

TRANSMITTAL

To:

THE COUNCIL

Date: 5/26/2017

From:

THE MAYOR

TRANSMITTED FOR YOUR CONSIDERATION. PLEASE SEE ATTACHED.



(Ana Guerrero)

ERIC GARCETTI
Mayor



Eric Garcetti, Mayor
Rushmore D. Cervantes, General Manager

Community Services & Development Bureau
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May 18, 2017

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: REQUEST AUTHORITY TO SUBMIT THE 2018-2019 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. As a condition for funding, the City is required to submit a Community Action Plan which is a two-year application for CSBG funding. The Plan describes the activities of the FamilySource System, which is funded partially by CSBG to serve low to very low income families. The HCIDLA is seeking authority to approve and submit the attached 2018 Community Action Plan.

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 appropriate Council Committee(s) 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 2018-2019 Community Action Plan to the State of California Department of Community Services and Development by June 26, 2017.

BACKGROUND

The HCIDLA is a recipient of CSBG funds, which 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 the entitlement funds, and provides required assurances that the City will comply with federal and state regulations concerning CSBG funding. The 2018-2019 CAP is the City's application for its regular CSBG base budget funding allocation.

Attached to this transmittal is the 2018-2019 Community Action Plan prepared by staff. The CAP is simultaneously being transmitted to the Community Action Board (CAB) for approval on May 18, 2017. The CAB is the advisory body providing oversight on CSBG funding and programs in conformance with the CSBG Act.

The key components of the 2018-2019 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 conducted a survey to solicit public comments. Over 620 survey responses were collected as part of the planning for the CAP.
- *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. An analysis of the results of information collected from key sectors of the community, as well as directly from low-income individuals through a community action survey and customer satisfaction data was summarized and incorporated into the comprehensive needs assessment.
- *State and Federal Assurances.* 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.

In 2016, the City received an annual allocation of \$6.5 million in CSBG funds. CSBG funds are used to fund approximately 45 percent of the FamilySource System (System) with the remaining 55 percent funded through the Community Development Block Grant (CDBG) and the City's General Fund. There were 16 agencies selected from a Request for Proposal (RFP) conducted in 2015 and these agencies are currently providing services under the newly-designed program, which includes further implementation of the Los Angeles Unified School District (LAUSD) Pupil Services Attendance Counselor (PSAC) component. Another RFP/Request for Qualification (RFQ) will be conducted to procure an evaluator of System performance, currently performed by The University Corporation of California State University, Northridge. It is anticipated that this evaluator will provide guidance in improving and enhancing program service delivery and outcomes.

Since 2014, the City has partnered with LAUSD to co-locate PSACs at FamilySource Centers (FSC) on a full-time basis. The counselors are all licensed social workers, and 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. A portion of CSBG funds have been allocated to support this program, which is funded equally by the City and LAUSD.

FISCAL IMPACT STATEMENT

The recommendations contained herein will ensure that the City continues to be eligible to receive CSBG grant funds.

Prepared by:



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Senior Project Coordinator

Prepared by:

Reviewed by:



OLIVIA E. MITCHELL
Assistant Chief Grants Administrator

Reviewed by:



CURTIS R. WATTS
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ABIGAIL R. MARQUEZ
Assistant General Manager

Reviewed by:



LAURA K. GUGLIELMO
Executive Officer

Approved by:



RUSHMORE D. CERVANTES
General Manager

RDC:LKG:ARM:CRW:OEM:AM

Attachment

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

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

FROM: City of Los Angeles – Housing + Community Investment Department

Agency Contact Person Regarding Community Action Plan

Name: Abigail R. Marquez

Title: Assistant General Manager/Executive Director

Phone: (213) 808-8462

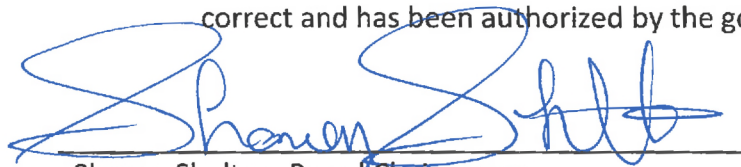
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CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES


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



Sharon Shelton, Board Chairperson

5/18/17

Date



Abigail R. Marquez, Executive Director

Date

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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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2018 - 2019 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, 2017**:

- ☒ **Cover Page and Certification**
- ☒ **Table of Contents**
- ☒ **Vision Statement**
- ☒ **Mission Statement**
- ☒ **Comprehensive Community Needs Assessment**
- ☒ **Documentation of Public Hearing(s)**
- ☒ **Federal Assurances**
- ☒ **State Assurances**
- ☒ **Individual and Community Eligibility Requirements**
- ☒ **Monitoring and Evaluation**
- ☒ **Data Collection**
- ☒ **Appendices (Optional)**

VISION STATEMENT

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

In partnership with local leaders, the Community Action Board (CAB) strives to increase the resiliency of community residents and build their self-sufficiency.

MISSION STATEMENT

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

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)

The Community Action Board provides leadership and strategic direction to implement policies that increase access to opportunities for under-resourced and vulnerable residents in the City of Los Angeles.

COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

CAUSES AND CONDITIONS OF POVERTY

In the City of 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, linguistically isolated households, and communities of color.

The City Planning Department has identified a few of the most impactful conditions that exist in Los Angeles communities with concentrated poverty which must be addressed in order to successfully move low-income residents to self-sufficiency.

Housing Affordability

Los Angeles still faces a crippling housing shortage. Los Angeles has a less than 3% housing vacancy rate, a housing-indexed poverty rate of 27%, and an affordable housing gap of 500,000+ units.

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 households. 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.

Homeless Crisis

On May 4, 2016, the Los Angeles Homeless Services Authority (LAHSA), the City/County agency tasked with addressing homelessness in Los Angeles County, released the results of the Greater Los Angeles Homeless Count, conducted in January 2016. This was the first annual Count for the Los Angeles Continuum of Care (CoC) and the largest homeless census in the nation. The Count captured 5,000 demographic surveys to provide rich profiles and conducted a survey-based Youth Count, which provided an important new baseline for homelessness among youth in the region.

Data for Los Angeles County indicated the following:

- **Veteran homelessness fell 30%** to 3,071 veterans in 2016 from 4,362 in 2015
- **Unsheltered veterans decreased by 44%** to 1,618 in 2016 from 2,889 in 2015
- **Family homelessness fell 18%** (homeless family members) to 6,611 in 2016 from 8,103 in 2015
- **Unsheltered family members decreased by 35%** to 1,998 family members in 2016 from 3,071 in 2015
- **13,828 housing placements in 2015** – including 3,812 veterans and 6,867 family members housed.

Public Safety

Although the crime has gone up in the City of Los Angeles over the past three years, crime has leveled off since last summer and all violent crime this year is down 4% this year. According to the LAPD, robberies were up 19% last year with aggravated assaults up by 16%. The City will continue to get more guns off the streets and hire more police officers. Table 1 provides a snapshot of crime statistics from the Los Angeles Police Department (LAPD).

Table 1: LAPD Crime Statistics Snapshot (Week Ending 4/29/17)

Crime Category	2015-2017 YTD
Homicide	11.01%
Rape	-9.2%
Robbery	19.6%
Aggravated Assault	16%
Total Violent Crime	15.3%
Burglary	-4.1%
Grand Theft Auto	27.5 %
Burglary Theft from Vehicle	16.6%
Personal/Other Theft	-5.5%
Total Property Crime	7%

Domestic Violence

Despite improvements, the negative effects of domestic violence require the City to integrate and support programs for victims of domestic violence as part of its overall anti-poverty strategy.

The City funds 8 domestic violence shelters with DVSO funding.

- 6 of those 8 shelters have emergency beds
- 7 of those 8 shelters have transitional beds.
- The City funds 192 emergency beds and 285 transitional beds.

In 2015-16, 6,829 people were referred to shelter but only 497 adults and 750 children were actually served in those 8 shelters. The 8 funded domestic violence shelters received 30,481 hot line calls in PY 2015-16. That is approximately 84 hot line calls every day of the year or 3.5 calls every hour of every day of the year.

LAPD receives approximately 48,000 DV calls for service each year. That is approximately 132 calls every day of the year or 5.5 calls every hour of every day of the year.

- Studies show that victims of domestic violence suffer 7 to 10 incidents of domestic violence before calling the police. Notwithstanding that, studies show that approximately 2 in 3 victims of domestic violence never call the police.
- Accordingly, a conservative estimate of the number of DV Victims in Los Angeles would be 150,000 (48,000 plus 96,000 who are not calling police).

- This does not account for the number of children impacted and it does not account for the increasing number of immigrant victims of domestic violence who may be too frightened to call the police due to the political atmosphere.

Also, according to the Bureau of Justice Statistics' National Crime Victimization Survey:

- Every year, in the United States there are over 3 million incidents of reported domestic violence. Every year, 4,000 victims of domestic violence are killed. According to the U.S. Department of Justice, 95% of assaults on spouses or ex-spouses are committed by men against women. Nearly one-third of the women who seek care from hospital emergency rooms are there for injuries resulting from domestic violence.
- Women of all races were about equally vulnerable to attacks by intimates. However, women in families with incomes below \$10,000 per year were more likely than other women to be violently attacked by an intimate.
- Battered women seek medical attention for injuries sustained as a consequence of domestic violence significantly more often after separation than during cohabitation. About 75 percent of the visits to emergency rooms by battered women occur after separation. About 75 percent of the calls to law enforcement for intervention and assistance in domestic violence occur after separation from batterers.

