employment job opportunities, skyrocketing housing costs and other indicators of a marked "have" and "have-not" society

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

This is not an intentional strategy deployed in the service delivery system at this time

National Performance <u>Indicator 2.1</u>  <b>Community Improvement and Revitalization</b>  Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by one or more of the following:	CAP 2 YEAR PROJECTIONS			
	Number of Projects or Initiatives Expected to Achieve (#)		Number of Opportunities or Community Resources Preserved or Increased Expected to Achieve (#)	
	2016	2017	2016	2017
A. Jobs created, or saved, from reduction or elimination in the community.				
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community.				
C. Safe and affordable housing units created in the community				
D. Safe and affordable housing units in the community preserved or improved through construction, weatherization, or rehabilitation achieved by community action activity or advocacy				
E. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination				
F. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or				
G. Accessible "before school" and "after school" program placement opportunities for low-income families created or saved from reduction or elimination				
H. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.				
I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education				

In the rows below, please include any additional indicators for NPI 2.1 that were not captured above.

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## 2016-2017 CSBG/NPI CAP Projections

**Goal 2: The conditions in which low-income people live are improved.**

**NPI 2.2: Community Quality of Life and Assets**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

This is not an intentional service strategy deployed in the FamilySource System

<b>National Performance Indicator 2.2</b>  <b>Community Quality of Life and Assets</b>  The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by <u>one or more</u> of the following:	<b>CAP 2 YEAR PROJECTIONS</b>			
	<b>Number of Program Initiatives or Advocacy Efforts Expected to Achieve (#)</b>		<b>Number of Community Assets, Services or Facilities Preserved or Increased Expected to Achieve (#)</b>	
	<b>2016</b>	<b>2017</b>	<b>2016</b>	<b>2017</b>
<b>A.</b> Increases in community assets as a result of a change in law, regulation, or policy, which results in improvements in quality of life and assets				
<b>B.</b> Increase in the availability or preservation of community facilities				
<b>C.</b> Increase in the availability or preservation of community services to improve public health and safety				
<b>D.</b> Increase in the availability or preservation of commercial services within low-income neighborhoods				
<b>E.</b> Increase or preservation of neighborhood quality-of-life resources				

*In the rows below, please include any additional indicators for NPI 2.2 that were not captured above.*

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## 2016-2017 CSBG/NPI CAP Projections

**Goal 2: The conditions in which low-income people live are improved.**

### **NPI 2.3: Community Engagement**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Low-income residents are often left out, or into involved in efforts to improve their neighborhoods.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

Recognizing that community building begins when residents feel empowered to be advocates for their own needs and work to meet those needs as a community, FSCs provide opportunities for civic engagement, including civics and citizenship classes, to improve client understanding of the role of government, community development and the various initiatives in place to develop the neighborhoods where they live.

National Performance <u>Indicator 2.3</u>		CAP 2 YEAR PROJECTIONS	
		Number of Total Contribution by Community Expected to Achieve (#)	
<b>Community Engagement</b>			
The number of community members working with Community Action to improve conditions in the community.		2016	2017
<b>A.</b> Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives		5	5
<b>B.</b> Number of volunteer hours donated to the agency (This will be All volunteer hours)		20	20
<i>In the rows below, please include any additional indicators for NPI 2.3 that were not captured above.</i>			
<b>C.</b> Completed Citizenship or "Civics" class		200	200

## 2016-2017 CSBG/NPI CAP Projections

Contractor Name: City of Los Angeles Housing + Community Investment Department  
 Contact Person and Title: Karen Banks, Monitoring & Technical Assistance Manager  
 Phone Number: (213)808-8540 Ext. Number: \_\_\_\_\_  
 E-mail Address: karen.banks@lacity.org Fax Number: \_\_\_\_\_

***Goal 3: Low-income people own a stake in their community.***

### NPI 3.1: Community Enhancement Through Maximum Feasible Participation

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

National Performance Indicator 3.1		CAP 2 YEAR PROJECTIONS	
Community Enhancement Through Maximum Feasible Participation		Total Number of Volunteer Hours Expected to Achieve (#)	
The number of volunteer hours donated to Community Action.		2016	2017
A. The total number of volunteer hours donated by low-income individuals to Community Action. (This is ONLY the number of volunteer hours from individuals who are low-income.)		20	20
<i>In the rows below, please include any additional indicators for NPI 3.1 that were not captured above.</i>			



## 2016-2017 CSBG/NPI CAP Projections

**Goal 3: Low-income people own a stake in their community.**

**NPI 3.2: Community Empowerment Through Maximum Feasible Participation**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

<b>National Performance Indicator 3.2</b>  <b>Community Empowerment Through Maximum Feasible Participation</b>  The number of low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:		<b>CAP 2 YEAR PROJECTIONS</b>  <b>Number of Low- Income People Expected to Achieve (#)</b>	
		2016	2017
A. Number of low-income people participating in formal community organizations, government, boards, or councils that provide input to decision making and policy setting through Community Action efforts			
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance			
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance			
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action			
<i>In the rows below, please include any additional indicators for NPI 3.2 that were not captured above.</i>			

## 2016-2017 CSBG/NPI CAP Projections

Contractor Name: City of Los Angeles Housing + Community Investment Department  
 Contact Person and Title: Karen Banks, Monitoring & Technical Assistance Manager  
 Phone Number: (213)808-8540 Ext. Number \_\_\_\_\_  
 E-mail Address: karen.banks@lacity.org Fax Number: \_\_\_\_\_

**Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.**

**NPI 4.1: Expanding Opportunities through Community-Wide Partnerships**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Planning for the best and most efficient use of existing resources and ensuring a viable continuum of care can be complex for a major city like Los Angeles. Various levels of government (Federal, State, County, City) and private (foundations, public policy research organizations) assistance must be leveraged to make better use of resources for the customers. Consequently the City's human service providers need help to navigate such resources.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

The City utilizes 7 regional planning areas to help organize resources and information for CBOs and public policy makers. Networking and information sharing sessions are held in each region. Programs funded Department-wide, City-wide, and County-wide will be the focus of these networking opportunities.

<b>National Performance Indicator 4.1</b>  <b>Expanding Opportunities Through Community-Wide Partnerships</b>  The number of organizations, both public and private, Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.	<b>CAP 2 YEAR PROJECTIONS</b>			
	<b>Number of Organizations Expected to Achieve (#)</b>		<b>Number of Partnerships Expected to Achieve (#)</b>	
	<b>2016</b>	<b>2017</b>	<b>2016</b>	<b>2017</b>
<b>A. Non-Profit</b>	73	73		
<b>B. Faith Based</b>	2	2		
<b>C. Local Government</b>	2	1		
<b>D. State Government</b>	1	1		
<b>E. Federal Government</b>	1	1		
<b>F. For-Profit Business or Corporation</b>				
<b>G. Consortiums/Collaboration</b>	3	3		
<b>H. Housing Consortiums/Collaboration</b>				
<b>I. School Districts</b>	1	1		
<b>J. Institutions of post secondary education/training</b>	3	3		
<b>K. Financial/Banking Institutions</b>	2	2		
<b>L. Health Service Institutions</b>				
<b>M. State wide associations or collaborations</b>				

**2016-2017 CSBG/NPI CAP Projections**

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## 2016-2017 CSBG/NPI CAP Projections

*In the rows below, please add other types of partners with which your CAA has formed relationships that were not*

<b>N. Total number of organizations and total number of partnerships CAAs work with to promote family and community outcomes (automatically calculates)</b>	88	87		

## 2016-2017 CSBG/NPI CAP Projections

Contractor Name:	City of Los Angeles Housing + Community Investment Department		
Contact Person and Title:	Karen Banks, Monitoring & Technical Assistance Manager		
Phone Number:	(213)808-8540	Ext. Number:	
E-mail Address:	karen.banks@lacity.org	Fax Number:	

**Goal 5: Agencies increase their capacity to achieve results.**

### NPI 5.1: Agency Development

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

National Performance Indicator 5.1  Agency Development  The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	CAP 2 YEAR PROJECTIONS	
	Number of Resources in Agency Expected to Achieve (#)	
	2016	2017
A. Number of Certified Community Action Professionals		
B. Number of ROMA Trainers		
C. Number of Family Development Trainers		
D. Number of Child Development Trainers		
E. Number of staff attending trainings	2	2
F. Number of board members attending trainings		
G. Hours of staff in trainings		
H. Hours of board members in trainings		

*In the rows below, please include any additional indicators that were not captured above.*

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## 2016-2017 CSBG/NPI CAP Projections

Contractor Name: City of Los Angeles Housing + Community Investment Department  
 Contact Person and Title: Karen Banks, Monitoring & Technical Assistance Manager  
 Phone Number: (213)808-8540 Ext. Number: \_\_\_\_\_  
 E-mail Address: karen.banks@lacity.org Fax Number: \_\_\_\_\_

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

### NPI 6.1: Independent Living

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)  
 This strategy is not deployed by the FSC at this time.

National Performance <u>Indicator 6.1</u>		CAP 2 YEAR PROJECTIONS	
Independent Living		Number of Vulnerable Individuals Living Independently Expected to Achieve (#)	
The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:		2016	2017
A. Senior Citizens ( <i>seniors can be reported twice, once under Senior Citizens and again, if they are disabled, under Individuals with Disabilities, ages 55-over. )</i>			
B. Individuals with Disabilities			
Ages:			
a.	0-17		
b.	18-54		
c.	55-over		
d.	Age Unknown		
Total Individuals with Disabilities:			

*In the rows below, please include any additional indicators for NPI 6.1 that were not captured above.*

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## 2016-2017 CSBG/NPI CAP Projections

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

### **NPI 6.2: Emergency Assistance**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Those without earnings must rely entirely on familial and government support. Typically, those in poverty are eligible for family-friendly tax credits and direct assistance with buying food, shelter, and health care—all programs without strict work requirements unlike TANF. In-kind transfers do not lift incomes, but are a vitally important source of support for those in deep poverty, especially in terms of food, housing and health care.

Additionally, research shows that a variety of factors may contribute to the poverty of women and children who have experienced domestic violence, including lack of affordable housing and lack of accessibility to legal assistance. Some of the most significant factors are barriers to employment.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

Recognizing the relationship between vulnerable populations and poverty, the City devotes services to victims of domestic violence and their families and also to elderly grandparents who may have the responsibility of caring for their [grand]children. The emergency resources are allotted to prevent such groups from falling [further] into poverty.

National Performance <u>Indicator 6.2</u>		CAP 2 YEAR PROJECTIONS	
		Number of Individuals Expected to Achieve (#)	
<b>Emergency Assistance</b>			
The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.			
		2016	2017
A.	Emergency Food	2,750	2,750
B.	Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	1,500	1,500
C.	Emergency Rent or Mortgage Assistance		
D.	Emergency Car or Home Repair (i.e. structural appliance, heating systems, etc.)		
E.	Emergency Temporary Shelter	750	750
F.	Emergency Medical Care		
G.	Emergency Protection from Violence	1,350	1,350
H.	Emergency Legal Assistance	1,400	1,400
I.	Emergency Transportation	4,000	4,000
J.	Emergency Disaster Relief		
K.	Emergency Clothing	1,000	1,000

*In the rows below, please include any additional indicators for NPI 6.2 that were not captured above.*

		050	*50
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[illegible]

## 2016-2017 CSBG/NPI CAP Projections

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

### NPI 6.3: Child and Family Development

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

A recent study by Georgetown University's Center on Education and the Workforce found that at current levels of production, the U.S. economy will have a shortfall of 5 million college-educated workers by 2020. This gap is unsurprising. By 2020, 65 percent of all jobs will require bachelor's or associate's degrees or some other education beyond high school, particularly in the fastest growing occupations—science, technology, engineering, mathematics, health care, and community service.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

In 2016 an evolving strategy on youth development will focus student activities on preparation for post secondary education. Targeted efforts direct age appropriate activities centered on Math skills, Computer Literacy, Financial literacy, the Arts as well as College Prep for all K-12 students.

National Performance Indicator 6.3		CAP 2 YEAR PROJECTIONS	
<b>Child and Family Development</b>		<b>Number of Participants Expected to Achieve Outcome (#)</b>	
The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by <u>one or more</u> of the following:		2016	2017
<b>INFANTS &amp; CHILDREN</b>			
A. Infants and children obtain age appropriate immunizations, medical, and dental care			
B. Infant and child health and physical development are improved as a result of adequate nutrition			
C. Children participate in pre-school activities to develop school readiness skills			
D. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade			
<b>YOUTH</b>			
E. Youth improve health and physical development			
F. Youth improve social/emotional development		200	250
G. Youth avoid risk-taking behavior for a defined period of time		200	250
H. Youth have reduced involvement with criminal justice system			
I. Youth increase academic, athletic, or social skills for school success		2,500	2,500
<b>PARENTS AND OTHER ADULTS</b>			
J. Parents and other adults learn and exhibit improved parenting skills		1,900	1,900
K. Parents and other adults learn and exhibit improved family functioning skills			

*In the rows below, please include any additional indicators for NPI 6.3 that were not captured above.*



**2016-2017 CSBG/NPI CAP Projections**

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## 2016-2017 CSBG/NPI CAP Projections

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

### **NPI 6.4: Family Supports**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

Nearly 1 million people or about 10 percent of households in the Los Angeles region - run out of money, food stamps or other resources for food during a given month. They must seek charitable assistance for food, skip a meal, or reduce the amount of food they normally eat. Many low-income City residents face urgent or immediate needs for assistance or relief that can result from unforeseen circumstances. Unless their special needs are addressed, even the attempts of these individuals and families to focus on self-sufficiency are noticeably affected.

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

The City's FamilySource Centers provide emergency food assistance, transportation, or emergency energy assistance either directly or through partnerships with other community service providers, such as LIHEAP contractors and churches. Legal services are also available through community clinics and assist low income consumers about their rights

National Performance Indicator 6.4		CAP 2 YEAR PROJECTIONS	
Family Supports (Seniors, Disabled and Caregivers)		Number of Participants Expected to Achieve Outcome (#)	
Low-income people who are <b>unable to work</b> , especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by one or more of the following:		2016	2017
A.	Enrolled children in before or after school programs	100	100
B.	Obtained care for child or other dependent		
C.	Obtained access to reliable transportation and/or driver's license		
D.	Obtained health care services for themselves or family member	50	50
E.	Obtained and/or maintained safe and affordable housing	50	50
F.	Obtained food assistance		
G.	Obtained non-emergency LIHEAP energy assistance		
H.	Obtained non-emergency WX energy assistance		
I.	Obtained other non-emergency energy assistance. (State/local/private energy programs. Do Not Include LIHEAP or WX)		
In the rows below, please include any additional indicators for NPI 6.4 that were not captured above.			

## 2016-2017 CSBG/NPI CAP Projections

**Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.**

### **NPI 6.5: Service Counts**

**Problem Statement:** (If additional space is needed, please attach a separate sheet.)

NA

**Program Activities and Delivery Strategies:** (If additional space is needed, please attach a separate sheet.)

NA

National Performance Indicator 6.5	CAP 2 YEAR PROJECTIONS	
	Number of Services Expected (#)	
	2016	2017
<b>Service Counts</b>		
The number of services provided to low-income individuals and/or families, as measured by one or more of the following:		
<b>A.</b> Food Boxes		
<b>B.</b> Pounds of Food		
<b>C.</b> Units of Clothing		
<b>D.</b> Rides Provided		
<b>E.</b> Information and Referral Calls		
<i>In the rows below, please include any additional indicators for NPI 6.5 that were not captured above.</i>		



## **Attachment 2**

### **Community Needs Assessment Summary**

# Community Needs Assessment Survey

2015

Prepared for: City of Los Angeles



## Authors:

Akanksha Bedi, Ph.D.

Richard W. Moore, Ph.D.

Julie Coveney, M.A.

José Daniel Campos, B.S.

**April 20<sup>th</sup>, 2015**

The College of Business & Economics  
California State University

**Northridge**

## **Community Needs Assessment Survey – 2015**

### **Purpose**

Community needs assessment is a vital informational tool for the Community Services Block Grant (CSBG) agencies. The primary purpose of the Community Needs Assessment Survey is to help identify and assess poverty-related needs in the community. It serves as the basis for delivering services that assist low-income community members in overcoming the obstacles that block the achievement of self-sufficiency. The current survey thus focused on assessing the needs of Family Source Center clients in the city of Los Angeles.

### **Methods**

Data for the current Community Needs Assessment Survey was collected across 19 different centers representing 7 different regions: North Valley, South Valley, West LA, Central LA, East LA, South LA, and Harbor. Of the 7 regions, we received only one survey from Harbor region and this region was thus excluded from further analyses. Participating centers were given the option to collect data using online or paper surveys. A total of 1582 surveys received of which 1546 were paper surveys and 36 were received online. 38% of the surveys were answered in English while 62% were answered in Spanish. 72% of our respondents were female.

### **Analysis**

Data was analyzed using statistical software SPSS. We ran basic descriptives such as frequencies, percentages, and means. In addition, we performed simple t tests and group comparisons to assess if needs across participants differed by gender, region, and income levels.