Education and Workforce Barriers

By 2020, an estimated 35% of job openings in the country will require at least a bachelor's degree and 30% will require some college or an associate's degree. By 2025, California will have a workforce shortage of 1 million college graduates needed to fill middle-skilled jobs. In Los Angeles, 44% of current jobs require at least a Bachelor's degree while 33% require an Associate's degree. The future of Los Angeles depends heavily on the educational attainment of its residents, especially amongst youth. However, the Los Angeles workforce is lacking the education needed to compete for current and future jobs. Lower and middle class families see cost as a huge barrier to increasing their educational attainment. Many low-income students who qualify for federal financial aid do not apply because of the convoluted process. In 2014, only 66% of LAUSD seniors completed the FAFSA and 72% applied for the Cal Grant.

On a positive note, the Los Angeles Unified School District saw the graduation rate of its high school students climb 5 percentage points last year, to 77 percent. 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.

The City of Los Angeles is also recovering from the Great Recession. As of December 2016, the unemployment rate for the City of Los Angeles was 5.0% compared to the California rate of 5.2% and national rate of 4.4%. Even prior to the current financial crisis facing the entire nation, the City of Los Angeles faced a population growth of 16% since 1990, but still had fewer jobs in the formal economy since the 1990s. However, despite modest gains, many low-

income communities across the city are still experiencing high unemployment rates and continue to struggle with earning a high school diploma and pursuing a higher education.

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. It is important to have 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 neighborhoods that are free of violence, where residents feel safe pursuing healthy activities, and where every resident has access to economic and educational opportunities help support public safety in all neighborhoods and are able to promote a healthy lifestyle.

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.

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 children's education.
- *Legal Status* – many of the City's low income communities are home to undocumented immigrants.

STRATEGIES TO ALLEVIATE POVERTY AND END HOMELESSNESS

The City's Housing Plan

Mayor Garcetti's administration established its goal to add 100,000 housing units by 2021. Los Angeles has housed more than 21,000 homeless individuals since January of 2014, of those housed, more than 7,000 have been veterans.

Today, Los Angeles approaches homelessness with unprecedented collaboration between the County, City, and non-profit partners. In February 2016, The City and County passed historic plans to handle homelessness in a way that focuses on the Housing First model, so that people get connected to housing and services.

Comprehensive Homeless Strategy

Mayor Garcetti's City homelessness strategy include:

1. Housing people who were currently homeless by scaling up the Coordinated Entry System including more staff, more rapid rehousing subsidies and more permanent supportive housing. The Coordinated Entry System (CES) quickly and efficiently matches people to available housing resources and services by stitching existing programs together into a no-wrong-door system, connecting homeless adults to the best resources for them.
2. CES allows us to know our veterans are regardless of which provider they visit and generate a by-name registry to track housing placements, so that we can assess their housing and health needs and then prioritize them for available housing and services.
3. Preventing people at-risk of homelessness from becoming homeless by producing and preserving affordable housing, by increasing incomes (such as through an increased minimum wage) and by improving transitions from high-risk institutions like jails, hospitals, military and foster care.
4. Vision for the street that balances the need for health and safety on the street with the rights and needs of the people forced to live on them and a "No Wrong Door" approach whereby any City staff interaction with a homeless person would connect that person to the Coordinated Entry System.

LA's College Promise

In 2016, Mayor Eric Garcetti, the Los Angeles Community College District, and the Los Angeles Community College District (LAUSD) launched LA's College Promise. The Los Angeles College Promise provides one year of free enrollment to all full-time students graduating from Los Angeles Unified School District high schools and charter high schools beginning with seniors graduating in 2017. Included in this program are priority enrollment, placement in math and English courses required to succeed in college and career support and counseling.

Family Source System

In response to and recognition of opportunities to maximize limited funding through leveraging of resources, the City implemented a new service delivery system composed of 16 FamilySource Centers. These FamilySource Centers have provided a continuum of core services designed to assist low-income families become self-sufficient by increasing family income and youth academic achievement. The delivery strategy benefits customers by connecting them to multiple resources at one location and increases the likelihood that they will take advantage of more comprehensive resources. All FamilySource Centers have universal access services available to all low-income persons. Additionally, case management services are available to low-income parents/guardians and their children ages 17 or under requiring more comprehensive services. By focusing on two primary outcomes – increased family income and increased youth academic achievement, the City is able to better measure the impact of services on customers and hold FamilySource Centers accountable for results.

Currently each of the 16 Centers has a minimum of two (2) non-profit partners. In addition, the Family Source System also partners with the Los Angeles Unified School District (LAUSD) to

provide Pupil Services and Attendance Counselors at the non-profit managed FSCs and the University Corporation of California State University Northridge (CSUN) to evaluate the program and quantify the economic impact of services provided on families and their surrounding communities.

The FamilySource program serves at minimum 40,000 low-income clients on an annual basis. Clients may receive services either as universal access clients or case-managed clients. The FamilySource program is designed to address the multiple needs and barriers low-income clients face.

Domestic Violence Shelter Operations Program

The Domestic Violence Shelter Operations (DVSO) program provides for emergency and transitional shelter and shelter-based services. Emergency shelters provide confidential shelter for up to 90 days and supportive services to victims of domestic violence. Services include telephone crisis counseling 24 hours a day, 7 days a week, hospital emergency room assistance, emergency food, clothing and 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 DVSO program provides services to approximately 4,200 individuals annually through eight agencies providing emergency and transitional shelters. The DVSO program is currently under redesign with a Request for Proposal due out in summer 2017.

METHODS AND STRATEGIES USED TO COLLECT INFORMATION

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 also convenes the FamilySource System (FSS) which is composed of non-profit contractors for a 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.

HCILDA conducted a Community Action Needs Assessment Survey with City residents who accessed services from within the 16 FamilySource Centers. The survey was intended to measure and/or determine the needs of the community and maximize the limited funding available by prioritizing the activities/services availability to City residents. The surveys were received through Survey Monkey and email. Overall, 620 residents of which 68% were women responded and provided input through the survey.

The survey listed 5 categories of needs and corresponding services available through each category. Respondents were requested to rank each service that they felt would help them and the community the most under each category.

1. Job Creation/Training listed in ranking order:
 - Computer Literacy Classes
 - Job Placement Assistance
 - Adult Basic Education Preparation
 - English as a Second Language
2. Financial Education Services listed in ranking order:
 - General Education Diploma
 - Financial Literacy/Credit Counseling
 - Tax Preparation Assistance
 - Help Opening a Bank Account
3. Parent and Children Services listed in ranking order:
 - Childcare
 - Tutoring of Youth age 6-17
 - Mentoring of Youth age 6-17
 - Parenting Classes
4. Multi-Benefit Services listed in ranking order:
 - Affordable Healthcare
 - Affordable Housing Options (including Section 8)
 - Immigration Services
 - Applying for Food Stamps
 - Domestic Violence Counseling and Shelter
 - Discounts on Utilities
 - Mental Health Counseling
5. Basic Needs/Other Services listed in ranking order:
 - Food
 - Clothing
 - Temporary Shelter
 - Transportation Assistance
 - Substance Abuse Counseling

The City began 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 FSS. The result is the redesigned FamilySource Center and System which have begun implementation in 2016. The improved service delivery system is more responsive to the needs of, and situations that, persons living in poverty encounter today.

To advance the FSS mission, HCIDLA entered into a partnership with LAUSD in 2014 to offer a comprehensive level of educational services to FSS youth and families. This partnership co-located LAUSD Pupil Services and Attendance (PSA) Counselors at 13 FSCs to provide: 1) direct access to student records to accurately track academic achievement, 2) clinical case management for parents and families, and 3) parent engagement and education services to ensure youth academic success. These services were funded jointly by the LAUSD and the City.

The HCIDLA and LAUSD have developed an unprecedented partnership to bring together the second largest school district in the nation and the City to create the FamilySource Partnership Program. This partnership shares responsibility in addressing barriers to student learning in low-income communities by locating PSA counselors within the FSCs.

Since 2014, over 8,000 educational assessments were completed as a result of the partnership of FSCs and PSA counselors. PSA counselors have provided over 340 parent workshops on various topics, such as the importance of school attendance, high school graduation requirements, mental health, drug awareness and how to navigate school resources. This partnership additionally has allowed the Los Angeles School Police Department to implement a groundbreaking Arrest Diversion program, wherein students who commit minor law violations are given the opportunity to meet with a FSC PSA counselor to receive support services rather than being sent to juvenile court and probation. Through this Arrest Diversion program, close to 400 youth have been diverted away from the juvenile justice system.

In Program Year 2016-17, the program received funding at a level where only 13 of the 16 FamilySource Centers were able to have a permanently assigned co-located Pupil Services and Attendance Counselor. In those areas where a Counselor is currently assigned there has been a tremendous positive impact on participant school attendance and academic improvement. To achieve these results system-wide, funding must be increased to \$1.3 million (currently HCIDLA receives \$1 million from the General Fund for this activity) to ensure that all targeted areas have an assigned counselor and the opportunity to receive the same level of service as the other areas. The additional funding will support and expand our City's FSS partnership with LAUSD.

The FSS model has a refined focus on the "financial empowerment" of adult and "educational attainment" for adults and youth. The two primary outcomes are:

1. Increase the education attainment of youth and adults.
2. Improve the financial capability of low-income residents

Further, the refined model expands partnerships and coordinating efforts with other service providers and entities, including addressing increased demand for services on the part of those who may qualify for temporary residency and the right to work through the President's proposed Deferred Action for Parents of Americans (DAPA) and the extension of the Deferred Action for Childhood Arrivals (DACA), (once it becomes available) programs and leverage resources to improve consistency in service delivery. The HCIDLA anticipates these refinements will better serve the program customers while maximizing diminishing resources.

Key elements of the new service delivery system

- 1) Adult Focus - Financial Empowerment with an emphasis on asset building and resource development, this includes Financial Coaching, Financial Literacy, Income Tax (VITA) Preparation with emphasis on EITC and Child Tax Credit and Individual Development Accounts

Financial coaching, financial literacy will be provided by each FSC and their subcontractors. Each FSC agency are required to develop their own Individual Development Accounts program and partner with a local bank to assist in establishing this program. Partnerships will also include the Los Angeles Chamber of Commerce, banks and other financial institutions.

During tax season, all of the 16 FamilySource Centers throughout the City are designated as a Volunteer Income Tax Assistance or VITA sites. Supported by the EITC partnership, VITA sites provide families with free tax assistance and help them apply for tax credits.

- 2) Youth Focus- Academic Achievement, HS Graduation and College Preparation including, Math (especially Algebra for middle school students), Computer Skills, Mentoring and College Corner.

These services are going to be provided by each FSC and their subcontractors in partnership with the Los Angeles Unified School District, Los Angeles Community College District, and LA County.

The College Corners are a new element of the FSCs for program PY 2016-17. College Corners are designated spaces that offer college resources and services to students and their families to help them with college readiness, admission, and completion. The College Corner provides current and accessible information on college requirements (college prep classes, A-G subject requirement, etc.), standardized examinations (SAT and ACT test), financial aid (FAFSA and CA Dream Act Application), and scholarships. All 16 of the City's FamilySource Centers (FSCs) now have College Corners on-site. Each FSC's College Corner is equipped with computers and materials for students and parents to research college requirements and apply for college admissions and financial aid. They may also be used to enroll in and complete college classes.

HCIDLA required all FSCs to hire two part-time college students to provide dedicated assistance and serve as the primary staff of the College Corners. The two college students are supported and supervised by FSC staff, and work cooperatively with the LAUSD Pupil Services and Attendance (PSA) Counselor assigned to the site. Specific minimum services/activities of the College Corners are:

- College prep activities at least three days each week and one weekend each month;
- Meetings with each college advisor from local schools;
- Regular meetings on site with college advisors/admissions officers, financial aid advisors, and others responsible for college recruitment and selection;
- Meetings with area youth attending local colleges and colleges outside the LA County and the state;
- Visits to at least three community colleges, at least three colleges and universities outside the County, and various visits to four-year campuses within the County.

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
- DACA/DAPA information and access

These services are going to be provided by each FSC and their subcontractors in partnership with the Los Angeles Unified School District, Los Angeles Community College District and LA County, WIA – WorkSource and WIA – YouthSource, and Mayor’s Office of Immigrant Affairs.

4) Case-Management and Counseling

- Educational and Pscho-Social Assessment
- Mental Health Counseling
- Parenting Skills

These services are going to be provided by each FSC and their subcontractors in partnership with the Los Angeles Unified School District, Los Angeles Community College District and LA County Department of Mental Health and LA County of Public Services.

In addition, 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.

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.

5) Multi-Benefit Services

- Discount on utilities
- Low-cost Auto Insurance
- Affordable Healthcare Information and Referral
- Domestic Violence Counseling and Shelter
- Affordable Housing Options
- Assistance in Applying for CalFresh and other Public Assistance

These services are going to be provided by each FSC and their subcontractors through the Low Income Home Energy Assistance Program (LIHEAP) and in partnership with the, California Department of Insurance, LA County of Public Services, LAHSA, and HCIDLA's Domestic Violence Program agencies.

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.

6) Other Services

- Legal Services – immigration, housing-related matters, acquisition of documentation required for work (CA ID, SSA, etc...)
- Civic Engagement – citizenship and civics classes, neighborhood and community participation
- Domestic Violence Shelter Operations – emergency and temporary shelter, emergency protection from violence, emergency legal assistance, and emergency clothing.

These services are going to be provided by each FSC and their subcontractors in partnership with Mayor's Office of Immigrant Affairs, Los Angeles Community College District, HCIDLA's Domestic Violence Program agencies, and the Los Angeles Police Department.

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.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	Page
Job Creation and Training	Yes	Job Placement Assistance English as a Second Language (ESL) Classes Computer Literacy Classes Adult Basic Education Preparation	LAUSD LA Community College District (LACCD) WIAOA – WorkSource WIAOA - YouthSource	Page 12, 13 and 14
Parent and Children Services	Yes	Parenting Classes Tutoring for youth (6-17 years) Mentoring for youth (6-17 years) Childcare Referrals College and Career Preparation Academic/Career Counseling	LAUSD Los Angeles Chamber of Commerce CBOs LA County	Page 12, 13 and 14
Multiple Benefit Services	Yes	Discount on Utilities Low-cost Auto Insurance Affordable Healthcare Information or Referral Domestic Violence Counseling and Shelter Affordable Housing Options Assistance Applying for CalFresh and other Public Assistance	LIHEAP CBOs LAHSA LA County Public Services LA County of Mental Health California Department of Insurance HCIDLA – DVSO	Page 15
Financial Empowerment and Educational Services	Yes	Financial Literacy Financial Coaching Free Tax Preparation Services Assist Opening a Checking or Savings Account	LAUSD LACCD IRS Banks/Financial Institutions	Page 12

Legal Services	Yes	Immigration Housing-Related Matters Acquisition of Documentation Required for Work (CA ID, SSA)	Mayor's Office of Immigrant Affairs CBOs	Page 14 and 15
Civic Engagement	Yes	Citizenship & Civics Classes Neighborhood & Community Participation	LACCD	Page 14 and 15
Domestic Violence Shelter Operations	Yes	Emergency Temporary Shelter Emergency Protection from Violence Emergency Legal Assistance Emergency Clothing	CBOs Los Angeles Police Department	Page 15

DOCUMENTATION OF PUBLIC HEARING(S)

Public Hearing Process

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 2018-19 planning process was an online needs survey, developed by City 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 was a 30 day public comment period. 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's 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.

Attachments included in appendix

Community Needs Assessment Survey

Public Hearing Notices

FEDERAL ASSURANCES

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 implemented 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 - Financial empowerment with an emphasis on asset building, and
- 2. For Youth –academic achievement focused on Student Retention with an emphasis on preparation for post-secondary education.

In 2018, FamilySource contractors plan to partner with Los Angeles homeless Service Authority to coordinate services to people who are at risk of becoming homeless or people who are homeless and/or disabled since either will 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 2018, 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 2018, 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. FSC will also utilize Consumer Financial Protection Bureau training, "Your Money, Your Goals."

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.

Because the FamilySource Program is now located within the City's Housing +Community Investment Department (HCIDLA), FamilySource Centers have a stronger connection with the City's primary affordable housing programs. The HCIDLA Rent Stabilization Unit (which provides info/education on amount that rents may be increased), HCIDLA Fair Housing Unit (which deals with discrimination in housing) and HCIDLA Code Enforcement Unit (responsible for inspection of rental units for livability/suitability) resources to FSCs by conducting workshops at the FSCs where low-income resident (who are often renters) can easily obtain information on much needed [rental] housing matters.

- (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.

But because the County of Los Angeles is the local government entity charged with basic health and public service needs, many city residents' access emergency services directly from County. However, as the City's primary anti-poverty organization, the FamilySource Centers network providers regularly provide these other emergency services to its city participants:

- Linkages that connect city residents to related County agency for emergency services (i.e. social services, medical)
- Emergency food at FamilySource center locations
- Emergency fuel/utility payment assistance

Additionally, immediate assistance is often needed for people who are unsafe in their homes. The City's Domestic Violence Shelter Operations (DVSO) program provides such emergency services for victims of domestic violence and their families, including:

- Transportation services that remove persons from unsafe living situation and transport to a safe haven
- Emergency shelter where victims and their dependents may stay up to 60 days safe from violence
- Emergency clothing
- Individual and Family Crisis Counseling
- Emergency Legal Assistance, where needed to ensure protection their abusers

- (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/PSA 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.

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. 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;

The HCIDLA will continue to cultivate its partnership with the Los Angeles Police Department by receiving referrals to serve identified at-risk youth.

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

- ☐ Disaster Preparedness and Relief
- ☐ Energy Support
- ☒ Job Training
- ☒ Asset Development Programs
- ☒ Educational Support
- ☐ Career Development
- ☐ Volunteer Coordination Efforts
- ☒ Food Resources
- ☐ Health Education

- ☒ Tax Preparation /Tax Credit Information
- ☐ Mentoring
- ☒ Parent Support
- ☒ Child Development Information
- ☐ Medical Service Access
- ☒ Home Visiting/Case management
- ☐ Childcare Services/Head Start

2. Needs of Youth

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

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

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

- ☐ Youth Mediation Programs
- ☒ Youth Mentoring Programs
- ☒ Tutoring
- ☒ Life Skills Training
- ☒ Youth Employment
- ☐ Entrepreneurship Programs for Youth

Narrative Response:

The FamilySource Centers provide a wide range of youth development activities, such as tutoring, mentoring, youth leadership, college access, including civic engagement.