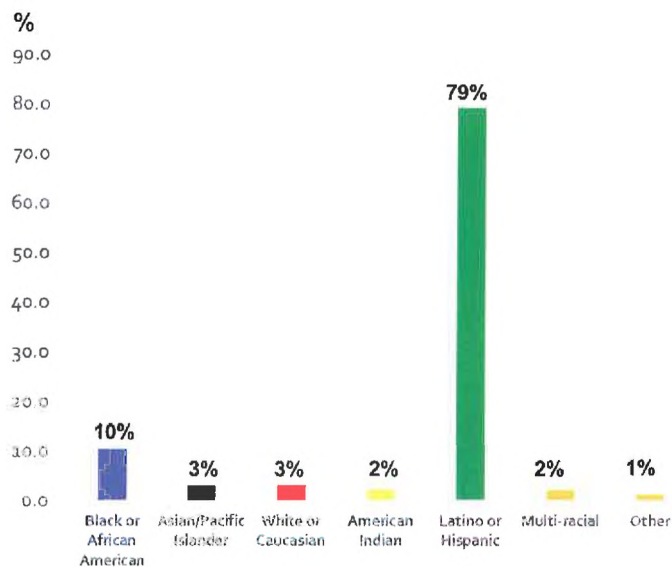


## Key Findings

### 1. Ethnicity:

A total of 1423 surveys were received for ethnicity. 79% of the respondents identified themselves as Hispanic or Latino, 10% as Black or African American, 3% as Asian/Pacific Islander, 3% as White or Caucasian, 2% as Multi-racial and 1% as Other (Figure 1).

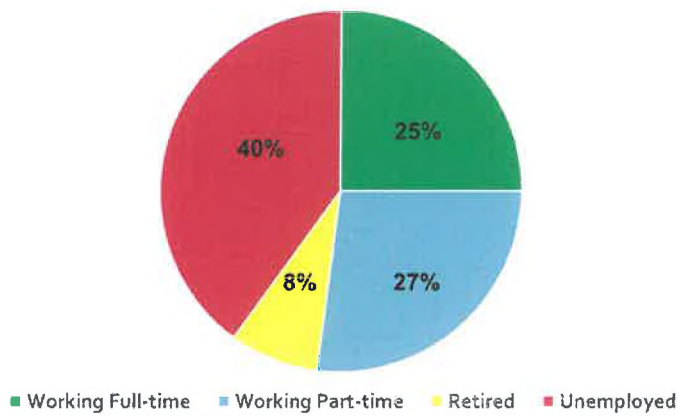
*Figure 1: Ethnicity*



### 2. Employment Status:

A total of 1298 surveys were received for employment status. 40% of the respondents identified themselves as unemployed, 27% as working part-time, 25% as working full-time, and 8% as retired (Figure 2).

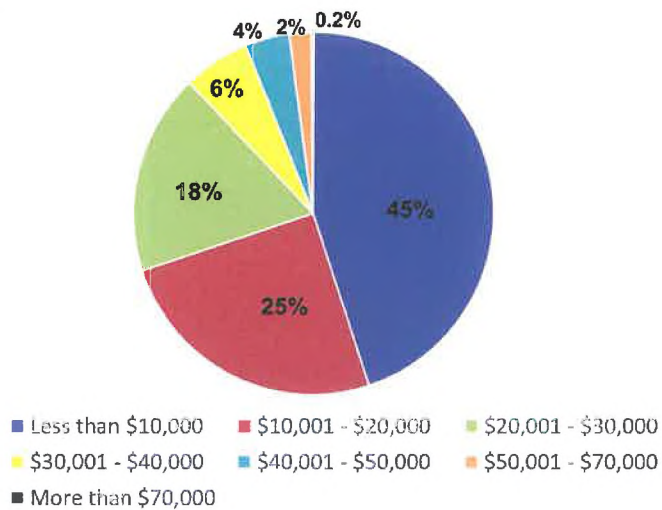
Figure 2



### 3. Annual Household Income:

A total of 1206 surveys were received for household income. 45% of the respondents indicated an annual household income of less than \$10,000, 25% as between \$10,001-\$20,000, 18% as between \$20,001-\$30,000, 6% as between \$30,001-\$40,000, 4% as between \$40,001-\$50,000, 2% as between \$50,001-\$70,000, and 0.25% as more than \$70,000 (Figure 3).

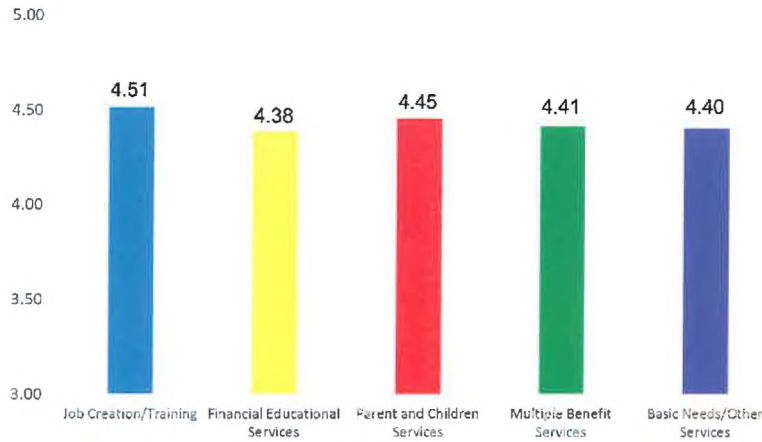
Figure 3



### 4. Overall Importance of Services:

Participants were asked to indicate the extent to which the following services were important to them on a scale of 1 to 5 (1 not at all important, 2 of a little importance, 3 neutral, 4 important, 5 very important). A total of 1440 surveys were received. Of the various services, Job Creation/ Training received a mean rating of 4.51 out of 5, Financial Educational Services 4.38 out of 5, Parent and Children Services 4.45 out of 5, Multiple Benefit Services 4.41 out of 5, and Basic Needs/Other Services 4.40 out of 5 (Figure 4).

*Figure 4: Overall Importance of Services*

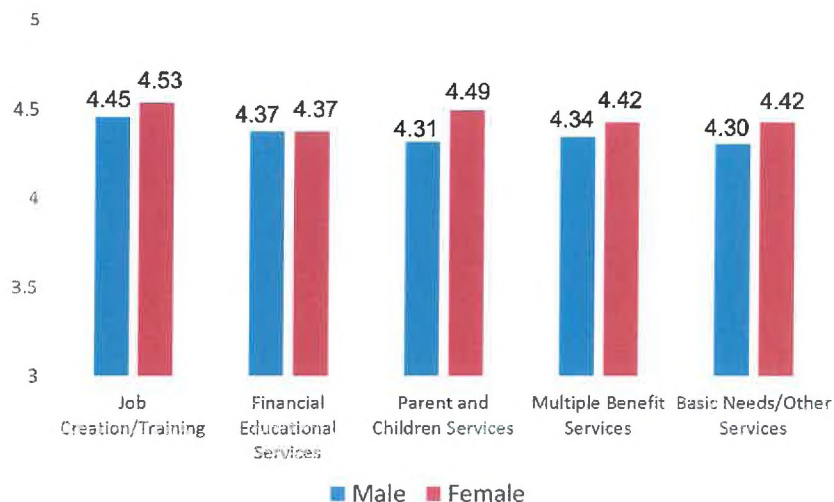


### **5. Overall Importance of Services by Gender:**

A total of 1364 responses were available to conduct a group comparison of the importance of overall services by gender. On a scale of 1 to 5 (1 not at all important to 5 very important), Job Creation/Training received a mean rating of 4.45 out of 5 for males and 4.53 for females; Financial Educational Services 4.37 out of 5 for males and females; Parent and Children Services 4.31 out of 5 for males and 4.49 for females; Multiple Benefit Services 4.34 out of 5 for males and 4.42 for females; and Basic Needs/Other Services 4.30 out of 5 for males and 4.42 for females (Figure 5).



Figure 5



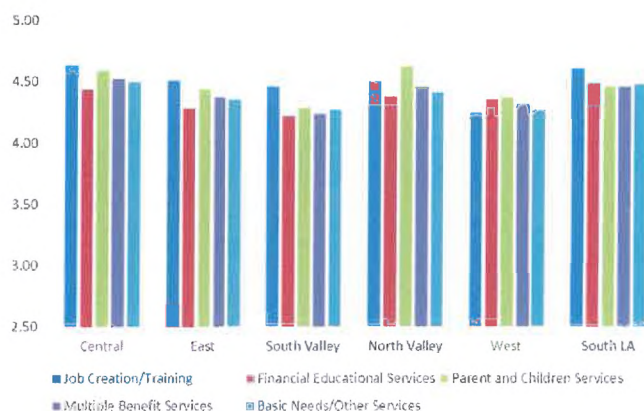
## 6. Overall Importance of Services by Region:

A total of 1223 responses were available to conduct a group comparison of the importance of overall services by region. Of the 7 regions, we received only one survey from Harbor region and this region was thus excluded from further analyses. Table 1 and Figure 6 show the mean ratings of the importance of various services by region (1 not at all important to 5 very important) (Table 1 and Figure 6).

Table 1

Regions	Job Creation/ Training	Financial Educational Services	Parent and Children Services	Multiple Benefit Services	Basic Needs/Other Services
Central	4.62	4.43	4.59	4.52	4.49
East	4.51	4.28	4.44	4.37	4.35
South Valley	4.46	4.22	4.28	4.24	4.27
North Valley	4.50	4.38	4.62	4.45	4.41
West	4.25	4.35	4.37	4.31	4.27
South LA	4.60	4.48	4.45	4.45	4.47

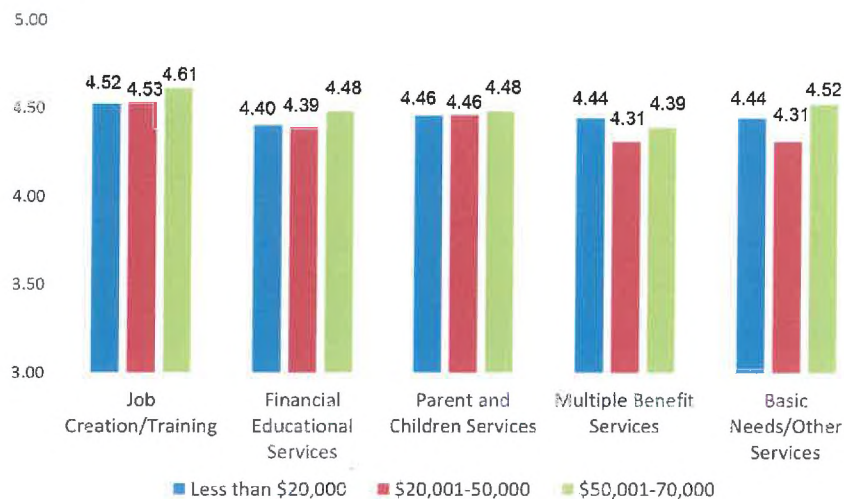
Figure 6



## 7. Overall Importance of Services by Annual Income Levels:

A total of 1121 responses were available to conduct a group comparison of the importance of overall services by annual income levels. For the ease of comparison, we further divided income levels into less than \$20,000, \$20,001-\$50,000, and \$50,001-\$70,000. On a scale of 1 to 5 (1 not at all important to 5 very important), Job Creation/Training received a mean rating of 4.52 out of 5 for less than \$20,000, 4.53 for \$20,001-\$50,000, and 4.61 for \$50,001-\$70,000; Financial Educational Services 4.40 for less than \$20,000, 4.39 for \$20,001-\$50,000, and 4.48 for \$50,001-\$70,000; Parent and Children Services 4.46 out of 5 for less than \$20,000, 4.46 for \$20,001-\$50,000, and 4.48 for \$50,001-\$70,000, Multiple Benefit Services 4.44 out of 5 for less than \$20,000, 4.31 for \$20,001-\$50,000, and 4.39 for \$50,001-\$70,000, and Basic Needs/Other Services 4.44 out of 5 for less than \$20,000, 4.31 for \$20,001-\$50,000, and 4.52 for \$50,001-\$70,000 (Figure 7).

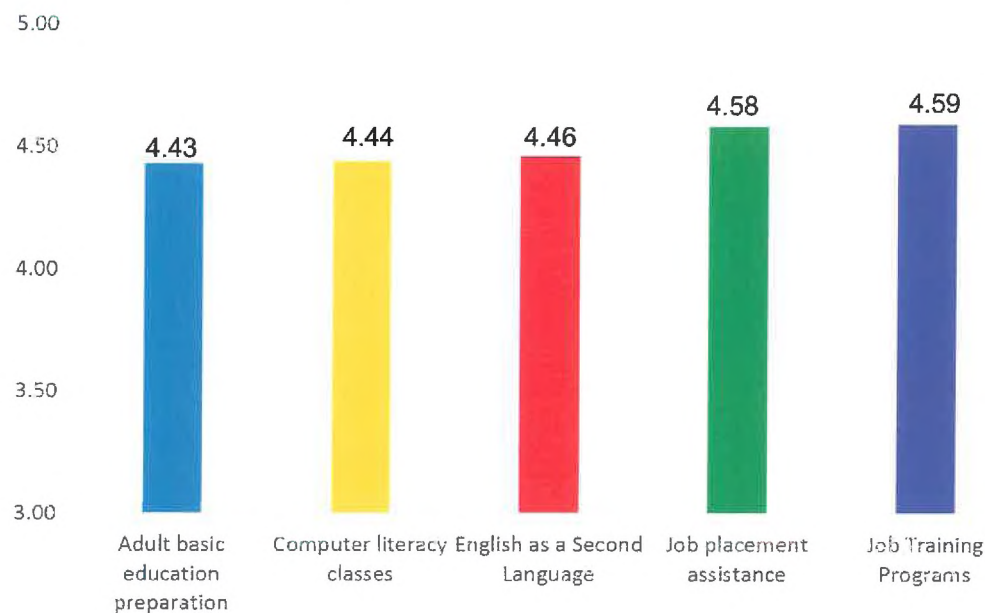
Figure 7



## 8. Importance of Employment Services:

Participants were asked to indicate the extent to which the following employment services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1510 surveys were received. Of the various services, Adult Basic Education received a mean rating of 4.43 out of 5, Financial Educational Services 4.38 out of 5, Computer Literacy Classes 4.44 out of 5, English as a Second Language 4.46 out of 5, Job Placement Assistance 4.58 out of 5, and Job Training Programs 4.59 out of 5 (Figure 8).

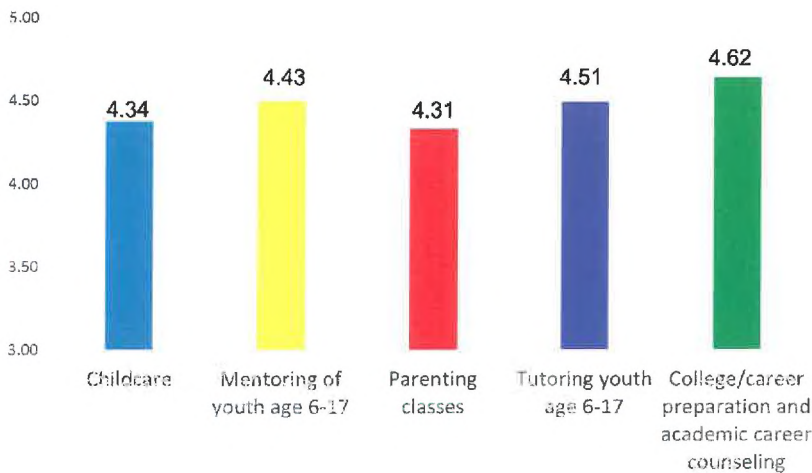
Figure 8: Employment Services



### 9. Importance of Parent and Child Services:

Participants were asked to indicate the extent to which the following parent and child services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1487 surveys were received. Of the various services, Childcare received a mean rating of 4.34 out of 5, Mentoring of youth age 6-17 received 4.43 out of 5, Parenting Classes 4.31 out of 5, Tutoring Youth age 6-17 received 4.51 out of 5, and College/Career Preparation and Academic Career Counseling 4.62 out of 5 (Figure 9).

*Figure 9*

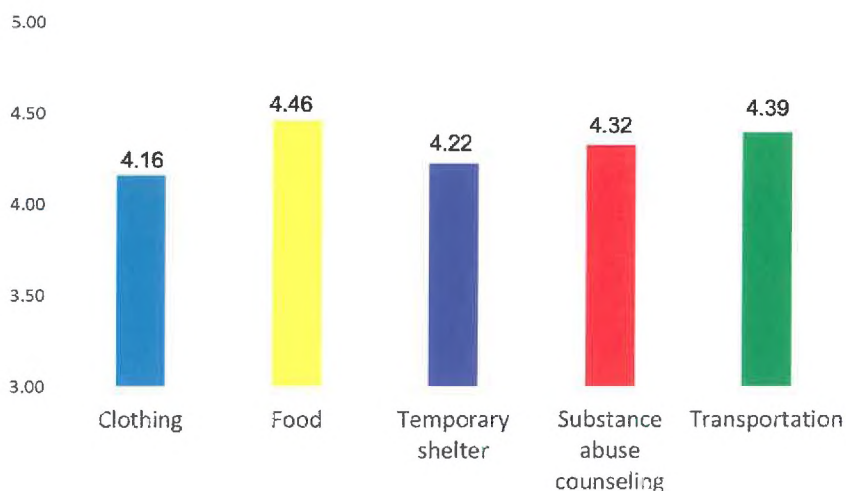


### 10. Importance of Basic Needs/Other Services:

Participants were asked to indicate the extent to which the following basic needs/other services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1449 surveys were received. Of the various services, Clothing received a mean rating of 4.16 out of 5, Food 4.46 out of 5, Temporary Shelter 4.22 out of 5, Substance Abuse Counseling 4.32 out of 5, and Transportation 4.39 out of 5 (Figure 10).