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.

Civic engagement – are activities to increase knowledge of local issues and engage residents in service projects that would benefit the community.

All 16 of the City's FamilySource Centers (FSCs) now have College Corners on-site. These College Corners are designated spaces that offer college resources and services to students and their families to help them with college readiness, admission, and completion. The College Corner provides current and accessible information on college requirements (college prep classes, A-G subject requirement, etc.), standardized examinations (SAT and ACT test), financial aid (FAFSA and CA Dream Act Application), and scholarships. Each FSC's College Corner is also equipped with computers and materials for students and parents to research college requirements and apply for college admissions and financial aid. They may also be used to enroll in and complete college classes.

(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. All 16 FamilySource Centers offer (out-of-school) youth services:

- Tutoring - one-on-one or in a group setting for all enrolled youth. In 2016 Special efforts for middle school students will focus on algebra.
- Transition to High School workshop- conducted in conjunction with the LAUSD staff, which may also be incorporated into a parenting workshop, the objective is to transition middle school youth to high-school.
- Summer Youth Employment – All FS Cs coordinate with the City's WIOA YouthSource Center contractors to place youth ages 14-124 in a summer job. Additionally each FSC will employ [2] youth during the summer to work at their centers.
- Arts Education – FSCs will continue to offer curriculum based arts and cultural programs and instruction that encourage creativity, develop arts skills and foster success for youth beyond the normal school day.

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 of Other Programs

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

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

- ☒ Local Workforce Investment Boards
- ☒ Social Service Departments
- ☐ CSBG MSFW Agency
- ☐ One-Stop Centers
- ☐ Child Care Centers
- ☒ Faith-Based Organizations
- ☒ Community Based Organizations

Narrative Response:

All FamilySource Centers coordinate client services with the County's various social services agencies and programs through the *Your Benefits Now* (YBN) 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 community-based organizations for emergency food distribution and operates farmer's markets and community gardens throughout the City. Most FamilySource Centers provide food distribution in their community. 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 as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102].

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

- ☒ Workforce Investment Boards
- ☐ Social Service Departments

- ☐ One-Stop Centers
- ☐ Child Care Centers
- ☒ Faith-Based Organizations
- ☐ Local Colleges
- ☒ Adult Education programs
- ☒ Job Training Organizations
- ☐ CSBG MSFW Agency
- ☐ CalWORKS
- ☒ Community Based Organizations
- ☐ Substance Abuse Treatment Providers

Narrative Response:

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.

The FamilySource Center will continue to 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.

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

- ☒ Local school districts
- ☒ Social Service Departments
- ☒ State agencies
- ☐ Colleges
- ☒ Faith-Based Organizations
- ☒ Community Based Organizations
- ☐ Local Utility Companies
- ☐ Charitable Organizations
- ☒ Homeless Programs
- ☒ Participant in County Taskforce
- ☐ Local Food Banks
- ☒ Other: o WIOA Adult WorkSource Centers and WIOA Youth WorkSource Centers
- ☒ Other: Gang Reducation and Youth Deelopment (GRYD)
- ☒ Other: Rent StablizationUnit, Fair Housing Unit, Rent StablizationUnit

Narrative Response:

The FamilySource System (FSC and DVSO programs) itself is a coordinated delivery system that provides effective community based services via a partnerships of more than fifty public and private non-profit providers that serve low-income families and communities throughout the city. At it's core, are 30 lead non-profit organizations that have established partnerships to provide a broad array of services to increase economic postion for families and improve educational outcomes for youth.

For example, a place-based model, each FamilySource Center is strategically located within a designated high-poverty neighborhood of the city. The lead agency collaborates with multiple [funded-and non-funded] partners to offer an integrated approach to providing services to their clients.

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).

The City of Los Angeles Community Action Board (CAB) is a 12 member advisory board consisting of representatives from three sectors: (4) poverty sector, (4) public sector and (4) private sector.

- Poverty sector representatives to the CAB are democratically selected from 4 of the City's Area Planning Commissions (APC).
- The President of the City Council names the public members, who are City Council members or their designees.
- The Mayor appoints the private sector representatives - who must be confirmed by the poverty and public sector members - from businesses and organizations that are broadly reflective of the community.

Selection Process of low-income CAB representatives

Four (4) Poverty Sector are represented on the Board, with a minimum of one each from the Valley, Northeast, South and Central Los Angeles areas. The selection and election process is described below. When a poverty sector board position is open/available. The vacant position will be announced and recorded at the next CAB meeting, Additionally application packages will be prepared and written notice/announcement of, and application for, the available Poverty Sector position(s) will be

- emailed to the impacted City of Los Angeles Neighborhood Councils,
- posted to the City of Los Angeles Website,
- emailed to CSBG funded agencies.
- Sent to community based organization located within, an serving low-income communities in the city

Application due date will be posted on the announcement.

Eligible candidates shall be required to submit an application, declaration of candidacy, a petition signed by at least ten (10) people in poverty living within the area to be represented, and two (2) character references. Candidate must be willing to represent the low-income sector, be a resident of the area they are selected to represent for at least two (2) years, be at least 18 years of age, and be willing and available to commit the time and effort to focus on

the duties and responsibilities of the CAB, as outlined in the by-laws. Candidate cannot be an employee or relative of an employee of the City of Los Angeles or any CSBG funded agencies. After applications are reviewed by CAB director for confirmation that information provided ensures candidate's low-income community interest/affiliation - then those eligible applications are forwarded to the CAB members for review and selection to the Board.

9. Cost and Accounting Standards

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

The 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.

10. Service Delivery System

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.
- b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based an in-depth analysis of performance data.

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, is a network of 16 non-profit agencies that 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 Domestic Violence Shelter Program delivery system for implementation in 2018.

11. Linkages

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

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 accross 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.

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

12. 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.

Reduced government funding has caused the FamilySource System to become more creative and efficient in its day-to-day operations. HCIDLA has designed the FSS program and strategies to leverage as many public and private funding sources as possible. As such, the Family Source System is receives funding from the City's Community Development Block Grant (CDBG) and Community Services Block Grant (CSBG) federal allocations. When federal funding was significantly reduced in 2012, the City began supplementing the FSS from the city general fund. In 2014, the City implemented a partnership with the LAUSD, where LAUSD pupil and attendance counselors were placed at FSCs to provide educational assessment for FSC enrolled students. The salaries of the LAUSD counselors are paid equally by the City (CSBG) and the school district (education funds). The City is currently planning to develop and implement a similar partnership with the County to provide critical social services from the Dept. of Social services and The Dept. of Mental Health.

Because of threats to funding levels, leveraging resources has become a critical piece of maximizing services and grant funds in all city programs. In 2016, in addition to these three funding streams, each FSC lead agency are required to contribute 20% of program costs with leveraged resources (requiring a direct cash equivalent value) to the FamilySource program. Examples of such include:

- Cash
- Other (non-CSBG/CDBG/City funded) state and federal grants
- Client services and training from partner budgets
- Staff time (non-CSBG/CDBG/City funded)

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

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

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

- ☐ Fatherhood Strengthening Classes
- ☒ Counseling
- ☒ Non-court-ordered parenting classes
- ☐ Co-parenting communication skills
- ☐ Classes assisting incarcerated or recently paroled men
- ☒ Job training and employment assistance

Narrative Response:

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.

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

In the past 7 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 to an extent. 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 your agency is not an MSFW entity, please write "not applicable".

not applicable

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- ☒ Pay Stubs
- ☒ Social Security Award Letters
- ☒ Bank Statements
- ☒ Tax Statements
- ☒ Zero-income Statements
- ☒ Unemployment Insurance Letters
- ☒ Qualification for other need-based program, describe
TANF Benefit Statement reflecting monetary aid credit and customers name as the beneficiary
- ☒ Other, describe:
Presumed Low- Income Person: abused children, battered spouses, severely disabled adults, homeless persons, illiterate adults, persons with AIDS, and elderly

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 client's 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?

Again, the FamilySource Center program is a place-based model. The 16 center are located in the highest poverty areas of the City. It is the intent of the FamilySource Center program to not just provide services to low-income people, but by providing services to people where they live, we will be able to improve the lives of our clients and the communities where they live.

The FSCs transform the communities they serve by bring a network of service providers that addresses education, education, safety, healthy food, transportation and affordable housing in low-income communities. Each FamilySource Center is a recognized asset within its community, developing new approaches to services delivery - and with their own history of success, FSCs attract new resources to the low-income communities. Here are good examples:

FamilySource/LAUSD Partnership

Previously described is the FSC partnership with LAUSD where LAUSD school counselors are located full-time at FSCs (rather than at schools) to provide services to low-income students and their families. The FSC has the trust of the community and the school district has the educational resources needed to improve academic outcomes for youth. This partnership is almost unprecedented in the school district's history. But the City's proven success working with low-income students over the past 5 years encouraged the school district to partner with FSC on a new strategy to improve outcomes. And as youth develop so does the economic prospects within the community.

FamilySource VITA Program

The city FamilySource Centers have one the strongest Volunteer Income Tax Assistance Program (VITA) in the County of Los Angeles. The 16 FSCs have consistently increased the number and quality of their tax preparation services to low-income clients over the past 7 years. While many VITA providers come and go each tax season, the FSCs have become stalwarts in their communities. In the 2015 tax filing season, FSCs completed 6,800 returns, placing \$9, 883,249 of tax refunds into the pockets of low-income city residents. Of this amount \$4.5 million was for Earned Income Tax Credits (EITC) and \$2.0 million in Child Tax Credits.

This FSC collaboration with the IRS, Korean Youth and Community Center, and FDIC's Alliance for Economic Inclusion, financial institutions and hundreds of volunteers is a proven success in returning millions of annual income benefits for thousands of low-income families. These cash assets have an additional local community economic benefit. The subsequent spending of tax refund dollars into local businesses generates more local income, as business monies are used to pay employees and suppliers.

MONITORING AND EVALUATION

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 program and participant documentation to support:

- CSBG eligibility (low income and residency requirements are met)
- Customer is provided program information and orientations,
- Customer assessments (which identify/diagnose issue(s) and severity at intake
- Preparation of individual service strategies, or plan that matches the provision of services, with identified problem and expected customer outcomes and
- Plan progress, follow-up, and evaluation of service outcomes and overall performance.
- Operations staff also monitors the actual provision of services and-customer flow through these visit

Technical assistance is provided on a regular basis to contractors (generally via phone and email). Underperforming agencies are provided more frequent technical assistance as well as on-site monitoring and support by HCIDLA program analysts.

HCIDLA Operations staff conducts desk reviews of contractor performance each month and on-site monitoring visits at least 2 times a year. FSC contractors are provided a written report of the monitoring visit results and [any] related issues or findings. When issues/findings have been identified, HCIDLA program analysts' follow-up regularly (via phone, email and letters) with contractors until the matter is resolved. Depending on the nature and severity of identified problems, unresolved findings may lead to corrective action up to reduction of (and also cessation of) funding.

HCIDLA also convenes a monthly FamilySource Center executive and program managers meeting during which individual agency and system-wide performance reports are distributed and reviewed. Program issues and best practices are also shared.

HCIDLA also contracts with California State University at Northridge to further evaluate of the FamilySource Center Program. The university conducts an annual customer satisfaction survey as well as studies the economic impact of the FamilySource Center program services. University representatives present report summaries to both the Community Action Board and also the FSC Directors.

DATA COLLECTION

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).

FSC contractors are required to maintain a collection of individual records containing activity and outcome information for each participant. Here are the kinds of information and documents that are kept in a client file maintained by FSC agencies and then required client data is transmitted to HCIDLA via ISIS :

Program Entry (Eligibility & Screening)

- Participant - Demographics including age, sex, race, family, income
- Employment and Income – i.e. employer/payroll documents; social service agency enrollment/verification documents
- School History – last grade level completed and for students (grades received)
- Participant verification of receipt of Program info and orientation. This includes where to go (at agency and at HCIDLA) if you have a problem or complaint.

Program Information

- Individual and/or Family Assessment (identifies participant issues, strengths, weaknesses, problems, resources and /or needs)
- Participant Service Plan (identifies problems, concerns and objectives for change). Determines planned activities, service provider(s) and intervention steps in order to achieve program/ participant goal.
- Monitoring and progress case notes – tracks and documents continuing services, activities, changes or decision points, and attainment towards program goal.

Conclusion or participant exit. – Identifies final services and successful (or not) conclusion of service.

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.

HCIDLA CSBG Data Collection and Reporting

HCIDLA is required to submit two CSBG program reports twice annually, in July and January, to CSD:

1) The Client Demographic/CSD 295 (mid-year and annual) Report. This cumulative report provides a summary of demographic data on the individuals served by the City's CSBG (or FamilySource System) Program, including individuals served by both Statewide and local funds.

2) The CSBG/NPI Program Performance/CSD 801 (mid-year and annual) Report.

This Mid-Year and annual performance reports contains information on the progress of HCIDLA in exceeding negotiated levels of performance as indicated in the City's 2016-17 Community Action Plan. This includes specific information on accomplishments achieved by the City with respect to the CSBG NPI indicators of performance

HCIDLA uses of one reporting system for all its FamilySource System (or CSBG) program information – ISIS (see above description). All participant and program performance data is input into the City's ISIS web-based system. Throughout the year the HCIDLA performs data and edit checks on ISIS information submitted. Bi-annually HCIDLA conducts a data reconciliation period during which time agencies are able to reconcile erroneous data submitted. Once HCIDLA has certified/confirmed data as accurate it is finalized it is available HCIDLA administration for use to prepare the CSD 295 and 801 reports.

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

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will

begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

1. Appendix 1- Proof of Publication. pdf
2. Appendix 2- 2018-2019 Community Action Plan summary presentation
3. Appendix 3- 2017 Community Action Survey.pdf
4. Appendix 4- CAB Agenda 4.16.17.pdf.pdf
5. Appendix 5- CAB Agenda 5.18.1

(When required)

RECORDING REQUESTED BY AND MAIL TO:

LOS ANGELES DAILY JOURNAL

~ SINCE 1888 ~

915 E FIRST ST, LOS ANGELES, CA 90012
 Mailing Address: P.O. Box 54026, Los Angeles, California 90054-0026
 Telephone (213) 229-5300 / Fax (213) 229-5481

Julia Amanti
 CITY OF LA / CITY CLERK / ADMIN SERVICES
 200 N SPRING ST ROOM 395
 LOS ANGELES, CA - 90012

PROOF OF PUBLICATION

(2015.5 C.C.P.)

State of California)
 County of Los Angeles) ss

Notice Type: GPN - GOVERNMENT PUBLIC NOTICE

Ad Description:

Notice of Proposed 2018-2019 Community Action Plan

I am a citizen of the United States and a resident of the State of California; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the printer and publisher of the LOS ANGELES DAILY JOURNAL, a newspaper published in the English language in the city of LOS ANGELES, county of LOS ANGELES, and adjudged a newspaper of general circulation as defined by the laws of the State of California by the Superior Court of the County of LOS ANGELES, State of California, under date 04/26/1954, Case No. 599,382. That the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

04/12/2017

Executed on: 04/12/2017
 At Los Angeles, California

I certify (or declare) under penalty of perjury that the foregoing is true and correct.



Signature



* A 0 0 0 0 0 4 4 1 3 9 5 5 *

This space for filing stamp only

BY
 CITY CLERK
 2017 APR 13 AM 8:42
 CITY

DJ#: 2998106

PUBLIC NOTICE
 CITY OF LOS ANGELES
 HOUSING + COMMUNITY INVESTMENT
 DEPARTMENT
 NOTICE OF PROPOSED 2018-2019
 COMMUNITY ACTION PLAN

In accordance with the Community Services Block Grant (CSBG) Act, Public Law 106-285, Section 678b (11) and California Government Code 12747 pertaining to the Community Services Block Grant Program, the City of Los Angeles is now providing citizens with an opportunity to comment on the proposed Community Action Plan to be implemented for the 2018-2019 Program Year.

The Housing + Community Investment Department (HCIDLA) is in the process of developing its Community Action Plan (CAP) to be implemented starting in 2018. HCIDLA receives Community Services Block Grant (CSBG) funding to provide services for low-income families and individuals throughout the City of Los Angeles. The CAP serves as a two (2) year roadmap demonstrating how 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.

These grant funds are limited and need to be prioritized and targeted in a way that will provide the most benefit to the most people. We are preparing the plan to submit to our Community Action Board for approval and want to get public input on the plan to ensure that community needs will be appropriately met.

An initial draft of the CAP was released to the Community Action Board on April 6, 2017. HCIDLA invites the public, including interested community groups and businesses, to submit feedback and input regarding the proposed CAP.

A copy of the plan will be available for review at the Los Angeles Housing + Community Investment Department Public Counter, 120 W. 7th Street, 1st Floor, Los Angeles, CA 90017.

Comments must be submitted no later than May 10, 2017, and should be addressed to:

Los Angeles Housing + Community Investment Department, 1200 W. 7th Street, 9th Floor, Los Angeles, CA 90017, Attn: Curtis Watts, Director of Program Operations

The right is reserved to waive informalities in proposals received and to reject any or all such proposals. The provisions of Division 10, Section 10.8 through 10.13 and Section 10.31 of the Los Angeles Administrative Code requiring non-discrimination and Affirmative Action in hiring persons will be a part of any contract awarded pursuant to this notice. As a covered entity under Title II of the Americans with Disabilities Act, the City of

Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities.
 4/12/17

DJ-2998106#

2018-2019 Community Action Plan



Community Action Plan Overview

- ◆ The Community Action Plan (CAP) is the City's application to the State of California to receive Community Services Block Grant (CSBG) funds.
- ◆ The plan is for the calendar years 2018-2019.
- ◆ CSBG is an anti-poverty grant that promotes and provides an array of services and activities to encourage financial self-sufficiency