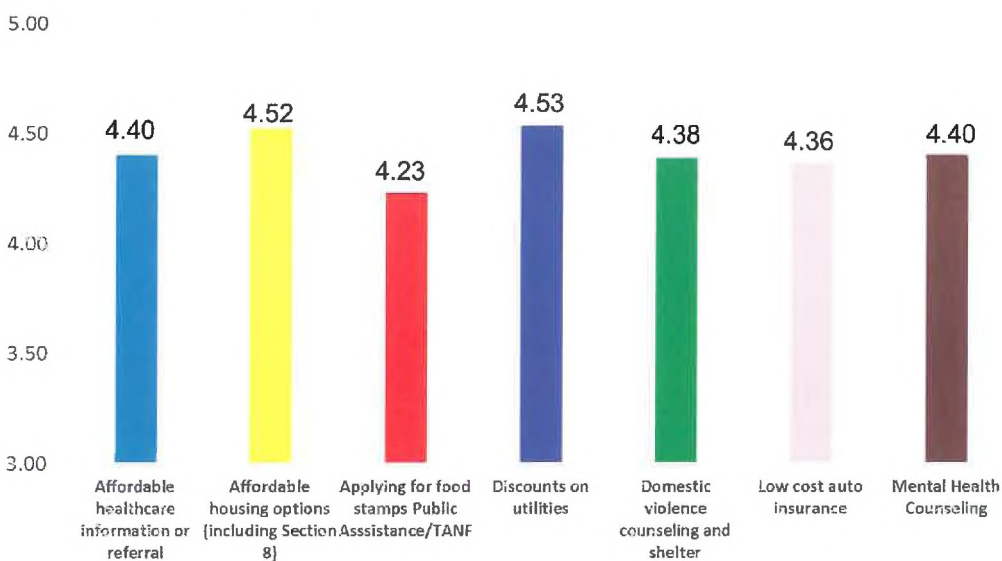
Figure 10



### 11. Importance of Multiple Benefit Services:

Participants were asked to indicate the extent to which the following multiple benefit services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1443 surveys were received. Of the various services, Affordable Healthcare Information or Referral received a mean rating of 4.40 out of 5, Affordable Housing Options (including Section 8) 4.52 out of 5, Applying for Food Stamps, Public Assistance, TANF 4.23 out of 5, Discounts on Utilities 4.53 out of 5, Domestic Violence Counseling and Shelter 4.38, Low-cost Insurance 4.36, and Mental Health Counseling 4.40 out of 5 (Figure 11).

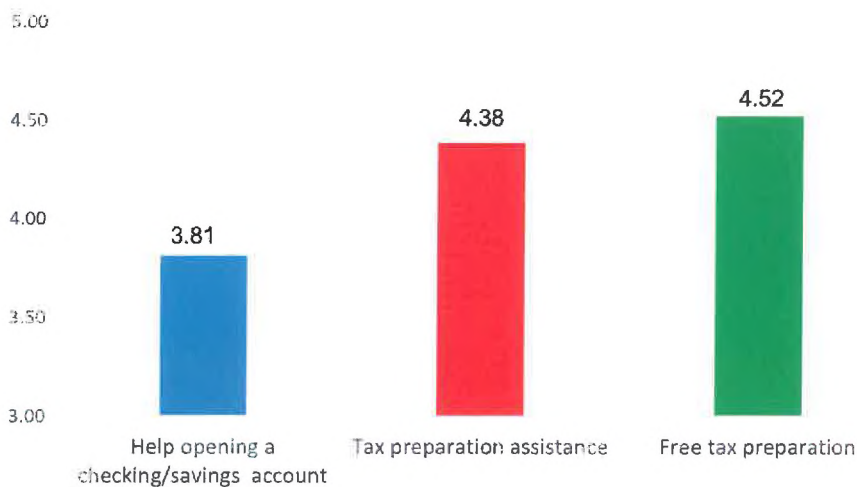
Figure 11: Multiple Benefit Services



## 12. Importance of Financial Education Services:

Participants were asked to indicate the extent to which the following financial education services were important to them on a scale of 1 to 5 (1 not at all important to 5 very important). A total of 1501 surveys were received. Of the various services, Help opening a checking/savings account received a mean rating of 3.81 out of 5, Tax preparation assistance 4.38 out of 5, and Free tax preparation 4.52 out of 5 (Figure 12).

*Figure 12*



## Lessons Learned

This Community Needs Assessment Survey generated a wealth of data about the needs and services required by our community members. To summarize, when asked about the importance of Employment Services, respondents rated Job Creation/Training programs with the highest importance. This makes sense with 40% of respondents identifying themselves as unemployed and 27% of respondents as working part-time. Moreover, 70% of clients report an annual household income of \$20,000 per year or less which suggests that job improvement programs may prove to be a valuable asset for employed individuals.

In Parent and Child Services, College/Career Preparation had the highest importance. Among Basic Needs, food has the highest importance. When asked about Multiple Benefits, affordable housing and help with utility bills has the highest importance. And finally, in Financial Education Services, tax preparation had the highest importance.

## **Attachment 3**

### Public Hearing Notice

## **Draft 2016-17 Community Action Plan and Community Action Survey Results Public Hearing and Comment**

The Draft 2-Year Community Action Plan is open for public review and comment

Tue, April 14, 11:30am  
**COMMUNITY ACTION BOARD  
(CAB) MEETING**  
City Hall, Room 1060  
200 N. Spring Street  
Los Angeles, CA 90012  
*Discussion of Draft CAP*

Thu, May 14, 11:30am  
**COMMUNITY ACTION BOARD  
(CAB) MEETING**  
City Hall, Room 1060  
200 N. Spring Street  
Los Angeles, CA 90012  
*Approval of CAP*

### **DESCRIPTION**

Community Services Block Grant (CSBG) federal funds are used to support activities that assist low-income families and individuals by removing obstacles and solving problems that block the achievement of self-sufficiency. As a condition to receive CSBG funding, entities must complete a Community Action Plan (CAP) every two years. This Plan identifies and assesses poverty related needs in the city and provides a roadmap for delivering CSBG services to individuals and families most affected by poverty over the course of two years.

As the designated Community Action Agency for the City of Los Angeles, the Housing + Community Investment Department (HCIDLA) prepares and submits the City's Community Action Plan.

In developing its CAP the HCIDLA engaged the California State University, Northridge (CSUN) to conduct a community needs survey, seeking feedback from low-income communities as part of the assessment. The survey gave residents the opportunity to convey what services they would like to see in the community and helps HCIDLA identify potential strategies to implement.

April 14 commences the 30-day review and comment period for the Draft 2016-17 Community Action Plan. The April 14, 2015 Community Action Board (CAB) meeting will focus on the 2015 Community Action Survey Results and the Draft 2016-17 Community Action Plan. The subsequent May 14, 2015 CAB agenda will include approval of the CAP. All interested parties are encouraged to attend.

### **PUBLIC PARTICIPATION**

Both meetings provide an opportunity for the public to comment on the Community Needs Assessment Survey as well as the Draft 2016-17 Community Action Plan. Open attendance is encouraged so that public input can help shape the final Plan.

Additionally the draft plan will be posted on the Housing + Community Investment Department (HCIDLA), Community Action Board, website during the review and comment period. **Written comments should be emailed, with the Subject line "Draft 2016-17 CAP Comment," to [Karen.Banks@lacity.org](mailto:Karen.Banks@lacity.org), no later than Wednesday, May 14, 2015 at 5:00pm.**



## **Attachment 4**

Public Comments (2 pages)

No.	Date	Forum	Name	Organization	Comment
1	4/14/2015	CAB Meeting	Margarita Alvarez	Central City Neighborhood Partners	Wanted to know how is terms "Asset Building" or "Asset Enhancement" are defined. Asked that the term be defined in upcoming 2016 Request for Proposal.
2	4/14/2015	CAB Meeting	Tammy Membrano	Barrio Action Youth and Family Center	<p>1. Barrio Action is looking forward to implementing some of the activities proposed by the Plan. She stressed the need to take into consideration tht many clients are monolingual and only speak spanish.</p> <p>2. Furthermore, some clients lack experience with language skills- some can not even readd or write in Spanish. The challenge is how to build a mechanism to help them get and keep a job. For many it is not just getting job training.</p> <p>3. Also, many clients suffer from domestic violence and come from a cycle of generational poverty. This requires a larger consideration of human services and social issues needed to achieve the desired successes outlined in the plan.</p> <p>4. She agreed that focusing on case management as presented will be helpful</p>
3	4/14/2015	CAB Meeting	Mr. Arellano	CAB Member	<p>1. Stated the significance of the the LAUSD Partnership (Pupil Service and Attendance Counselor) in achieving educational outcomes.</p> <p>2. Also aksed for clarification concerning the next CAB meeting date for approval of the draft plan.</p> <p>3. Asked about the 2016 FSC Request for Proposal schedule</p>
4	4/14/2015	CAB Meeting	Mr. Frias	CAB Member	Asked to see the plan before the next May 15 meeting
5					
6					
7					
8					
9					
10					

Agency/Group/Organization (Name)	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	Community Action Plan Addressed	Describe how agency was consulted. What are the anticipated outcomes of consultation or areas for improved coordination?
1 Community Build	Social service	Public services (FSC/family services)	Yes	All participated in a specific regional area group discussion. Majority feedback included: The need to provide services that support family economic stabilization and safety through FamilySource Center and domestic violence shelter programs, preserving affordable housing, and a greater focus on needed public services, such as child care versus housing. Concerns were voiced about the need to improve public outreach in terms of notifying the community about these meetings, perhaps using existing neighborhood council meetings for these discussions. It is important to be transparent regarding actual program accomplishments. Anticipated outcome is improved public meeting outreach and engagement to various community stakeholders.
2 Rita Walters Learning Center	Social service	Public services (Youth services, recreational space)	Yes	
3 United Neighborhood Council	Community/neighborhood group	Public housing needs	No	
4 The Children's Collective, Inc.	Social service	Affordable child care	Yes/No	
5 1736 Family Crisis Center	Social service	Public services (DV shelters)	Yes	
6 Instituto de Educacion Popular de Sur de California	Day labor	Public services (day laborer services)	No	
7 Jewish Family Service Los Angeles	Social service	Public services (DV shelters)	Yes	
8 Sunland Tujunga Neighborhood Council	Community/neighborhood group	Housing services (homeless)	Yes	
9 Haven Hills	Social service (DV)	Public services (DV shelters)	Yes	
10 Youth Policy Institute	Social service	Public services (need for more FSC funding & housing-emergency shelters)	Yes	
11 El Nido	Social service	Public services (FSC funding)	Yes	
12 Usual Suspects Theatre	Social service	Housing services (for re-entering youth )	Yes	
13 El Centro de Ayuda	Social service	Public services (need for more FSC & homeless services)	Yes	
14 Barrio Action	Social service	Public services (FSC services)	Yes	



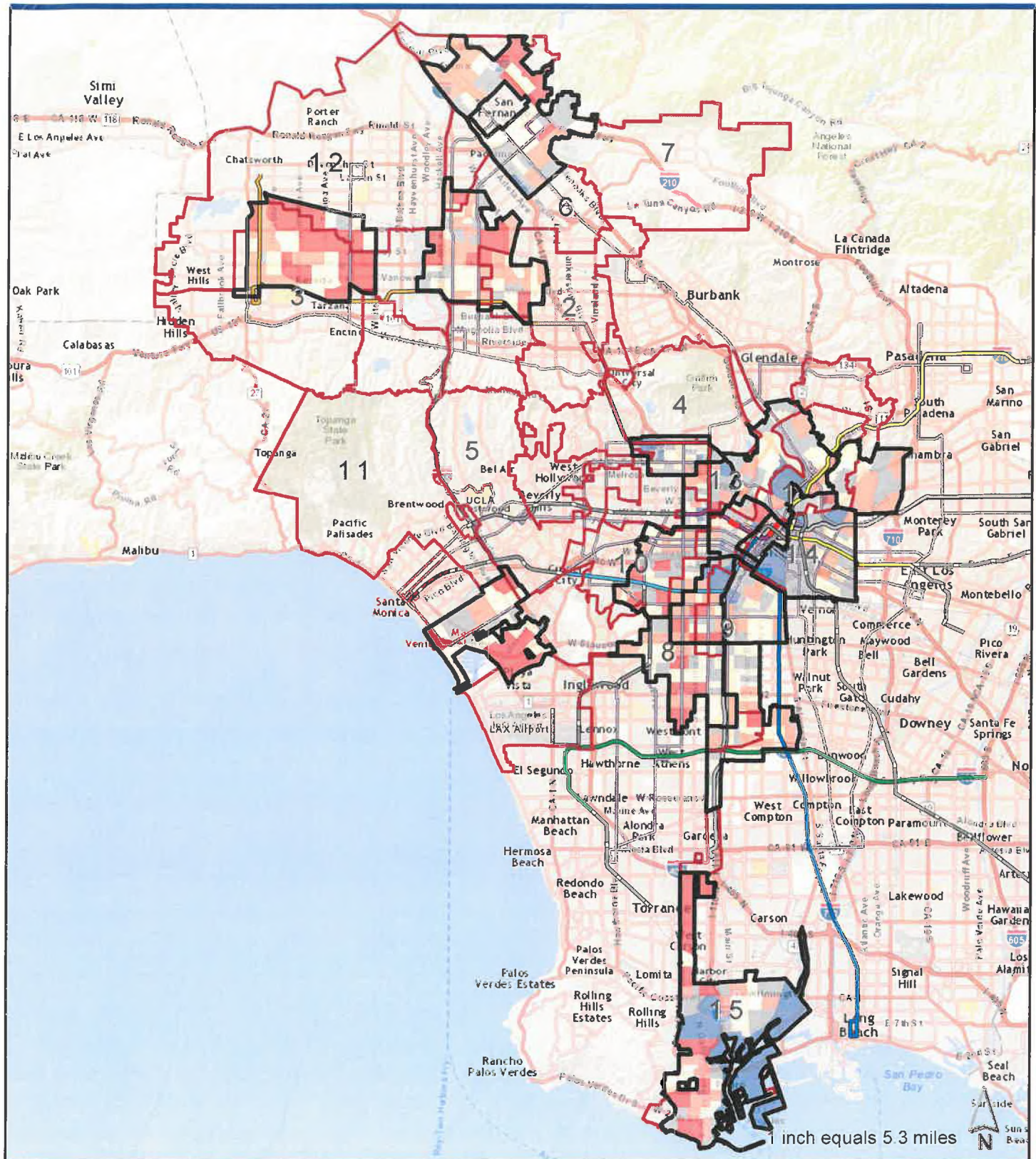
# **Attachment 5**

## **Poverty Maps**

1. Citywide-Total Families
2. Citywide-Most Severe Burden
3. Citywide-More than 51% Low/Mod Income Persons
4. Citywide-Percent of Families w/children below poverty
5. North East
6. Central
7. South and Westside
8. Valley
9. Wilmington/San Pedro
10. Canoga Park
11. El Sereno/Lincoln Heights
12. Hollywood
13. South East
14. South West
15. South West/Florence
16. Van Nuys
17. West Adams
18. Westlake/Pico Union
19. Westside
20. Boyle Heights
21. Echo Park/Cypress Park
22. Pacoima
23. South East/Watts
24. Wilmington/San Pedro
25. Wilshire