SURVEY RESULTS

2018-2019 Community Action Plan



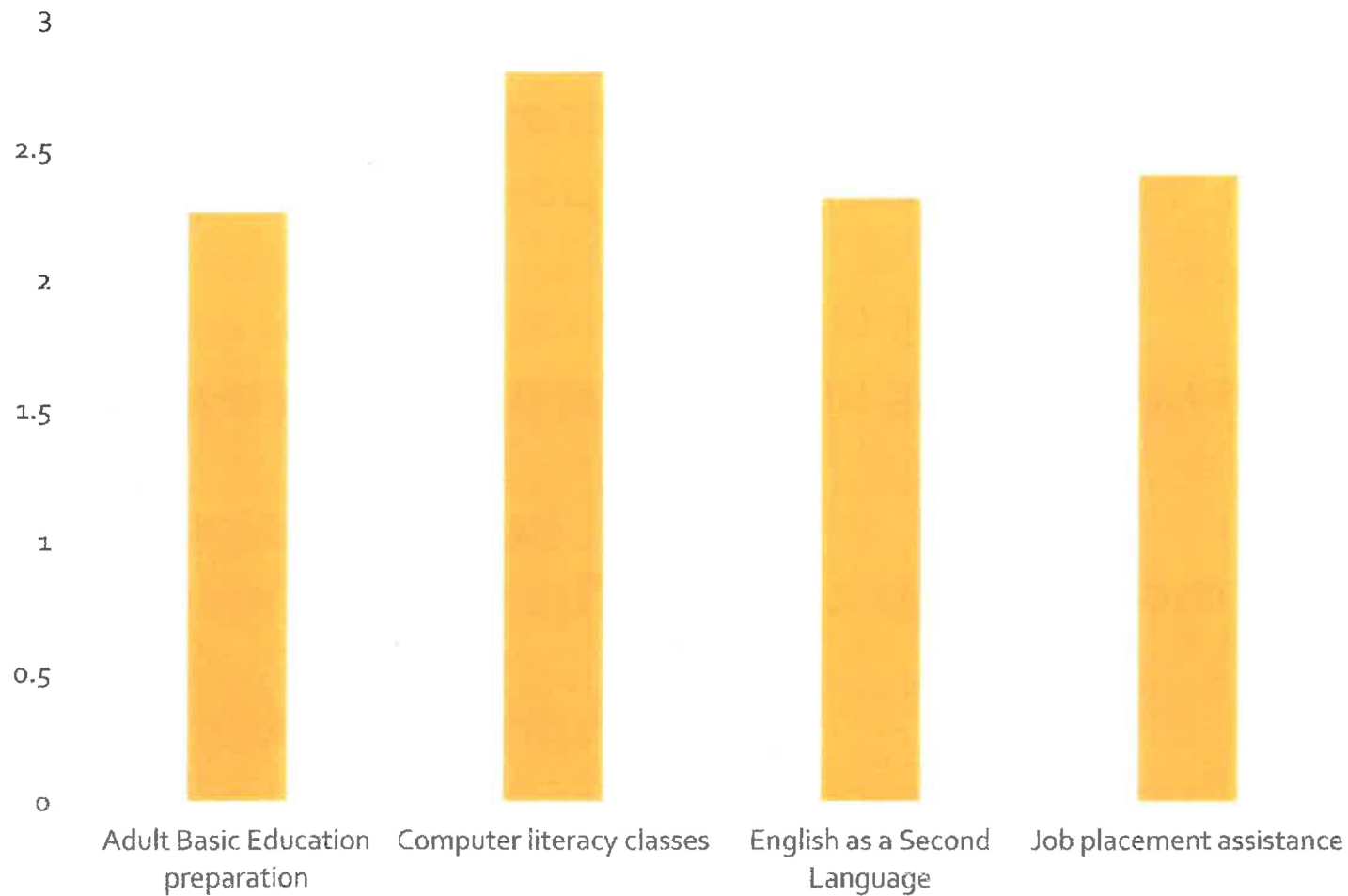
General Survey Information

- Disseminated Citywide in English and Spanish via web and e-mail
 - 620 Surveys Received
 - Surveys received via web and email
 - 68% of respondents were female
-

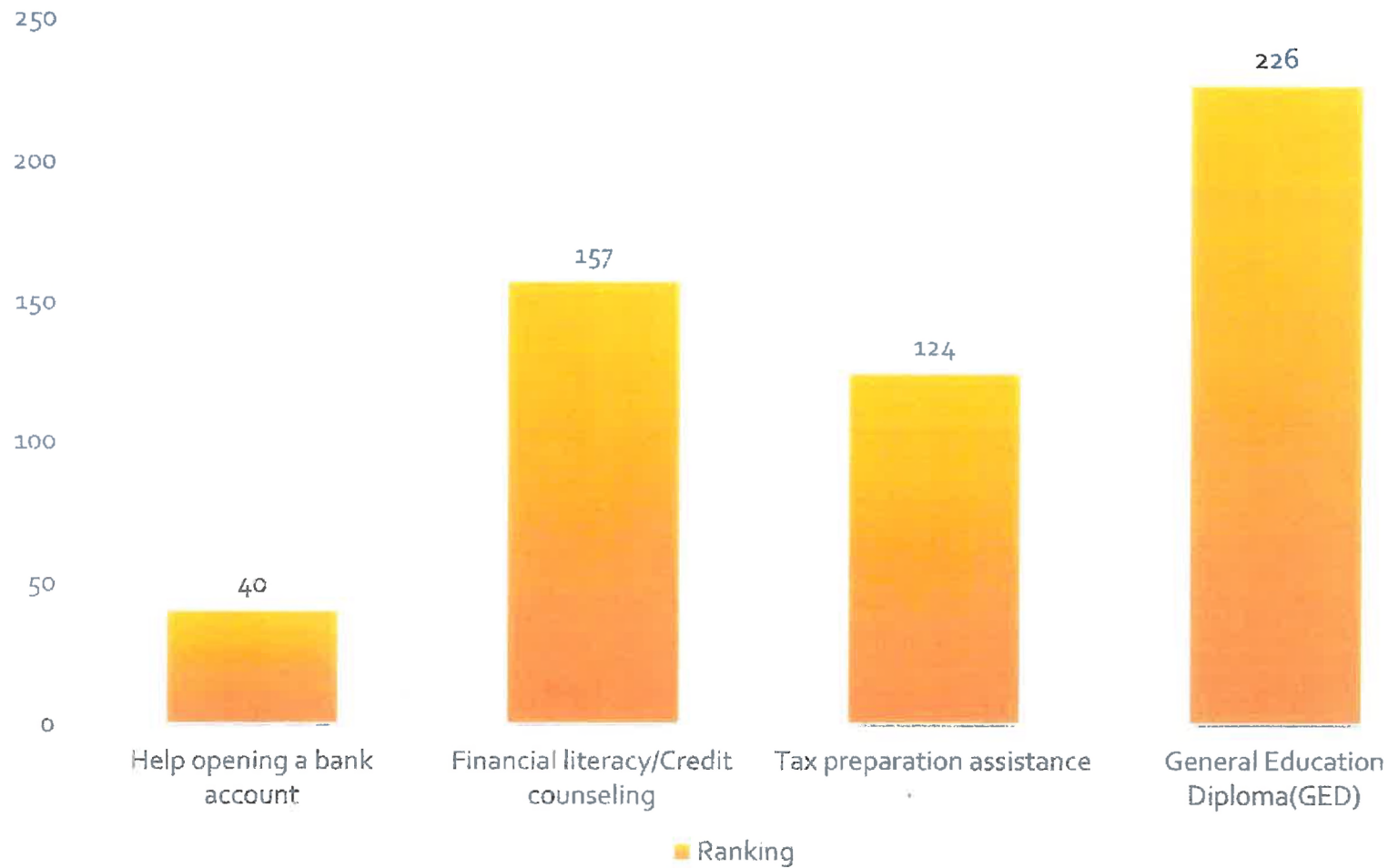
Top Zip Codes Received

- ◆ 90004 (Melrose to the North , Highland to West, Hoover to East, 3rd street to South)
 - ◆ 91303 (Saticoy to North, Shoup to West, DeSoto to East, Victory Blvd. to South)
 - ◆ 90011 (Washington to North, Main Street to West, Long Beach Ave to East, Slauson Ave. to South)
 - ◆ 90017 (3rd street to North, Main Street to West, Long Beach Ave to East, Slauson Ave. to South)
 - ◆ 91331 Pacoima (Foothill Blvd to North, 118 fwy to West, Woodman Ave. to South)
-