## Total Number of Families per Census Tract



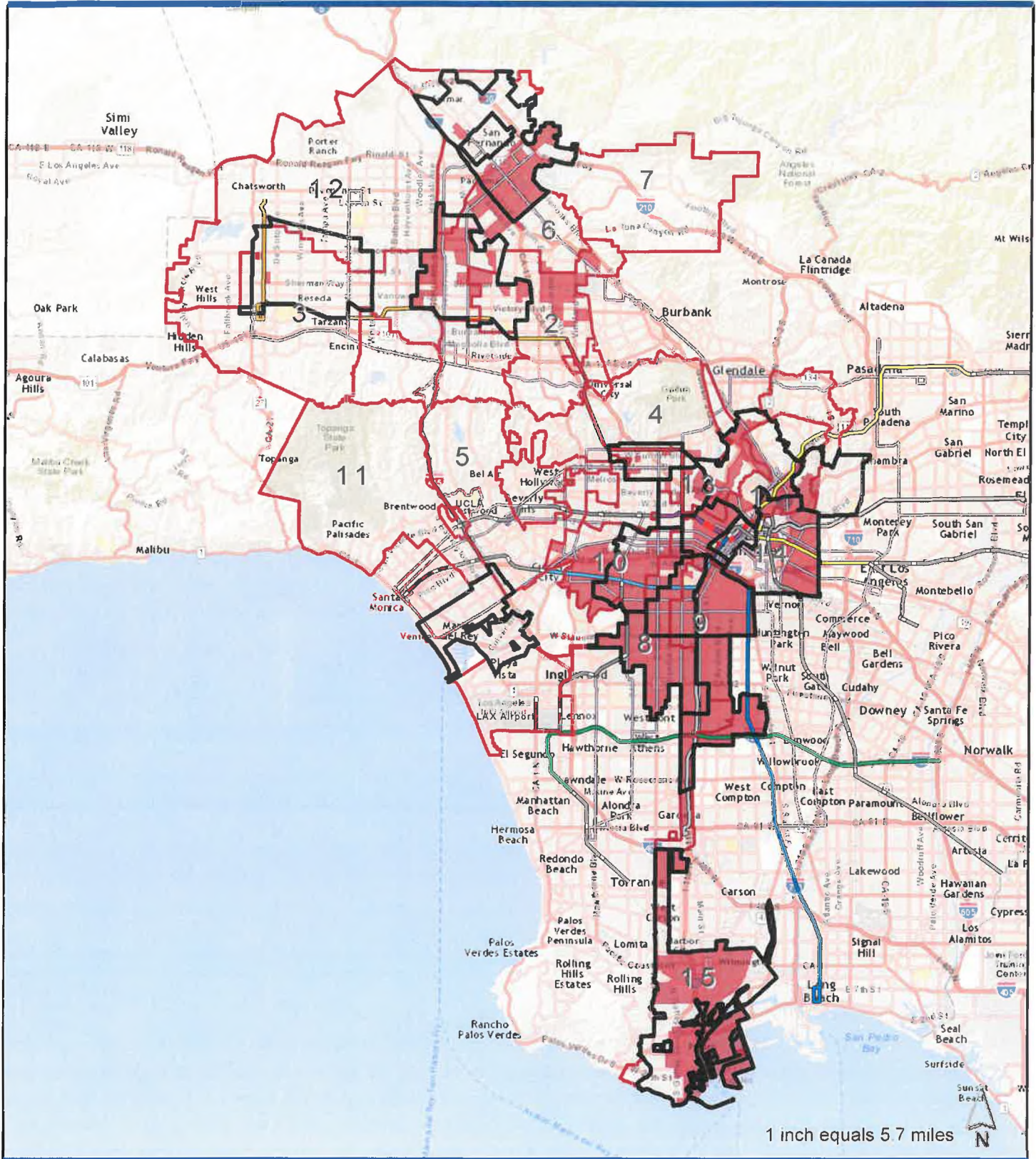
## Total Families per Census Tract

- 9 - 445
- 410 - 798
- 690 - 1152
- 902 - 1568
- 1136 - 1493

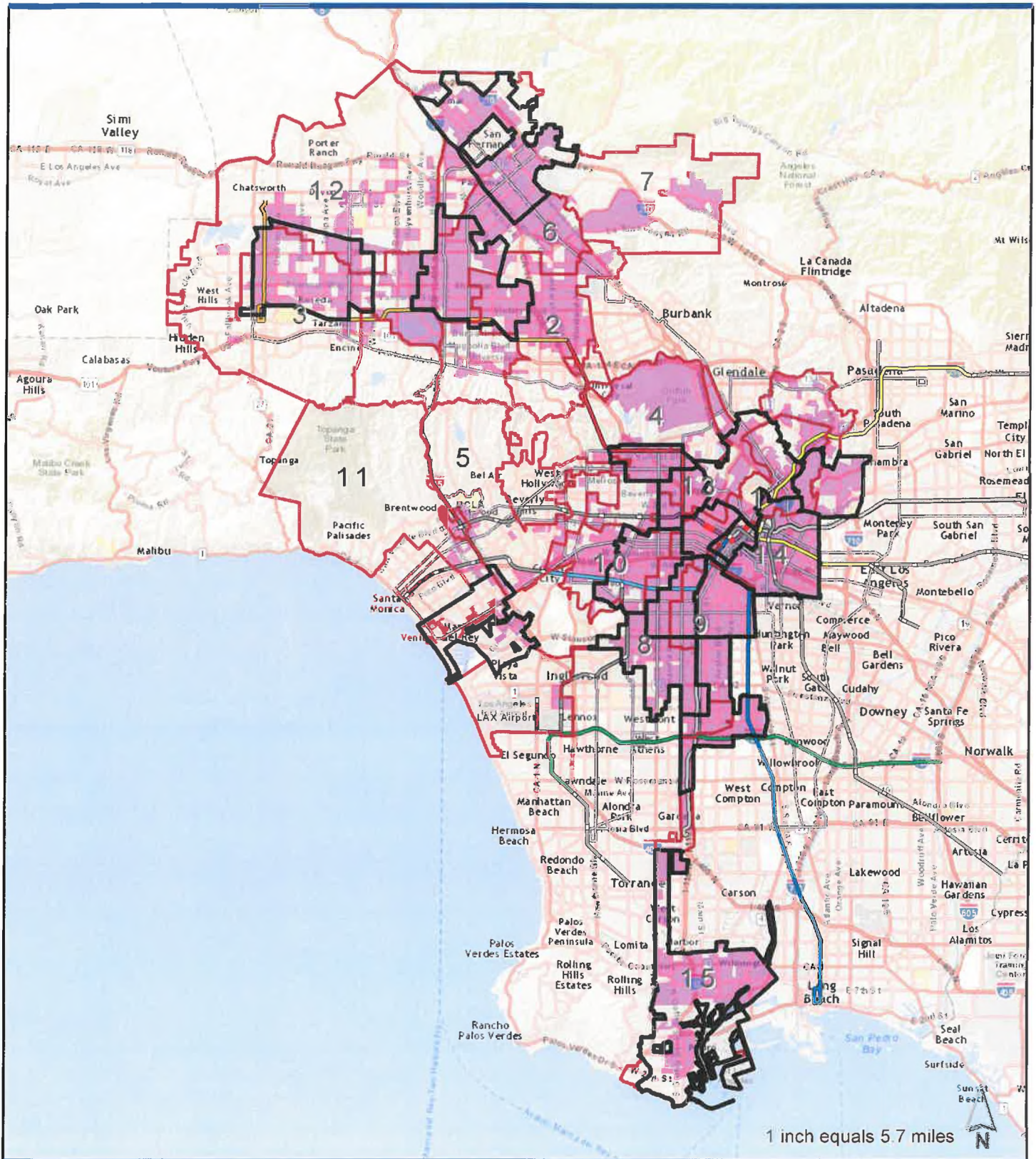
- Measure R Transit Line
- Metro Blue Line
- Metro Gold Line
- Metro Orange Line
- Metro Red Line
- Metro Purple Line
- Metro Expo Line
- Metro Green Line
- Metro Silver Line
- Rapid Bus Line



## Community Health and Equity Index: Most Severe Burden

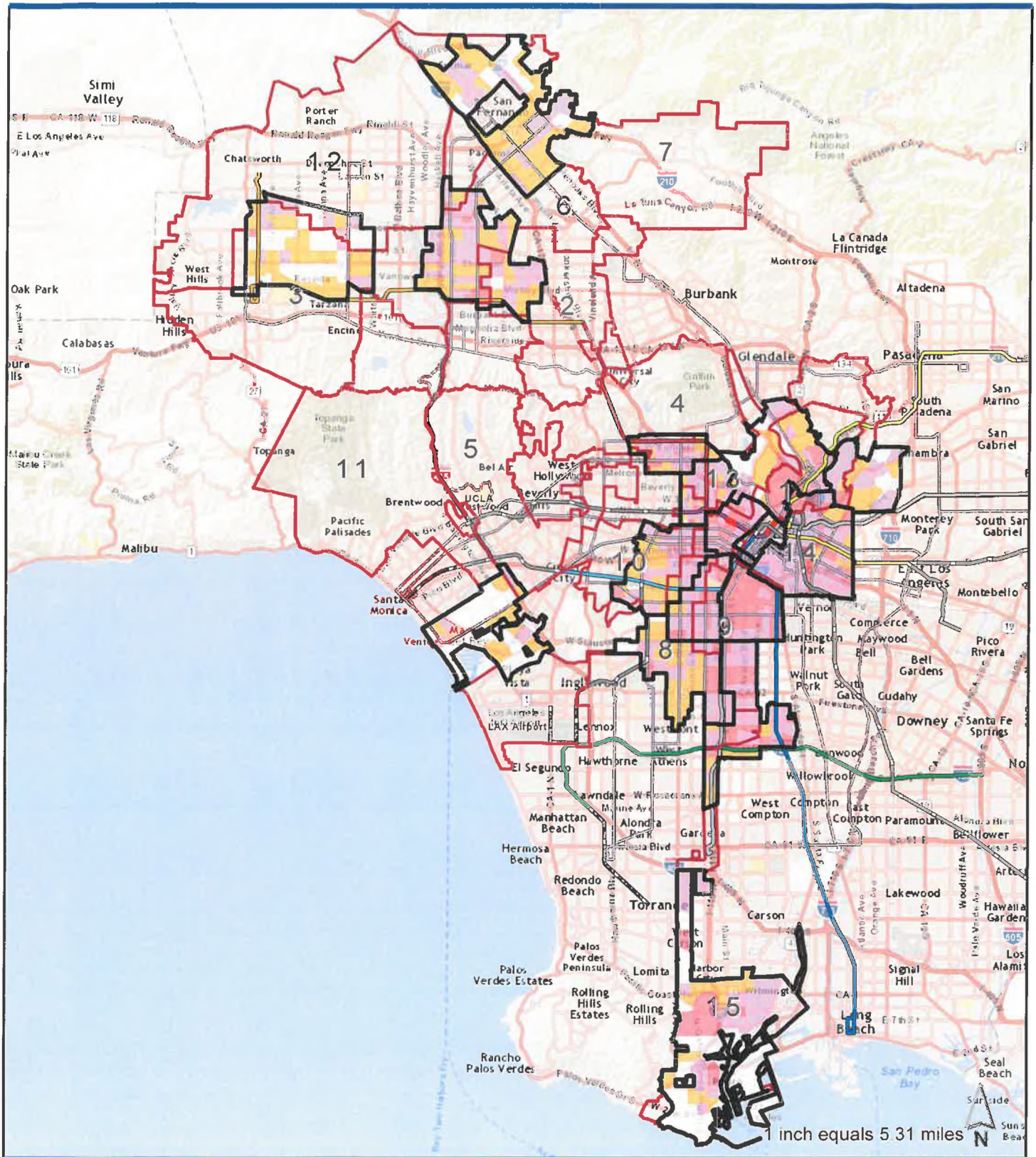








## Percent of Families with Children Below Poverty Line by Census Tract



Percent of Families with Children Below Poverty Line by Census Tract

0 -

12.7 -

28.8 -

47.2 - 100%



FSC Target Area



City Council Districts

Measure R Transit Line

Metro Blue Line

Metro Gold Line

Metro Orange Line

Metro Red Line

Metro Purple Line

Metro Expo Line

Metro Green Line

Metro Silver Line

Rapid Bus Line

1 inch equals 5.31 miles



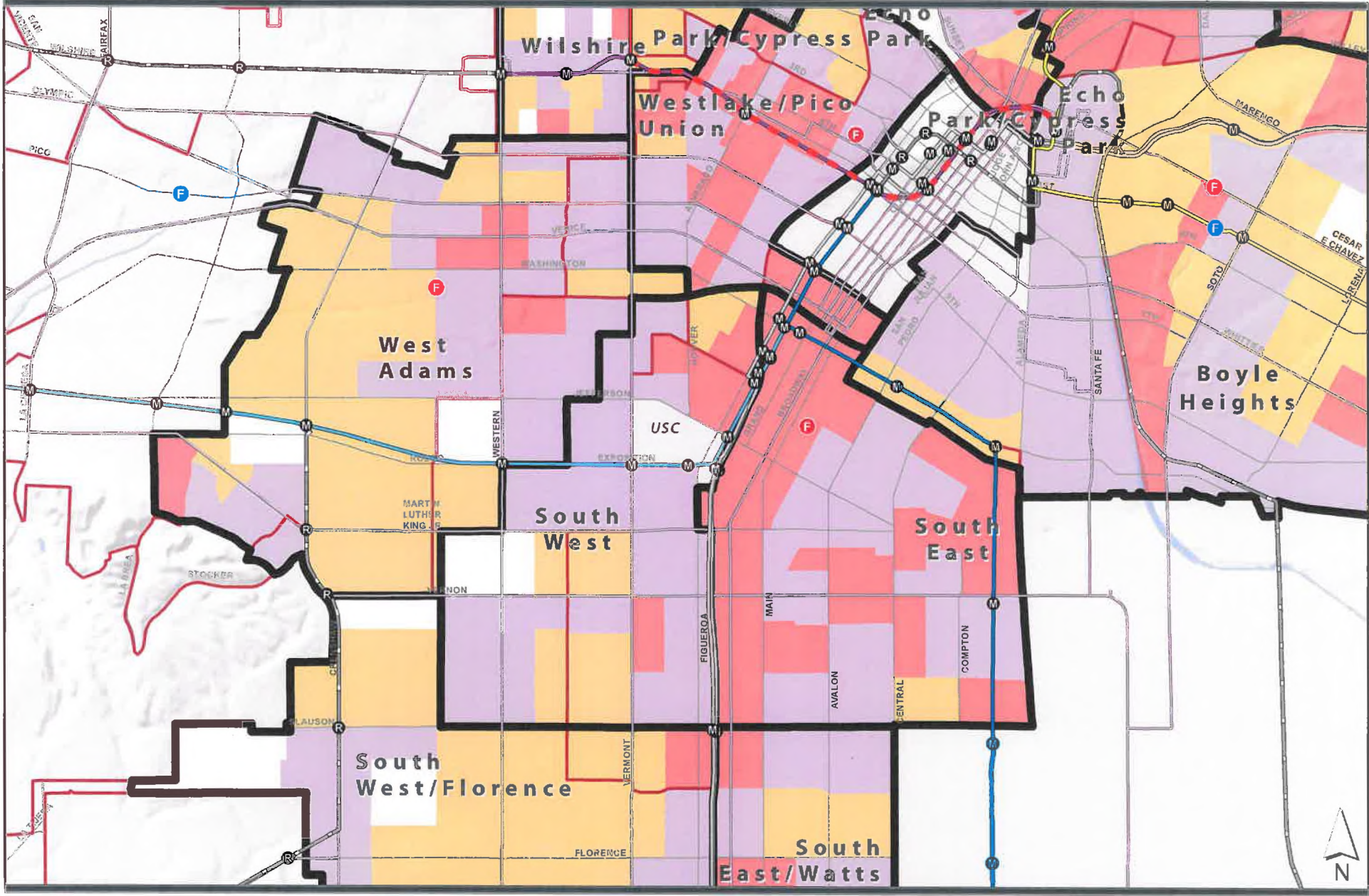


This map illustrates the Los Angeles area, highlighting several key neighborhoods and their surrounding infrastructure. The neighborhoods shown include Hollywood, Wilshire, Westlake/Pico Union, Echo Park/Cypress Park, El Sereno/Lincoln Heights, Boyle Heights, West Adams, South West, and South East. The map uses a color-coded system to distinguish these areas: yellow for Hollywood, Wilshire, Westlake/Pico Union, Boyle Heights, and South East; purple for Echo Park/Cypress Park, El Sereno/Lincoln Heights, West Adams, and South West; and red for other areas. Major freeways (10, 101, 105, 210, 60, 605) and local streets are shown. A network of bus routes is indicated by lines with 'M' (Metrolink) and 'F' (Foothill Transit) markers. A north arrow is in the bottom right corner.