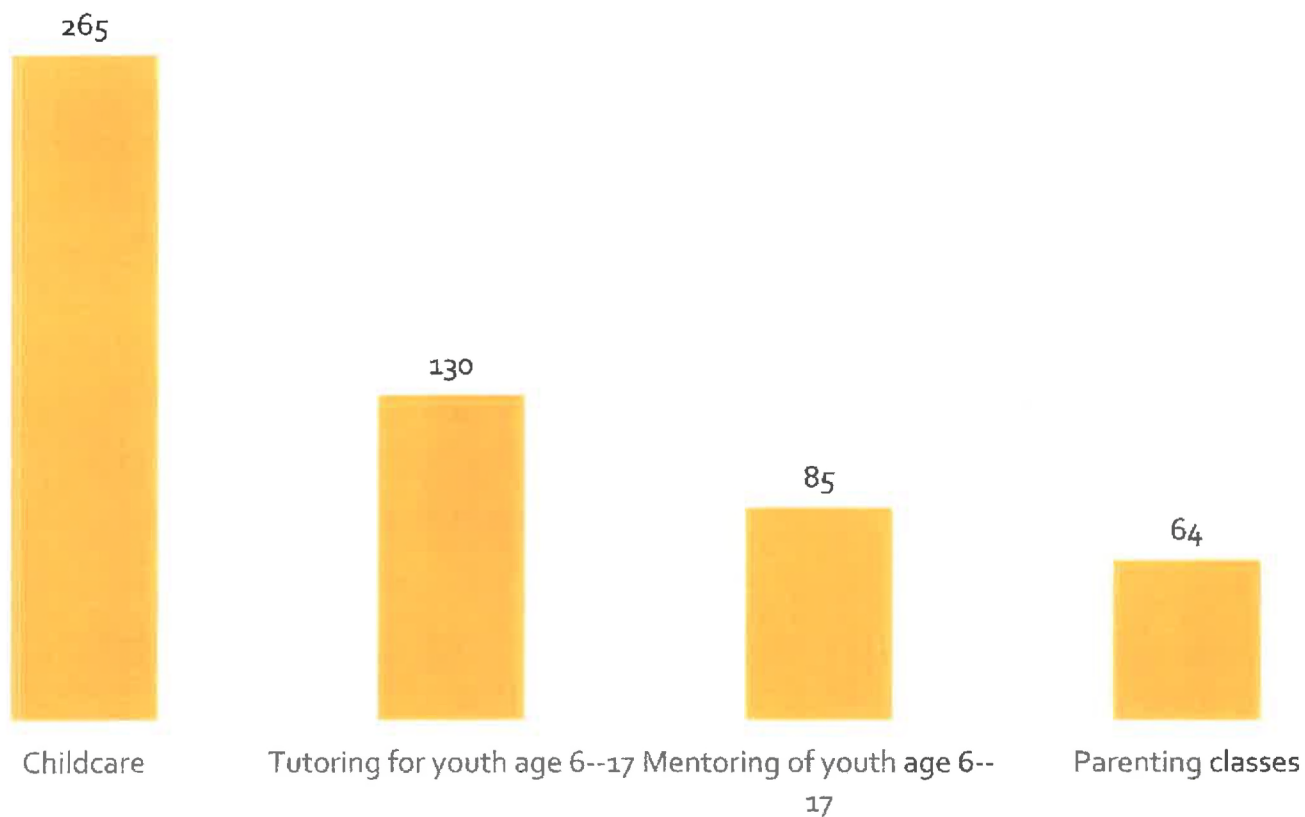
Job Creation



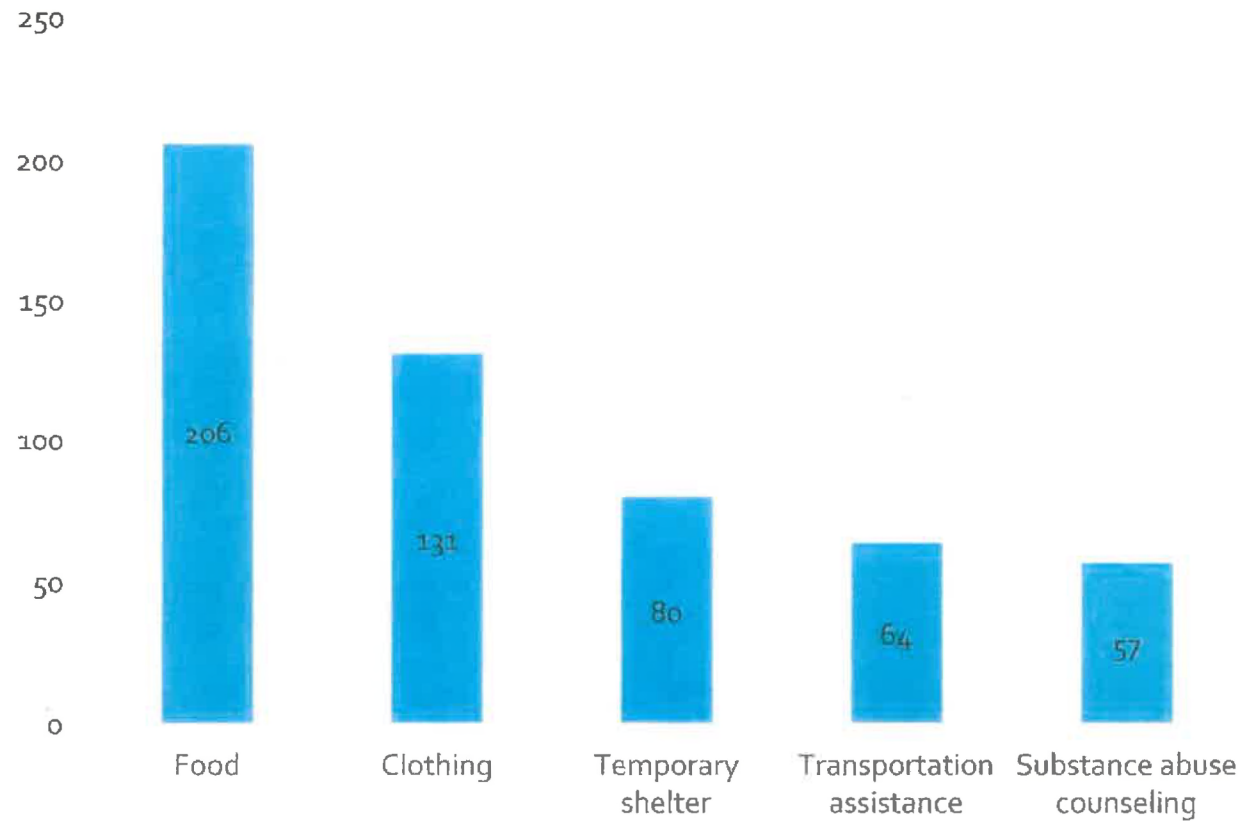
Financial Educational Services



Parent and Children Services



Basic Needs

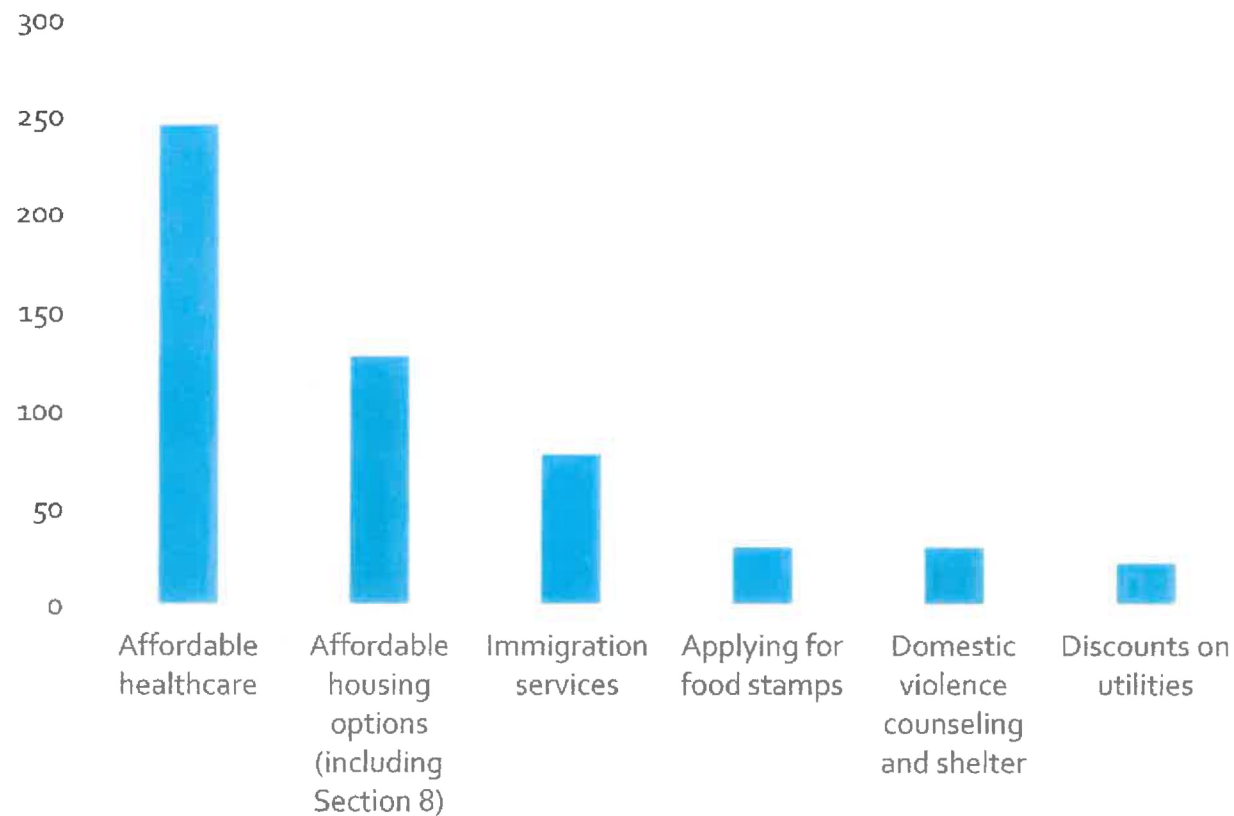


Next Steps

- ◆ **Approval of Plan by Community Action Board**
- ◆ **Submit to City Council and Mayor for Approval**
- ◆ **Submit to State by June 30, 2017**



Multiple Benefit Services





2017 COMMUNITY ACTION SURVEY

Appendix 3



What services would you like in your community? ¿Qué servicios quisiera tener en su comunidad?

Please rank the following services, indicating the services you feel would help you and your community the most, with 1 being the most important. Please do not rank two or more services the same as it will make the question invalid. *Por favor clasifique los siguientes servicios de acuerdo a los servicios que piense mejor beneficiarán a su comunidad, el 1 es el más importante. (Por favor, no clasifique a dos o más servicios igual porque invalidara su respuesta.*

1. Job Creation/Training

Creación de Trabajos/Entrenamiento

Please rank 1-4 with 1 being the most important

Por favor clasifique de 1-4 con el 1 siendo el más importante

Adult Basic Education preparation/Educación Básica para Adultos _____

Computer literacy classes/ Clases de computadoras _____

English as a Second Language/Clases de Inglés _____

Job placement assistance/Ayuda para conseguir empleo _____

2. Financial Educational Services

Servicios de Educación Financiera.

Please rank 1-4 with 1 being the most important

Por favor clasifique de 1-4 con el 1 siendo el más importante

Financial literacy/Credit counseling/Capacitación financiera/Consulta sobre su crédito _____

General Education Diploma(GED)/Ayuda para conseguir su Diploma de Educación General (GED) _____

Help opening a bank account/Ayuda para abrir una cuenta bancaria _____

Tax preparation assistance/Ayuda para preparar su declaración de impuestos _____

3. Parent and Children Services

Servicios Para Padres e Hijos

Please rank 1-4 with 1 being the most important

Por favor clasifique de 1-4 con el 1 siendo el más importante

Childcare/Cuidado de niños _____

Mentoring of youth age 6-17/Mentoría de jóvenes de 6 a 17 años de edad _____

Parenting classes/Clases sobre la crianza _____

Tutoring for youth age 6-17/Tutoría para jóvenes de 6 a 17 años de edad _____

4. Multiple Benefit Services

Múltiples Servicios de Beneficio

Please rank 1-7 with 1 being the most important

Por favor clasifique de 1-7 con el 1 siendo el más importante

Affordable healthcare/Cuidado médico de bajo costo _____

Affordable housing options (including Section 8)/Opciones para viviendas de costo más accesible (incluyendo la Sección 8) _____

Applying for food stamps/Ayuda para aplicar para estampillas de comida _____

Discounts on utilities/Descuentos con servicios de gas, electricidad y agua _____

Domestic violence counseling and shelter/Consejo sobre la violencia doméstica y albergues _____

Immigration services /Servicios de inmigración _____

Mental health counseling/ Consejería de salud mental _____

5. Basic Needs/Other Services

Necesidades Básicas/Otros Servicios

Please rank 1-5 with 1 being the most important

Por favor clasifique de 1-5 con el 1 siendo el más importante

Clothing/Ropa _____

Food/ Comida _____

Temporary shelter/Asistencia para alojamiento provisional _____

Substance abuse counseling/Provisional Consejo sobre el abuso de drogas _____

Transportation Assistance/Transportación _____

6. Please rank the current priorities of the City of Los Angeles in order of importance and need for the community from 1-5, with 1 being the most important Por favor clasifique del 1-5 con el 1 siendo el más importante las prioridades actuales de la Ciudad de Los Ángeles según su nivel de importancia y necesidad para la comunidad.

Job Creation/Training/Creación de Trabajo/Entrenamiento _____

Financial Educational Services/Servicios de Educación Financiera _____

Parent and Children Services/Servicios Para Padres e Hijos _____

Multiple Benefit Services/Multiple Servicios de Beneficio _____

Basic Needs/Other Services/Necesidades Básicas/Otros _____

7. Please enter your zip code/Por favor anote su zona postal: _____

8. Please enter your age/Por favor anote su edad _____

9. Please indicate your gender/Por favor indique su sexo

M _____ F _____

10. Please indicate your employment status/ Por favor indique su estado de empleo:

_____ Working full-time/Trabajo de tiempo completo _____ Working part-time/Trabajo de medio-tiempo

_____ Retired/Retirado _____ Unemployed/Desempleado

11. Please indicate your total household annual income/Por favor indique el total ingreso familiar total anual:

_____ Less than/Menos de \$10,000

_____ \$40,001 - \$50,000

_____ \$10,001 - \$20,000

_____ \$50,001 - \$70,000

_____ \$20,001 - \$30,000

_____ More than/Más de \$70,000

_____ \$30,001 - \$40,000

12. Please indicate what best describes your family composition/ Por favor indique cual describe mejor la composición de su familia

_____ I live alone/Vivo solo/a

_____ I am a single parent with children under 18/Soy un/a m/padre soltero/a con hijos menores de 18 años

_____ Two or more adults with no children/ Dos padres de familia con niños menores de 18 años

_____ Two parent family with children under 18/ Dos o más adultos sin niños

13. How many people live in your household?/¿Cuántas personas viven en su casa? _____

14. Please indicate your housing status/¿Por favor indique su estado de vivienda?

_____ Rent/Inquilino/(a)

_____ Own/Propetario/(a)

_____ Homeless/Sin hogar

15. Are you familiar with a FamilySource Center? If so, which one: ¿Esta familiarizado con alguno de nuestros centros de FamilySource? Si es así, por favor indique cual:

Please return completed survey to Amelia Medina by March 23, 2017. Favor de regresar se encuesta a Amelia Medina a mas tardar el 23 de marzo 2017.

Via mail/Por correo: 1200 West 7th Street, Los Angeles, CA 90017

Via Email/Por correo electronio: Amelia.Medina@lacity.org

You may also complete the survey through Survey Monkey/También puede completar la encuesta a trav de Survey Monkey: <https://www.surveymonkey.com/r/3T5Z2RH>



**CITY OF LOS ANGELES COMMUNITY ACTION AGENCY
COMMUNITY ACTION BOARD (CAB) MEETING**

**Thursday, April 6, 2017
10:00 a.m. to 12:00 p.m.**

**Boyle Heights City Hall/El Centro de Ayuda FamilySource Center
2130 E. 1st St., Los Angeles, CA 90033**

A G E N D A

- I. CALL TO ORDER / ROLL CALL**
- II. APPROVAL OF JANUARY 19, 2017 MINUTES**
- III. EXECUTIVE DIRECTOR'S REPORT**
 - a. Proposed Cuts to CDBG and CSBG
 - b. FamilySource Contract Status, Performance, and Activities Update
 - c. Financial Report
 - d. Update on Domestic Violence Operations
- IV. ACTION ITEMS FOR DISCUSSION AND APPROVAL**
 - e. Community Action Plan—review and approve draft for public distribution
- V. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**
- VI. PRESENTATION**
 - f. Organizational Standard Review—Standard 6.4 Customer Satisfaction
 - g. FSC Customer Satisfaction Survey—Presentation by CA State University Northridge
- VII. INFORMATION ITEMS**
 - h. EmBRACE LA Initiative
 - i. Free Tax Prep LA Campaign
 - j. Immigration Symposium
 - k. National Community Action Network Conference
 - l. Next Meeting—May 11, 2017
- VIII. ADJOURNMENT**

PUBLIC PARTICIPATION: Testimony/comments will be limited to a period not to exceed 20 minutes and may address any topic not on the agenda, but within the board's jurisdiction. Subject to the total 20-minute period, each public speaker is limited to two (2) minutes.

This agenda is regularly posted at least 72 hours in advance at City Hall at 200 N. Spring Street, in the Main St. Lobby and City Hall East at 200 N. Main Street, 90012. Packets of materials on agenda items will be available to the public on request. For further information, you may call (213) 808-8443.

Upon request, the CAB will provide reasonable accommodation to enable individuals with disabilities to participate in its meetings, including access to agenda materials in alternative formats. Persons requiring an alternative format of this public notice pursuant to Section 202 of the Americans with Disabilities Act of 1990 may request one by calling (213) 808-8443. Sign language interpreters assist listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the date of the event/meeting by contacting the Housing and Community Investment Department (HCID) at (213) 808-8443.



**CITY OF LOS ANGELES COMMUNITY ACTION AGENCY
COMMUNITY ACTION BOARD (CAB) MEETING**

SPECIAL MEETING

**Thursday, May 18, 2017
11:00 a.m. to 12 noon**

**City Hall
200 N. Spring Street
Los Angeles, CA 90012
Room 1050**

A G E N D A

- I. CALL TO ORDER / ROLL CALL**
- II. APPROVAL OF JANUARY 19, 2017 AND APRIL 13, 2017 MINUTES**
- III. EXECUTIVE DIRECTOR'S REPORT**
 - a. FamilySource Contract Status, Performance and Activities Update
- IV. ACTION ITEMS FOR DISCUSSION AND APPROVAL**
 - a. Community Action Plan—Review and Approve
- V. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**
- VI. PRESENTATION**
 - a. Free Tax Prep LA Campaign
- VII. ADJOURNMENT**

PUBLIC PARTICIPATION: Testimony/comments will be limited to a period not to exceed 20 minutes and may address any topic not on the agenda, but within the board's jurisdiction. Subject to the total 20-minute period, each public speaker is limited to two (2) minutes.

This agenda is regularly posted at least 72 hours in advance in Room 340 of City Hall at 200 N. Spring Street, in the Main St. Lobby and City Hall East at 200 N. Main Street, 90012. Packets of materials on agenda items will be available to the public on request. For further information, you may call 213-808-8518.

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