- Percent of Families with Children Below Poverty Line by Census Tract
- 0 - 12.6%
- 12.7 - 28.7%
- 28.8% - 47.1%
- 47.2 - 100%



# Area Boundaries: Central

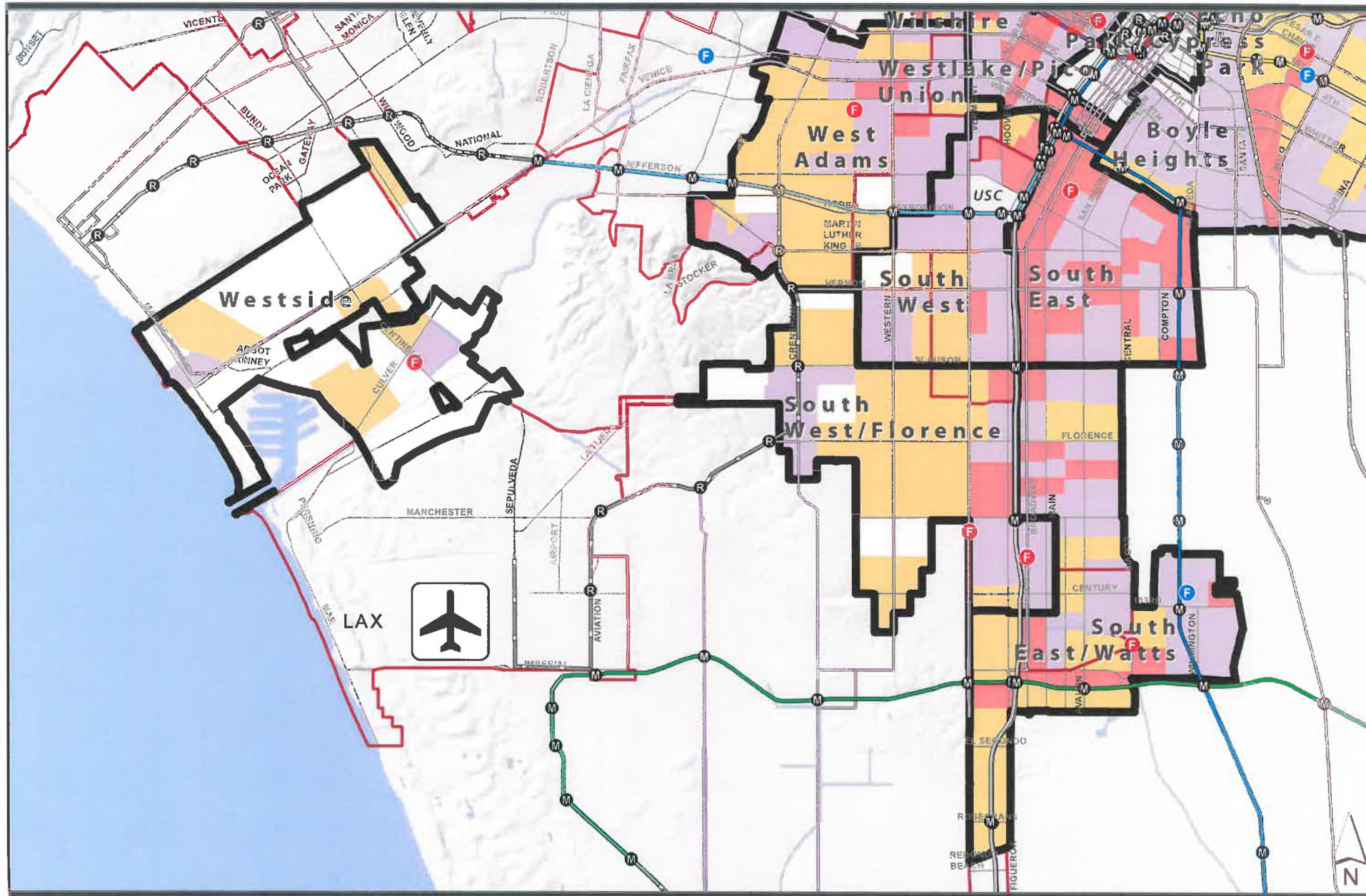






-  Family Source Center City Managed
-  Family Source Center Non Profit
-  FSC Target Area
-  City Council Districts





- Percent of Families with Children Below Poverty Line by Census Tract
-  0 - 12.6%
  -  12.7 - 28.7%
  -  28.8 - 47.1%
  -  47.2 - 100%



## Area Boundaries: South and Westside Area

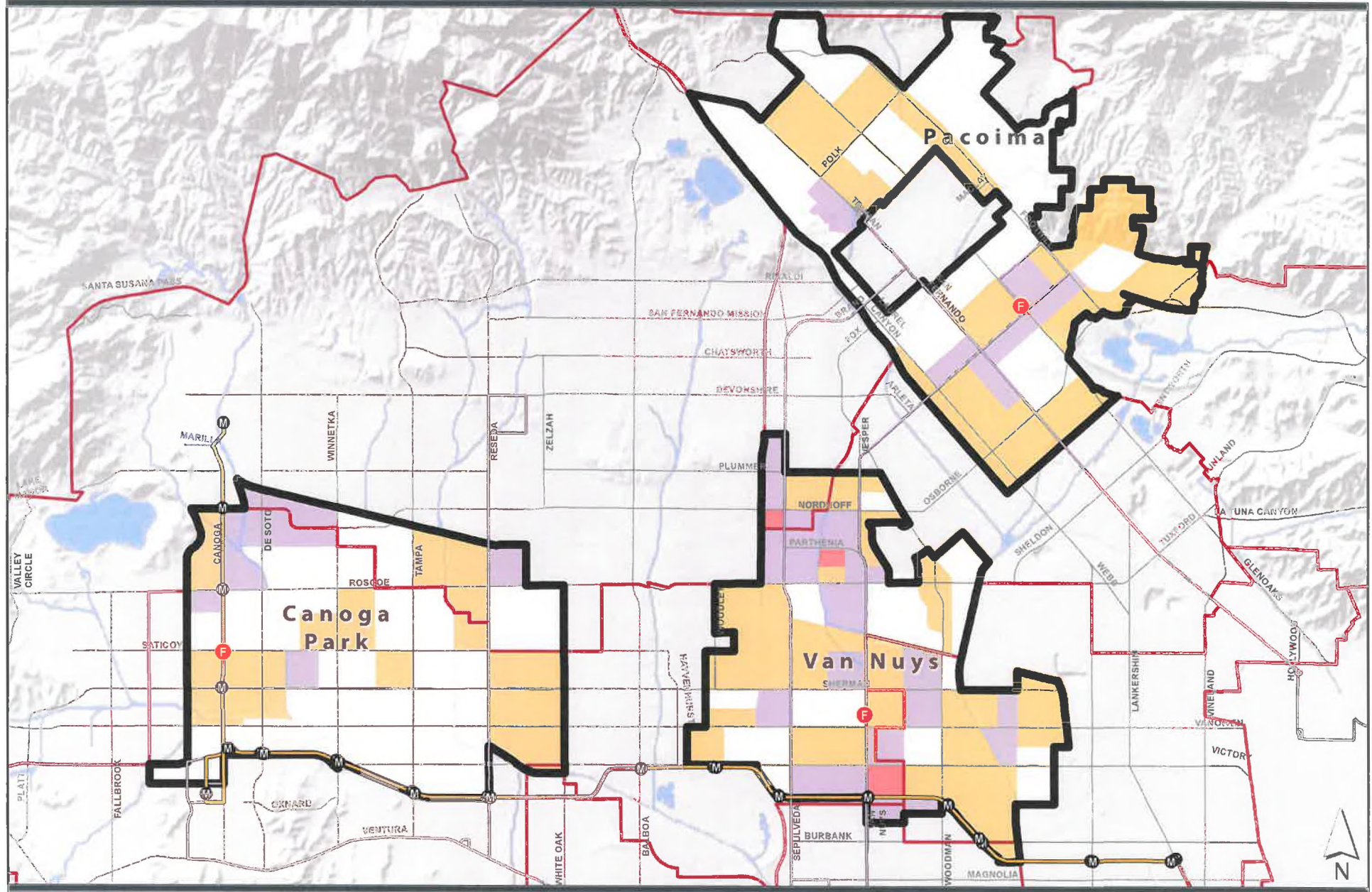


-  Family Source Center City Managed
-  Family Source Center Non Profit
-  FSC Target Area
-  City Council Districts

- Percent of Families with Children Below Poverty Line by Census
-  0 - 12.7 -
  -  12.7 - 28.8 -
  -  28.8 - 47.2 -
  -  47.2 -

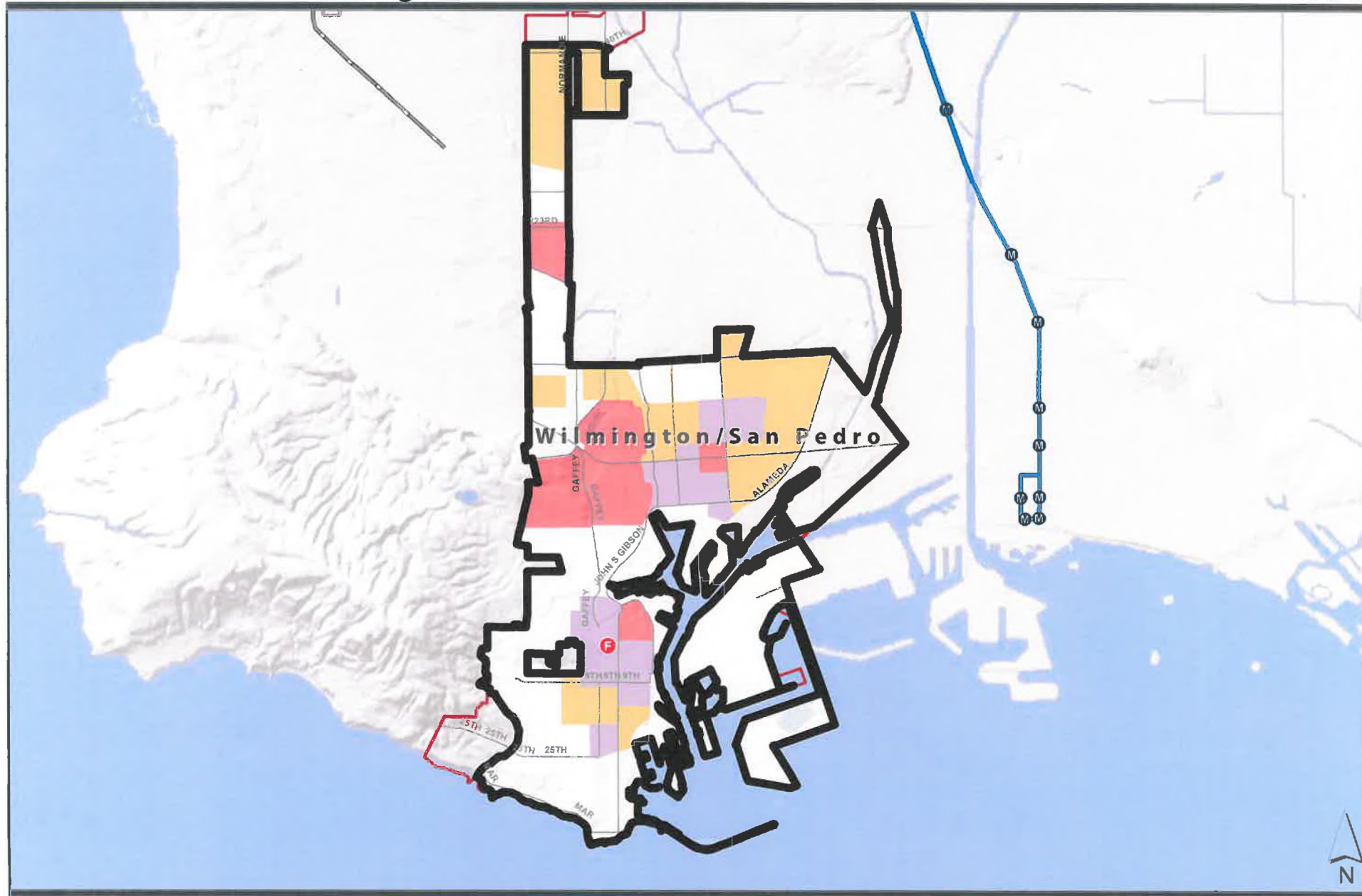


## Area Boundaries: Valley






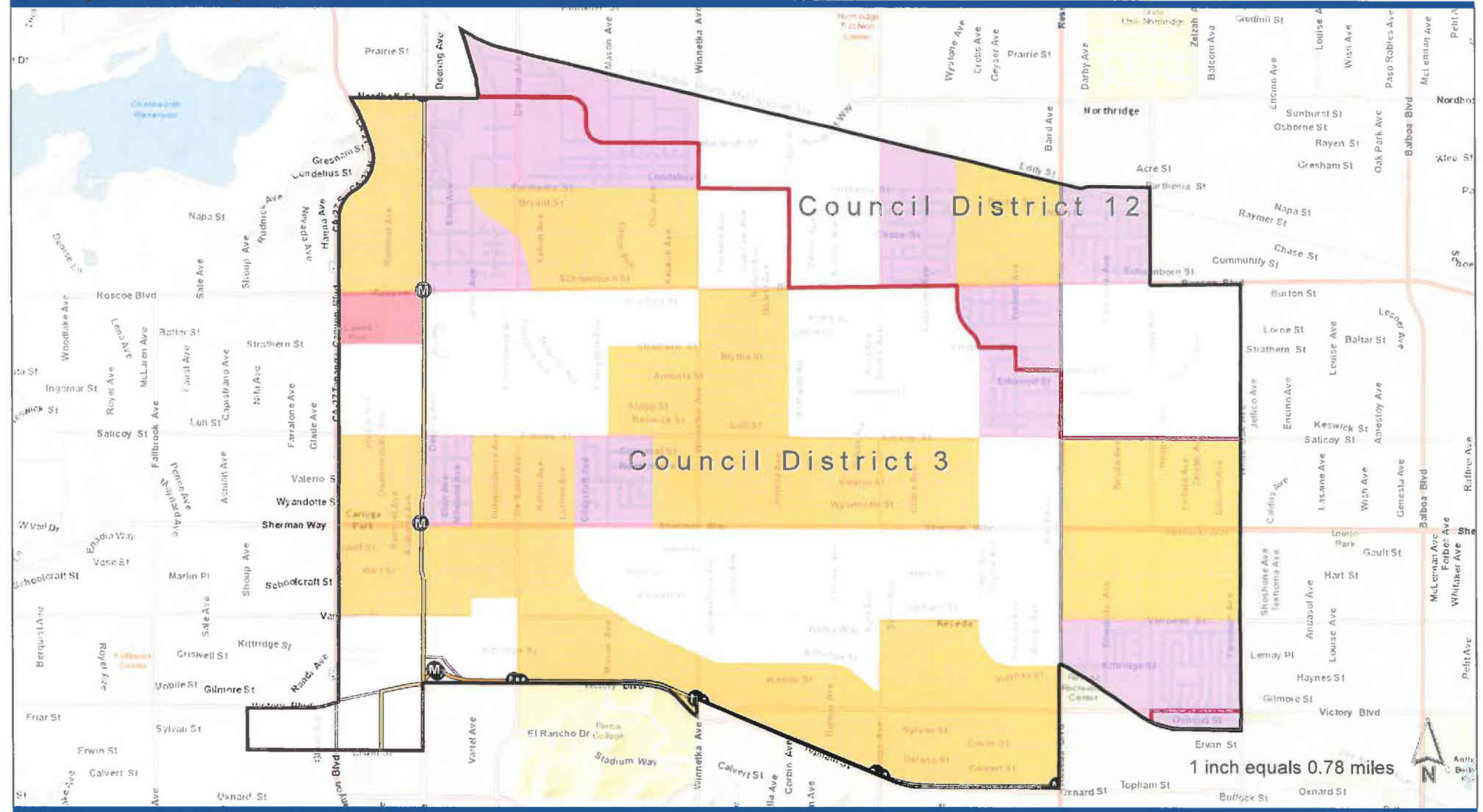
## Area Boundaries: Wilmington/San Pedro Area



-  Family Source Center City Managed
-  Family Source Center Non Profit
-  FSC Target Area
-  City Council Districts

- Percent of Families with Children Below Poverty Line by Census Tract
-  0 - 12.6%
  -  12.7 - 28.7%
  -  28.8% - 47.1%
  -  47.2 - 100%

## FSC Target Area: Canoga Park



Percent of Families with Children Below Poverty Line by Census Tract

0 - 12.6%

12.7 - 28.7%

28.8 - 47.1%

47.2 - 100%



FSC Target Area

City Council Districts



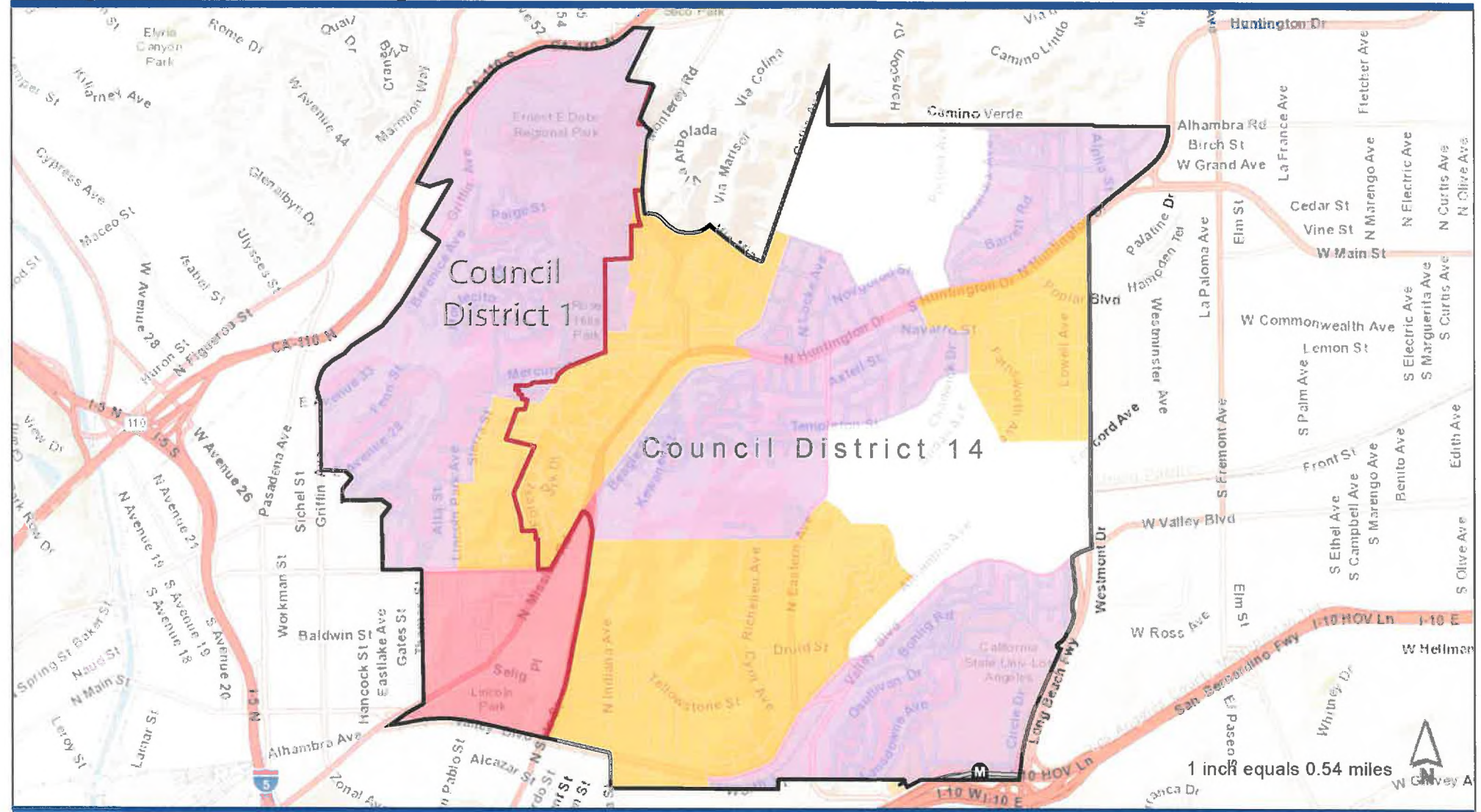
Metro Station

Metro Orange Line

Rapid Bus Line



## FSC Target Area: El Sereno/Lincoln Heights



Percent of Families with Children Below Poverty Line by Census Tract

0 - 12.6%



12.7 - 28.7%



28.8 - 47.1%



47.2 - 100%



FSC Target Area

City Council Districts

 Metro Station

 Metro Silver Line

 Rapid Bus Line



## A detailed map of Council District 13, which is outlined in black. The district is divided into several colored regions: yellow, pink, purple, and orange. Major roads like N Hollywood Blvd, N Highland Ave, Santa Monica Blvd, and N Wilton Pl are visible. A scale bar at the bottom right indicates 1 inch equals 0.68 miles. A north arrow is also present. The text "Council District 13" is prominently displayed in the center of the map area.



## City Council Districts

 Metro Red Line

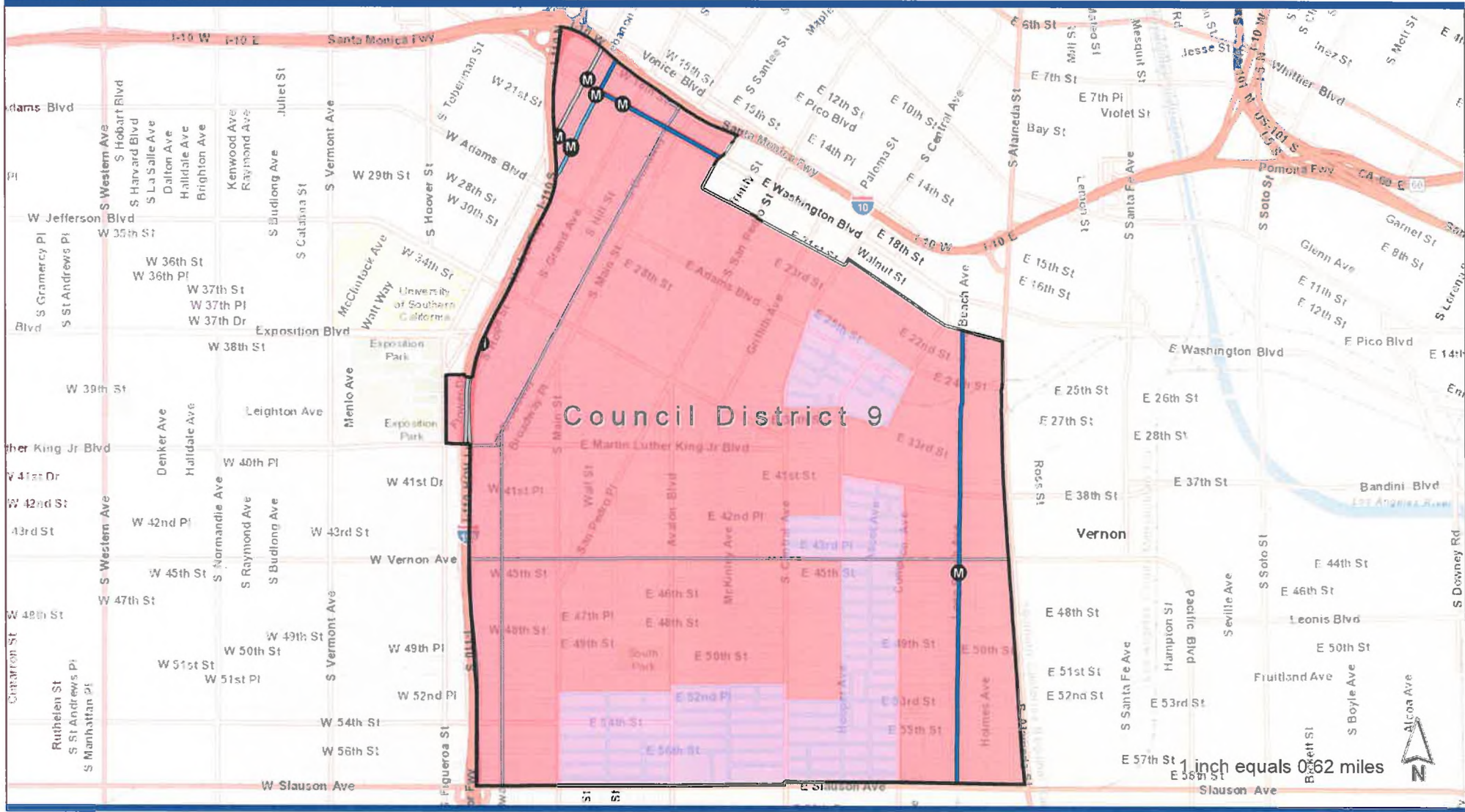
## Rapid Bus Line

47.2 - 100%

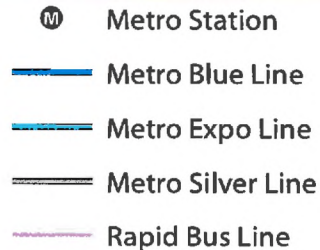




FSC Target Area: South East

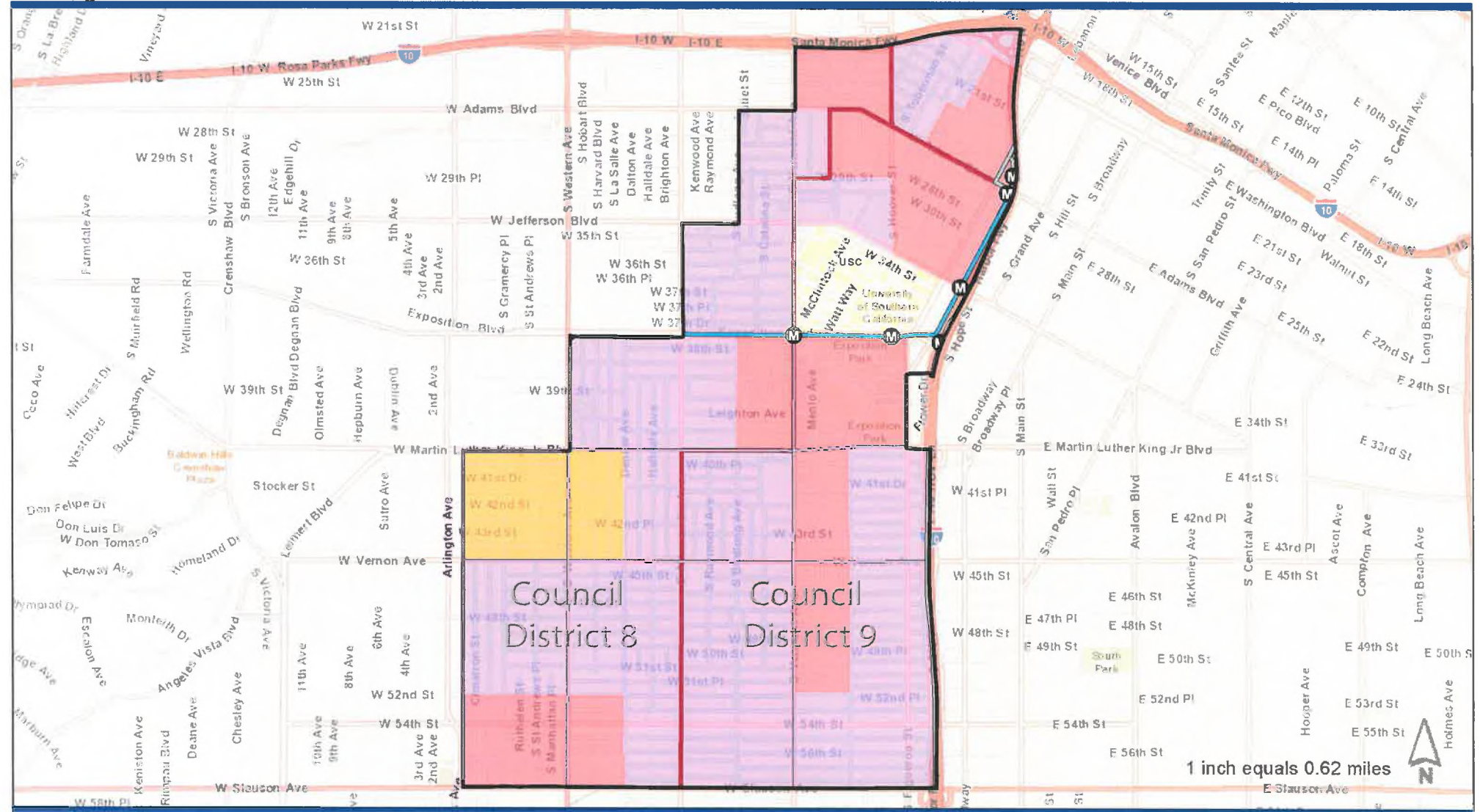


Percent of Families with Children Below Poverty Line by Census Tract





## FSC Target Area: South West



Percent of Families with Children Below Poverty Line by Census Tract



FSC Target Area

City Council Districts



Metro Station



Metro Expo Line



Metro Silver Line



Rapid Bus Line

12.7 - 28.7%

28.8 - 47.1%

47.2 - 100%



[illegible]

## City Council Districts

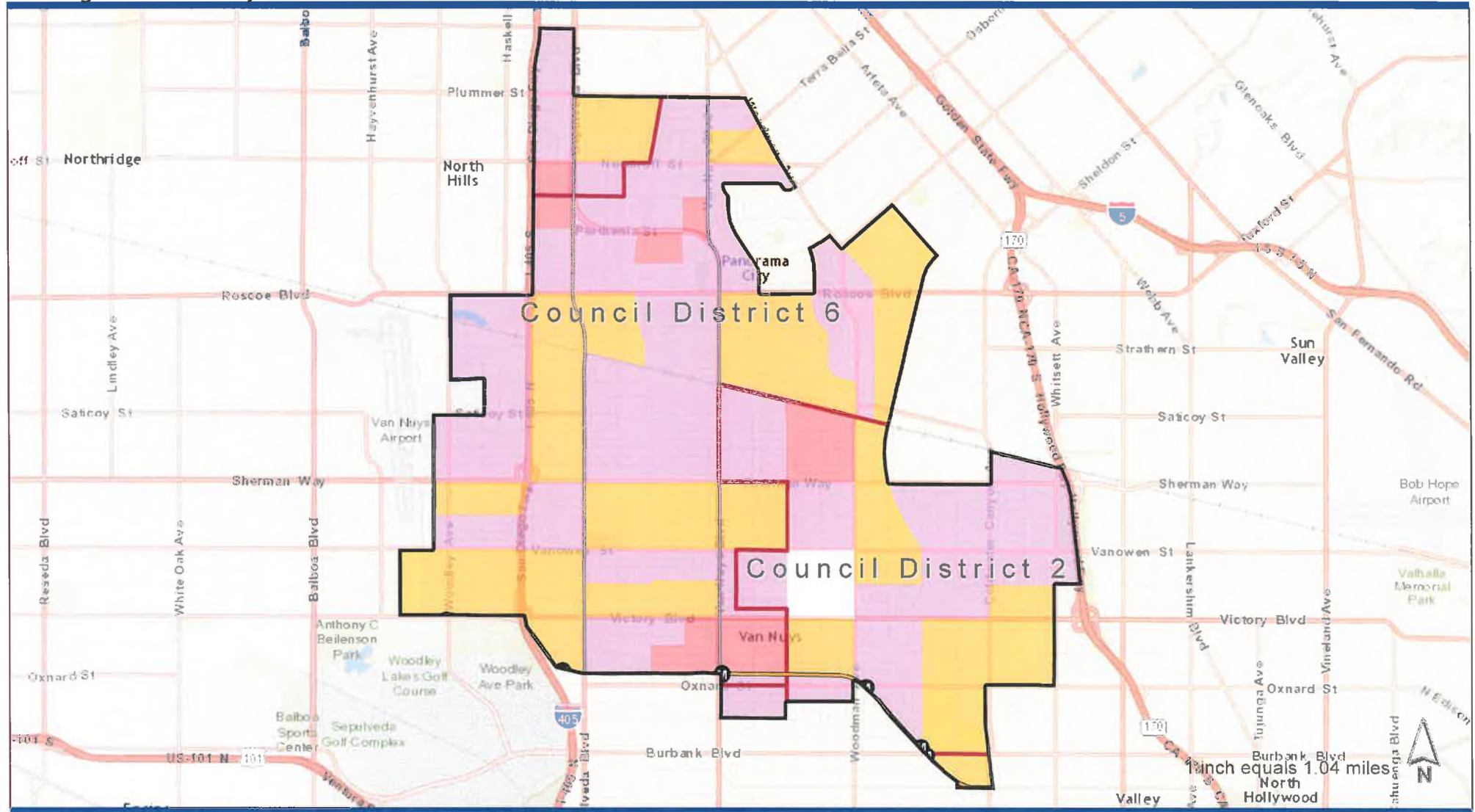
**Measure R Station**

### Rapid Bus Line

47.2 - 100%



## FSC Target Area: Van Nuys



Percent of Families with Children Below  
Poverty Line by Census Tract



FSC Target Area

City Council Districts



Metro Station

Metro Orange Line

Rapid Bus Line

0 - 12.6%



12.7 - 28.7%



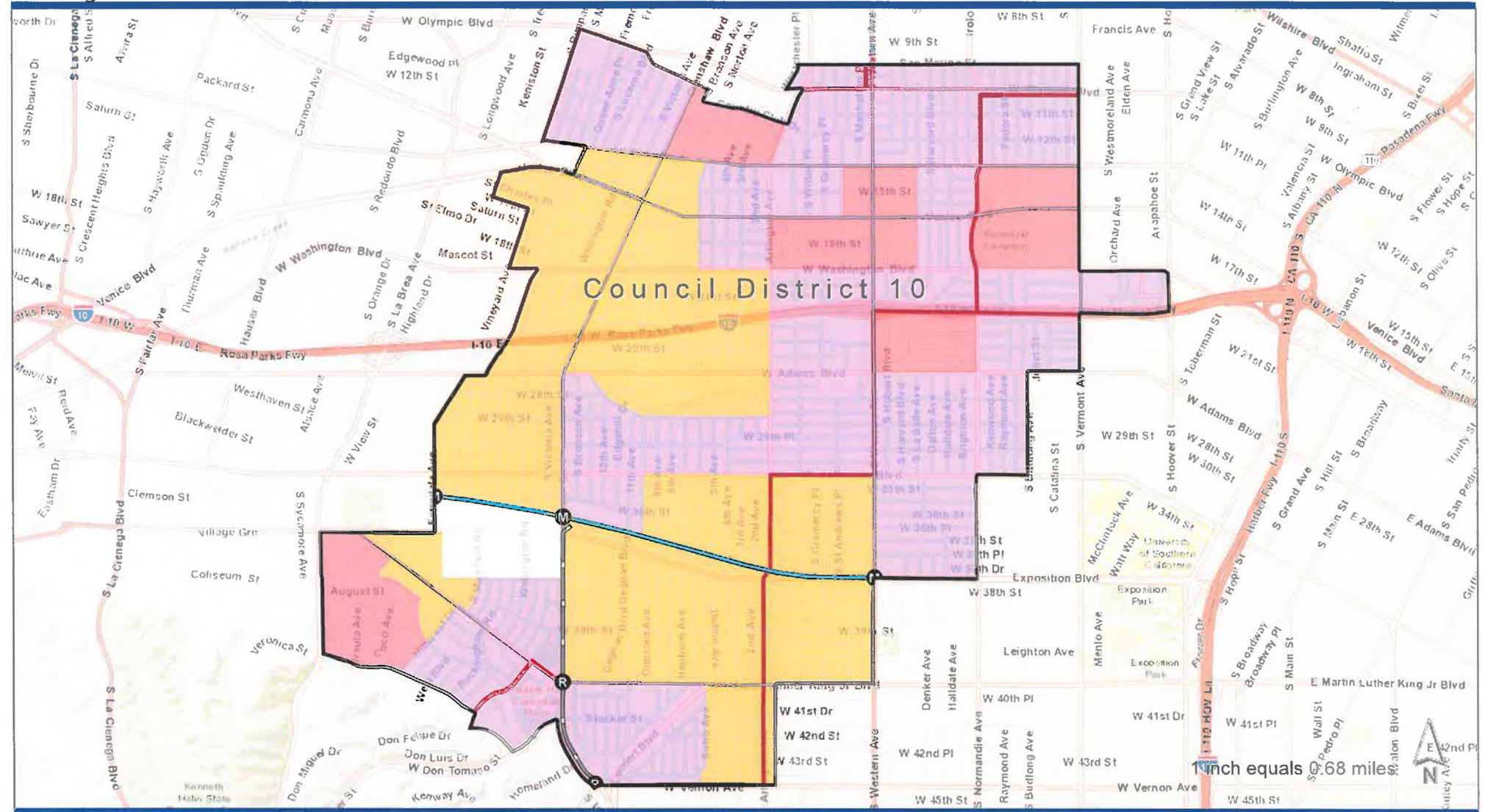
28.8 - 47.1%



47.2 - 100%



## FSC Target Area: West Adams



Percent of Families with Children Below  
Poverty Line by Census Tract



FSC Target Area

City Council Districts

M Metro Station

R Measure R Station

Measure R Transit

Metro Expo Line

Rapid Bus Line

0 - 12.6%

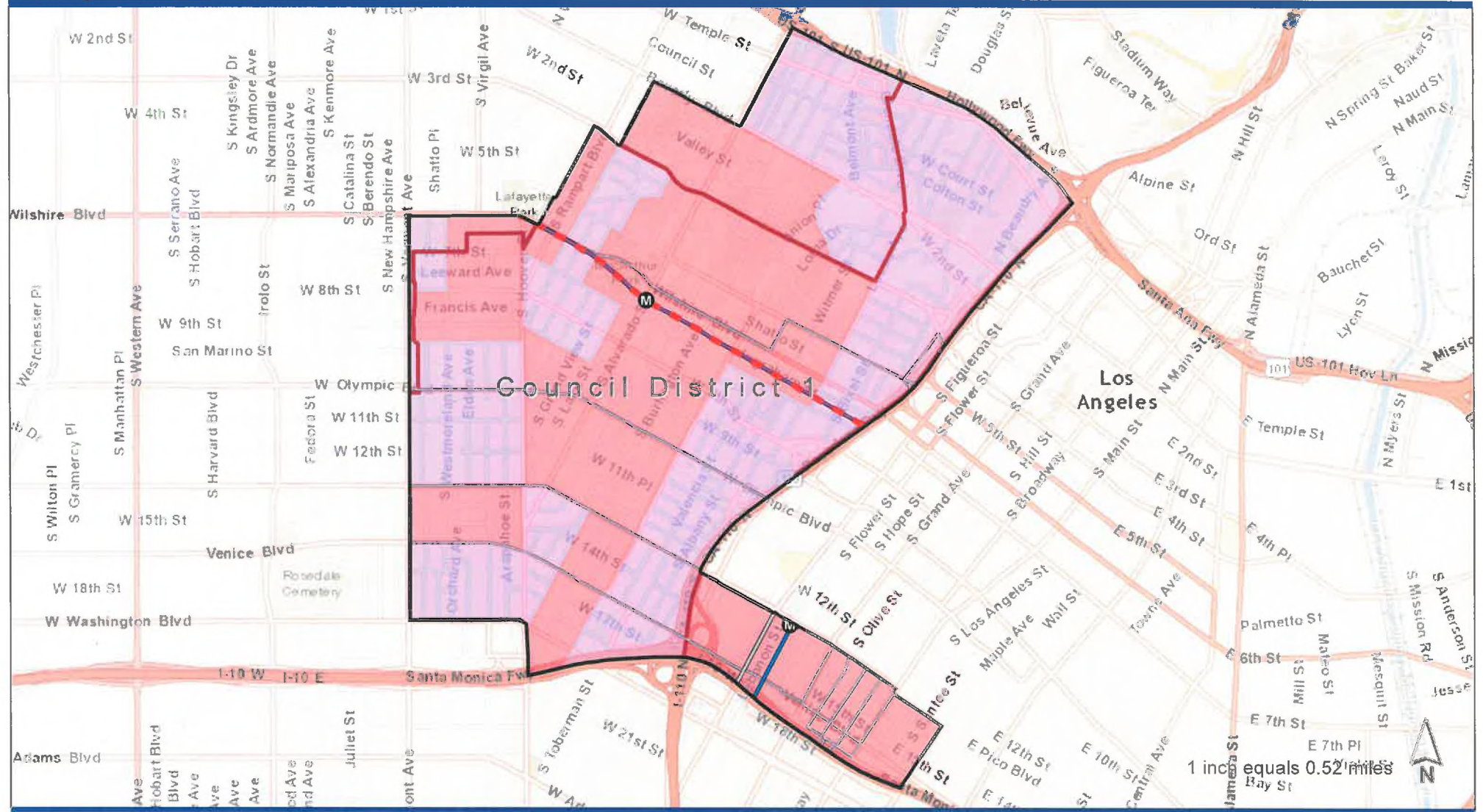
12.7 - 28.7%

28.8 - 47.1%

47.2 - 100%



## FSC Target Area: Westlake/Pico Union



Percent of Families with Children Below  
Poverty Line by Census Tract



FSC Target Area

City Council Districts



Metro Station

Rapid Bus Line

Metro Blue Line

Metro Purple Line

Metro Expo Line

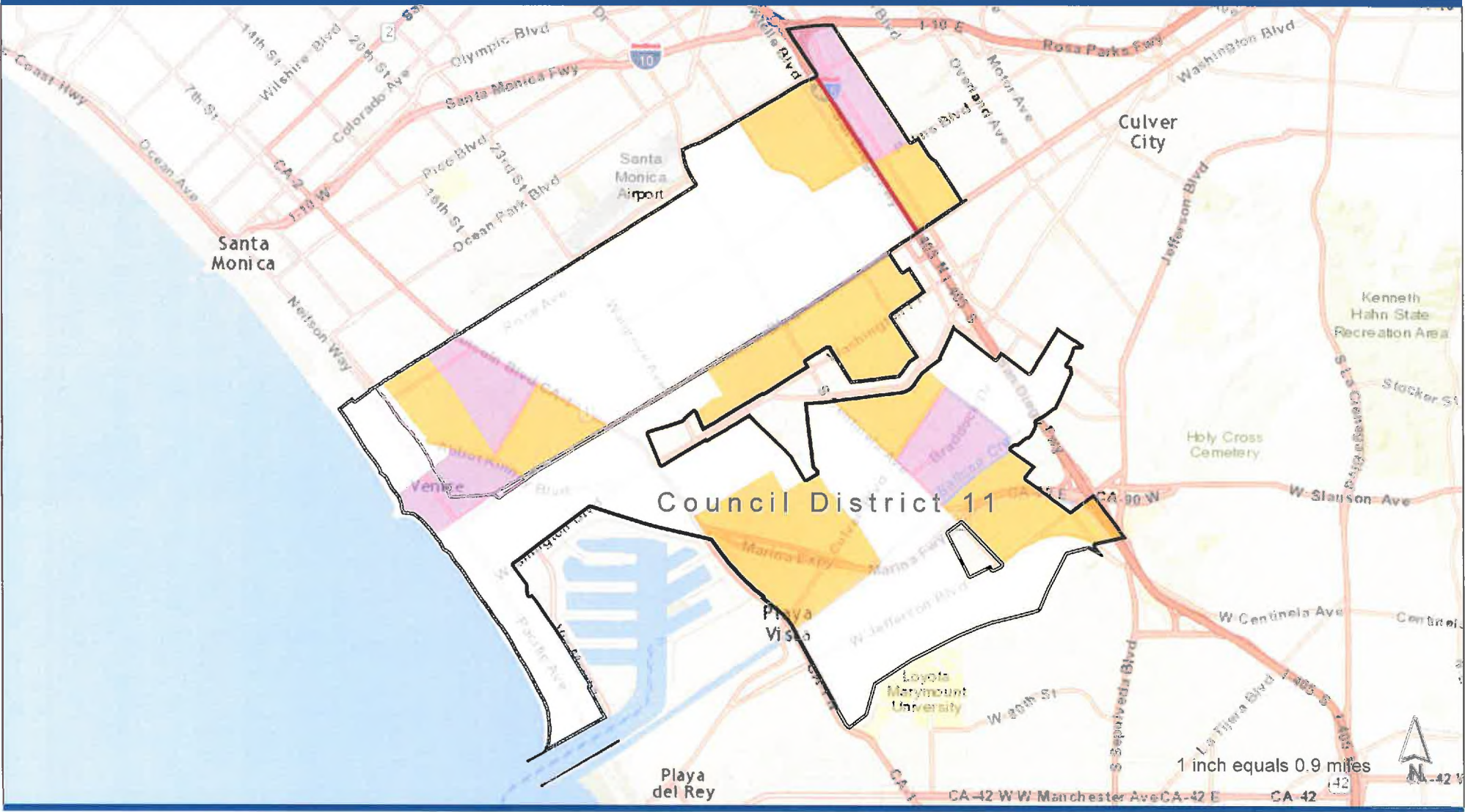
Metro Silver Line

28.8 - 47.1%

47.2 - 100%



FSC Target Area: Westside



Percent of Families with Children Below Poverty Line by Census Tract

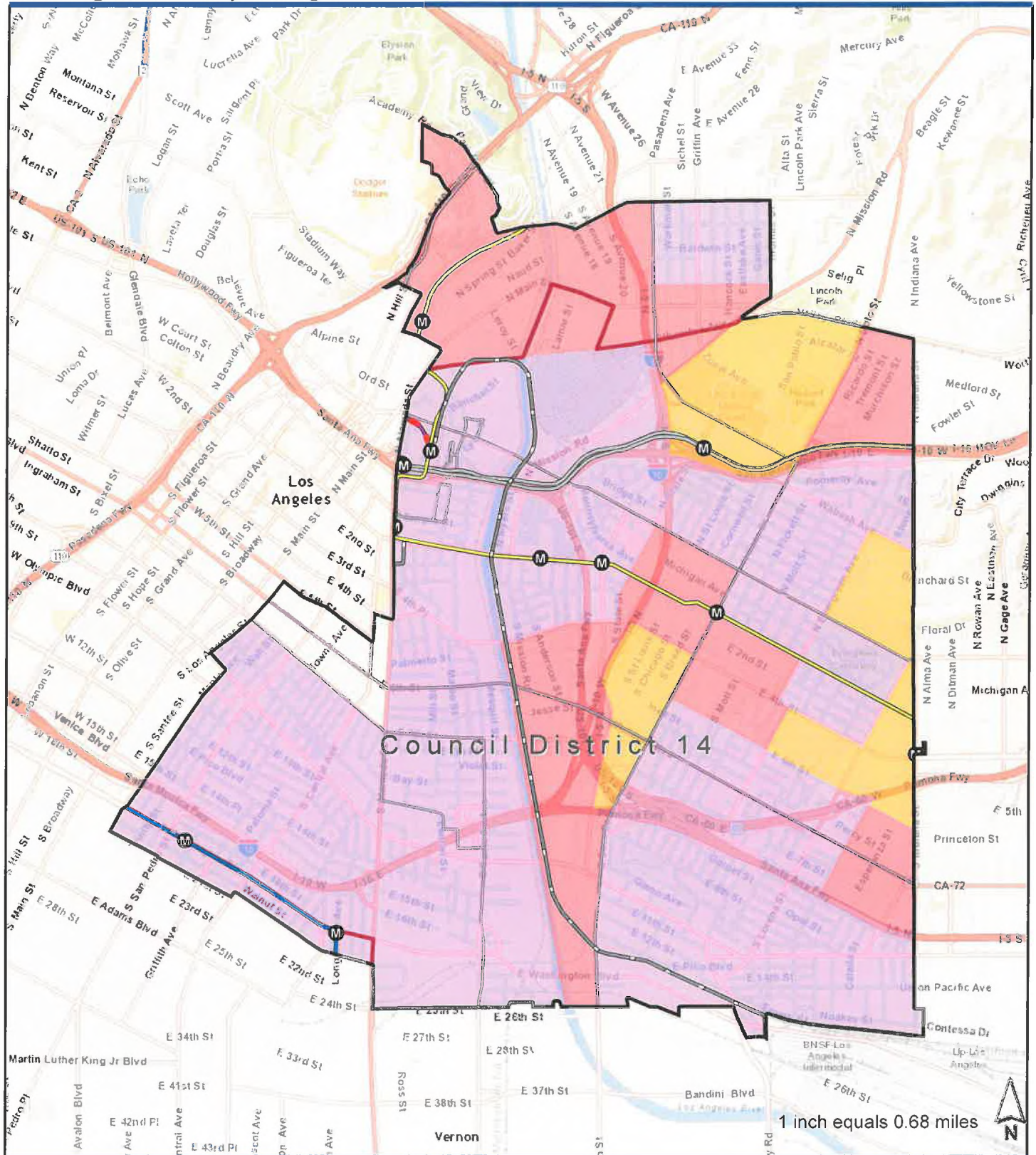
 FSC Target Area  
 City Council Districts

 Rapid Bus Line

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%



## FSC Target Area: Boyle Heights



Percent of Families with Children Below Poverty Line by Census Tract

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%
- 47.2 - 100%



FSC Target Area



City Council Districts



Metro Station

Measure R Transit Line

Metro Blue Line

Metro Gold Line

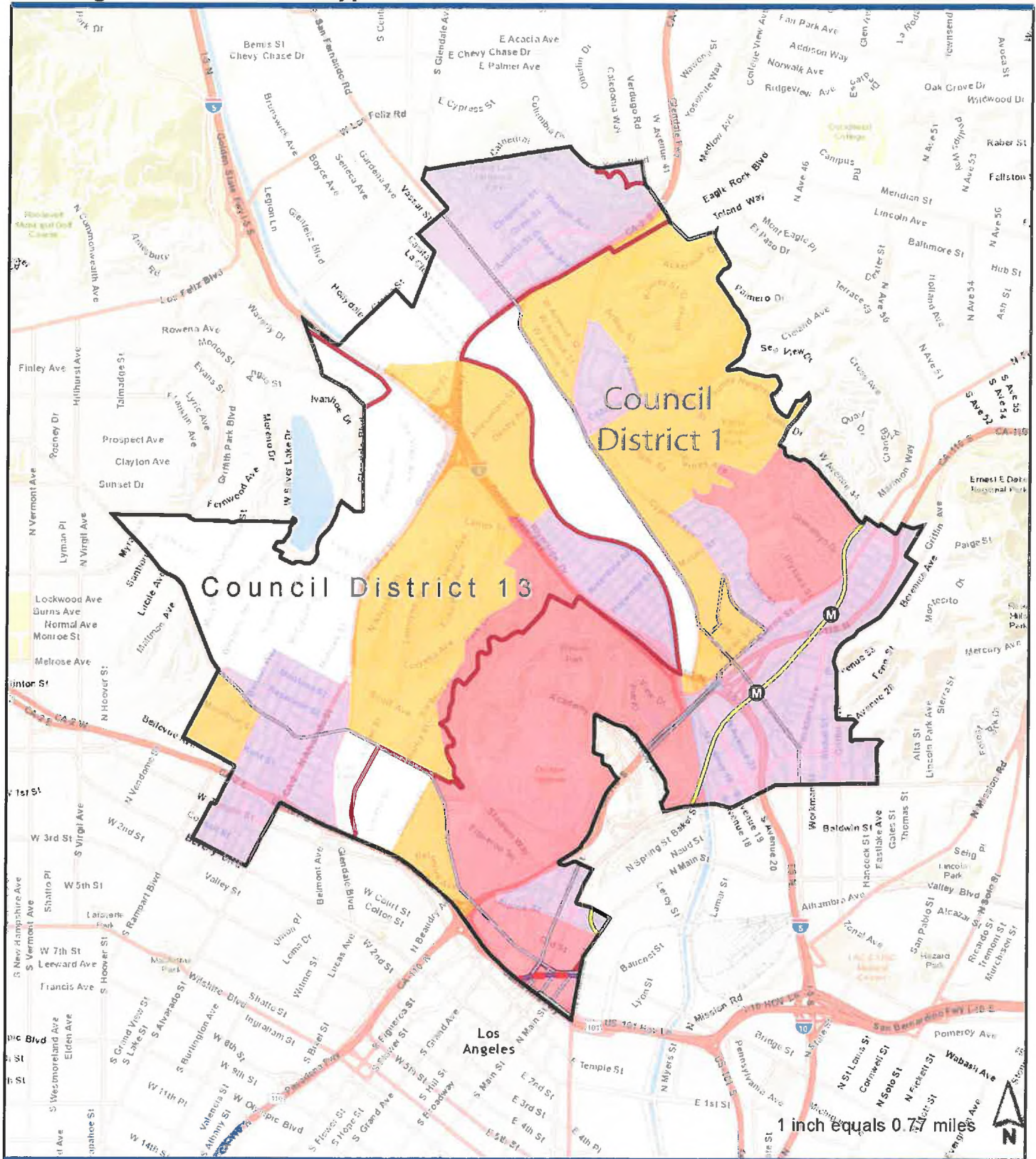
Metro Purple Line

Metro Silver Line

Rapid Bus Line



## FSC Target Area: Echo Park/Cypress Park



Percent of Families with Children Below Poverty Line by Census Tract

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%
- 47.2 - 100%



FSC Target Area

City Council Districts



Metro Station

Rapid Bus Line

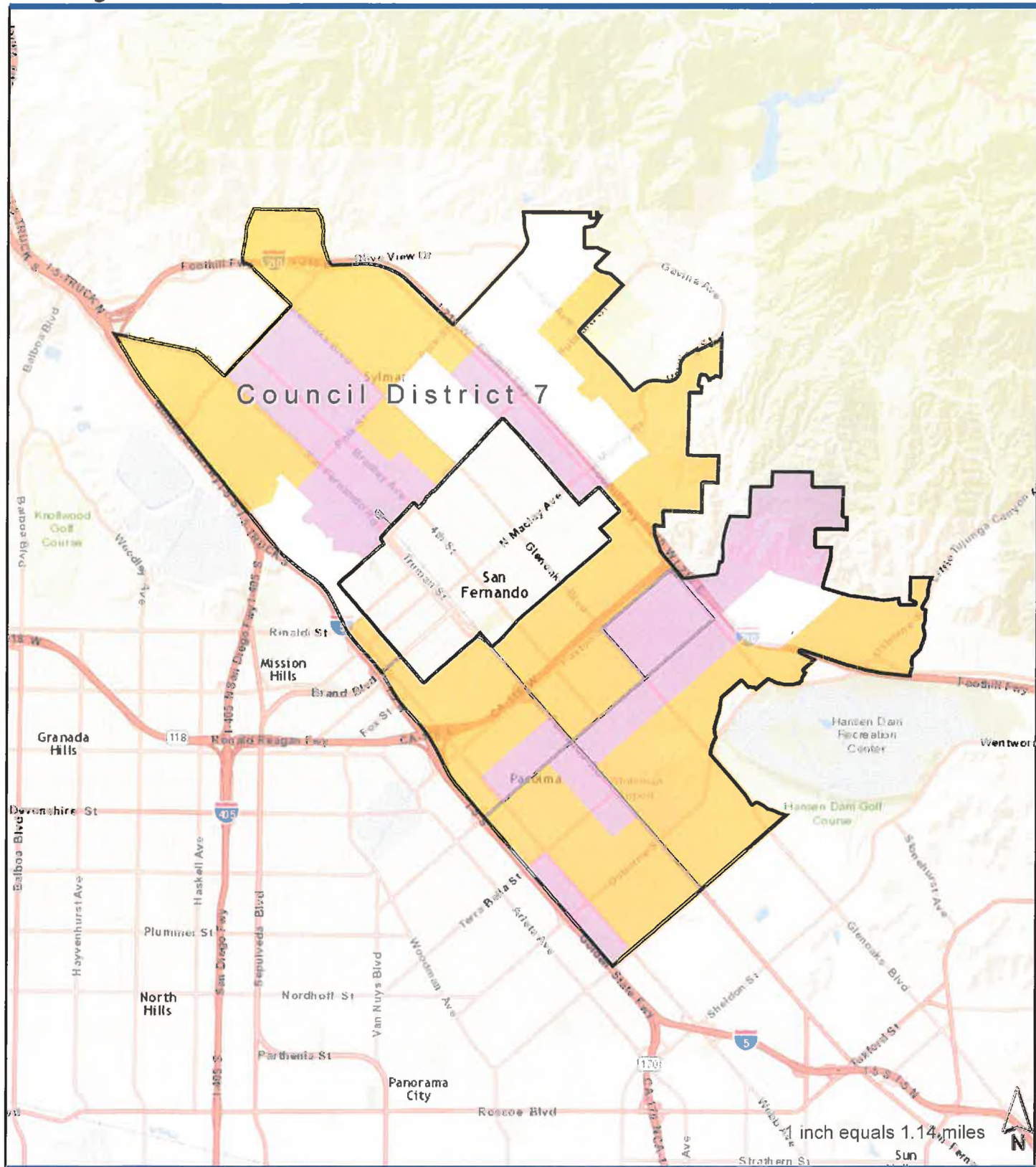

 Metro Gold Line


 Metro Purple Line


 Metro Silver Line



## FSC Target Area: Pacoima



Percent of Families with Children Below Poverty Line by Census Tract

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%
- 47.2 - 100%



FSC Target Area



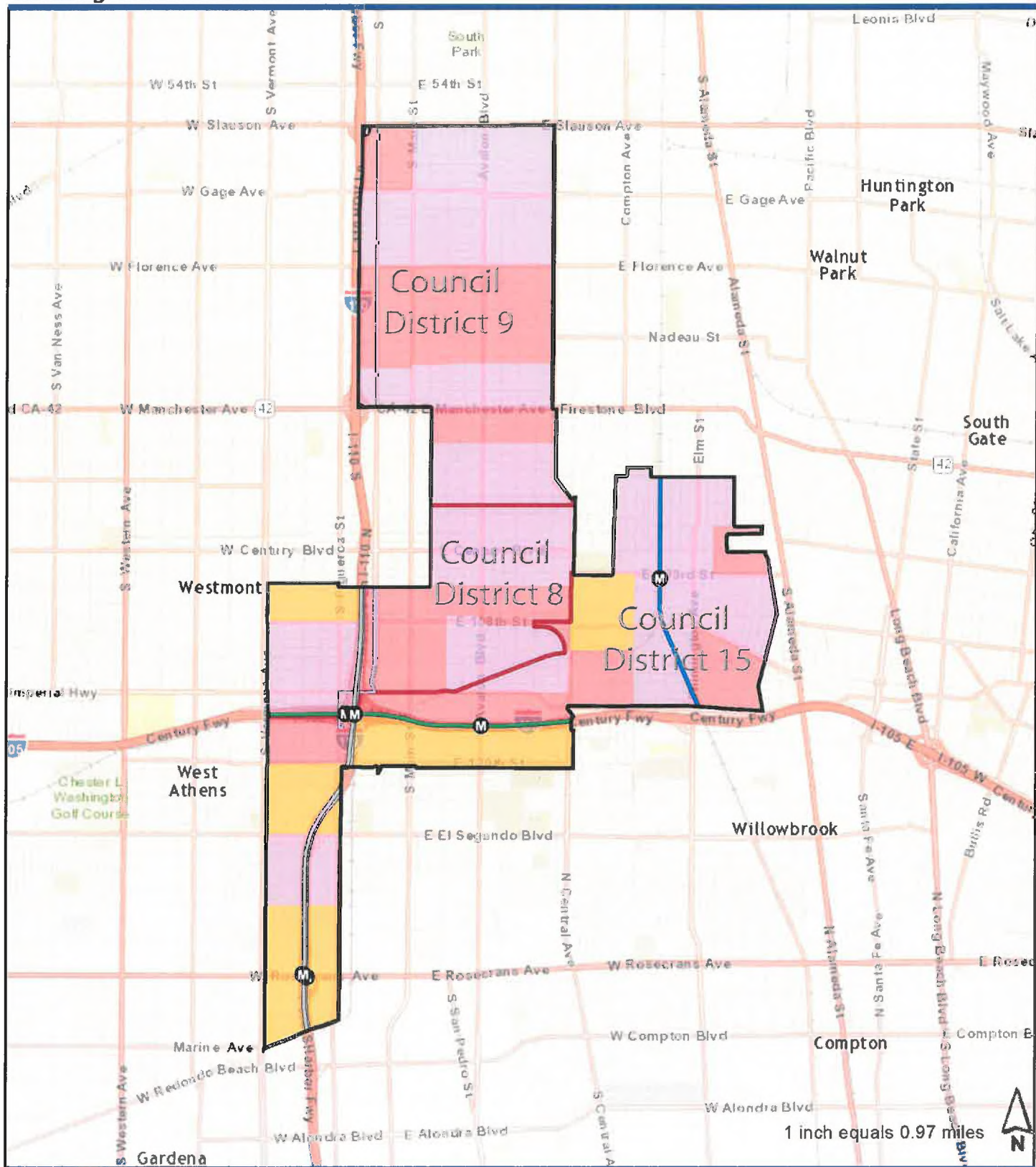
City Council Districts



Rapid Bus Line



## FSC Target Area: South East/Watts



Percent of Families with Children Below Poverty Line by Census Tract

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%
- 47.2 - 100%



FSC Target Area

City Council Districts



Metro Station

Rapid Bus Line

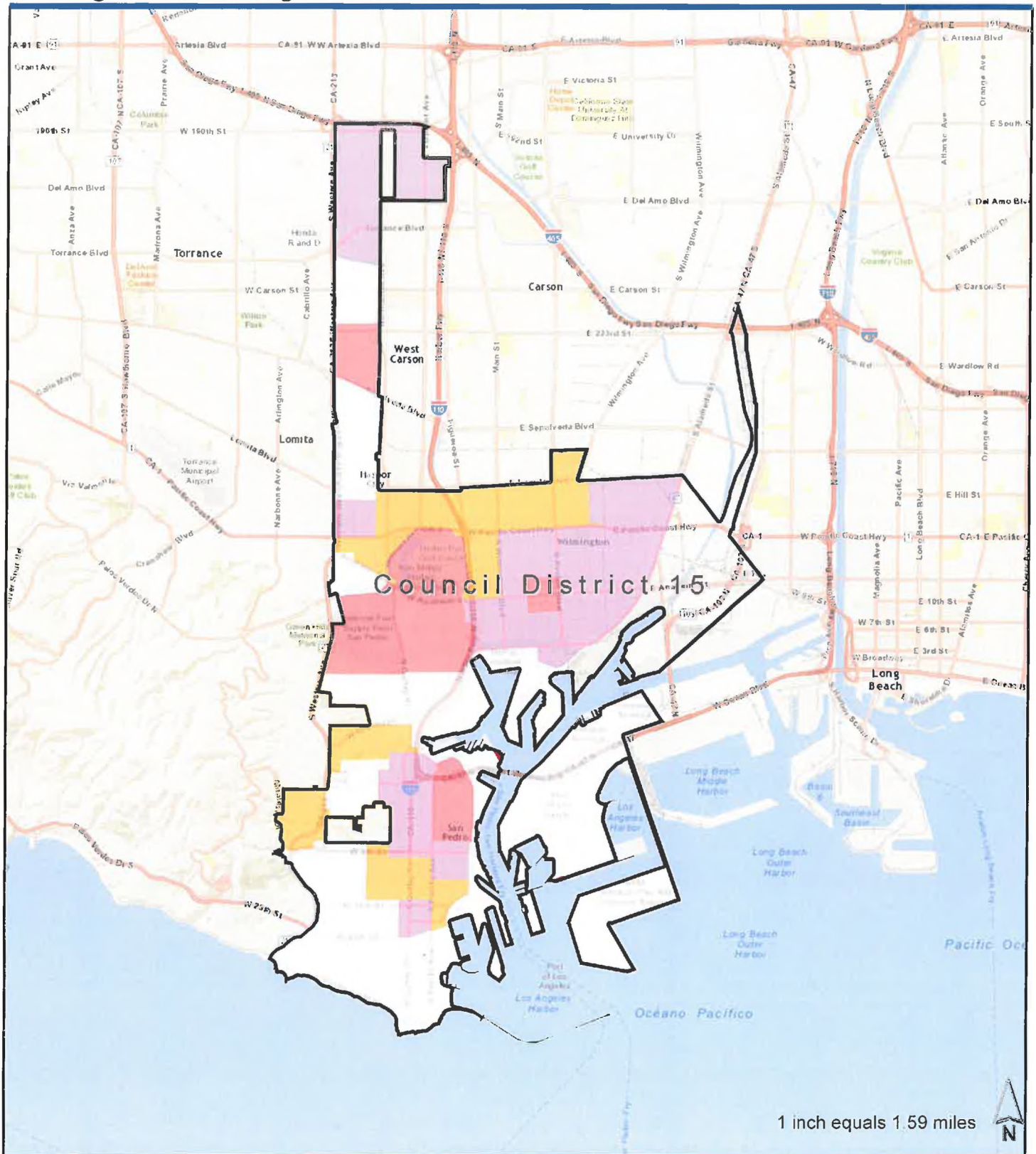
Metro Blue Line

Metro Green Line

Metro Silver Line



## FSC Target Area: Wilmington/San Pedro



Percent of Families with Children Below Poverty Line by  
Census Tract

- 0 - 12.6%
- 12.7 - 28.7%
- 28.8 - 47.1%
- 47.2 - 100%



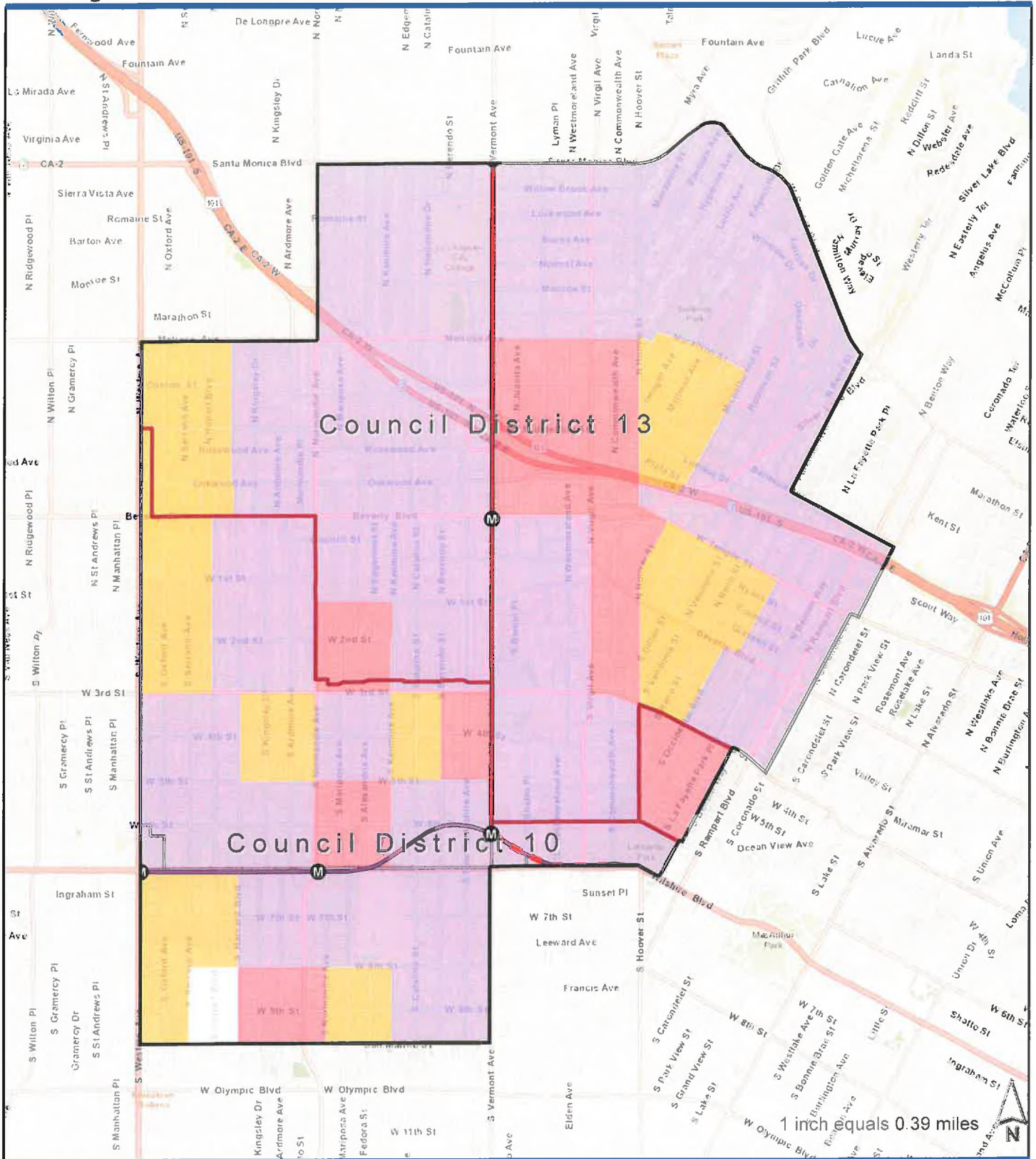
FSC Target Area



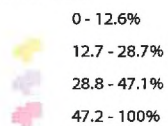
City Council Districts



## FSC Target Area: Wilshire



Percent of Families with Children Below Poverty Line by Census Tract



FSC Target Area

City Council Districts



Metro Station

 Metro Red Line

 Metro Purple Line

 Rapid Bus Line