

2022/2023

Los Angeles Community Action Agency
Community Needs Assessment and
Community Action Plan

Los Angeles Housing + Community
Investment Department

Community Services Block Grant



Contents

Introduction	3
Purpose	3
Federal CSBG Programmatic Assurances and Certification	3
State Assurances and Certification	3
Compliance with CSBG Organizational Standards	4
What's New For 2022/2023?	4
Checklist	6
Cover Page and Certification	7
Public Hearing(s)	8
Part I: Community Needs Assessment	10
Community Needs Assessment Narrative	11
Community Needs Assessment Results	15
Part II: Community Action Plan	17
Vision and Mission Statement	17
Tripartite Board of Directors	18
Service Delivery System	19
Linkages and Funding Coordination	20
Monitoring	23
Data Analysis and Evaluation	24
Additional Information (Optional)	25
State Assurances and Certification	29
Organizational Standards	30
Appendices	32
Copy of Notices of Public Hearing	
Low-Income Testimony and Agency's Response	
Community Needs Assessment Sample	
Public Hearing Testimony	

Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG agencies will comply with implementation of the Organizational Standards. CSD has identified the Organizational Standards that are met through the completion

of the CAP and the CNA. A list of Organizational Standards that will be met upon completion of the CAP can be found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New For 2022/2023?

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

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

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

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

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

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

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

Federal and State Assurances Certification. Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated

without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

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

Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

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

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

Agency Name	Los Angeles Housing + Community Investment Department, City of Los Angeles
Name of CAP Contact	Jesus D. Orozco
Title	CAB Liaison
Phone	(310) 776-2352
Email	chuy.orozco@lacity.org

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

02/23/2021

Board and Agency Certification

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

Angelica Frias		05/06/2021
Board Chair (printed name)	Board Chair (signature)	Date
Abigail Marquez		05/06/2021
Executive Director (printed name)	Executive Director (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

Lucy Hernandez		5/06/2021
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	April 6, 2021
Location(s) of Public Hearing(s)	Virtual Zoom via Housing + Community Investment Department
Dates of the Comment Period(s)	March 22, 2021 – April 21, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	HCIDLA Website, Los Angeles City Clerk Website
Date the Notice(s) of Public Hearing(s) was published	March 8, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	110 Attendees

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

Community Needs Assessment Narrative

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

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

State Plan

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

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

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

The Los Angeles Housing + Community Investment Department (HCIDLA) contracted with Health Management Associates to assist us in collecting and analyzing population, demographic, and economic data as well as a create and administer a Community Needs Assessment (CAN) Survey, and its results.

The CNA survey was created in Qualtrics, a cloud-based platform for creating and distributing web-based surveys. The survey was widely distributed from February 1, 2021-February 20, 2021 via text message and email to FamilySource Centers (FSC), FSC customers, Department of Neighborhood Empowerment Neighborhood Councils, and City of Los Angeles Council District networks. In-person surveys were also distributed at FSC food banks. The survey was offered in English and Spanish and consisted of 58 questions, broken into two parts; the first half of the survey focused on his/her/their needs and/or use of local services, which included quantitative responses, and the second half focused on household demographic and economic information, which included gender, age, race/ethnicity, and income level.

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

HCIDLA is funded to serve individuals and households living within the most highly impoverished areas of the City of Los Angeles. These areas are divided into sixteen service areas that include: Boyle Heights, Canoga Park, Echo Park/Cypress Park, El Sereno/Lincoln Heights, Hollywood, Pacoima, Southeast LA, Southeast/Watts, Southwest LA, Southwest /Florence, Van Nuys, West

Adams, Westlake/PicoUnion, West Los Angeles, Wilmington/San Pedro, and Wilshire District. Many of these neighborhoods were not bounded by former redlining restrictions, which allowed low-income, immigrant and minority communities to have roots in these neighborhoods.

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

Federal Government/National Data Sets

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

California State Data Sets

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

Surveys

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

Local Data Sets

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

Agency Data Sets

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

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

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

Surveys

- Clients
- Partners and other service providers
- General public
- Staff

Focus Groups

- Local leaders
- Elected officials
- Partner organizations' leadership
- Board members

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Board members <input checked="" type="checkbox"/> Private sector <input checked="" type="checkbox"/> Public sector <input checked="" type="checkbox"/> Educational institutions <p>Interviews</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Local leaders <input checked="" type="checkbox"/> Elected officials <input checked="" type="checkbox"/> Partner organizations' leadership <input checked="" type="checkbox"/> Board members <input checked="" type="checkbox"/> New and potential partners <input checked="" type="checkbox"/> Clients 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> New and potential partners <input checked="" type="checkbox"/> Clients <input type="checkbox"/> Staff <p><input checked="" type="checkbox"/> Community Forums</p> <p><input type="checkbox"/> Asset Mapping</p> <p><input type="checkbox"/> Other</p>
---	--

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

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

HCIDLA contracted with HMA Associates to conduct a quantitative and qualitative data analysis. The analysis included collecting feedback from low-income individuals and families and from the community stakeholders who serve them. The information was collected through, surveys, focus groups, interviews, a community forum, and poverty summit.

HMA analyzed the quantitative data from low-income individuals and families using Bit-Focus, the tracking system used to gather demographic and economic data from low-income individuals and families participating in CSBG programs as well as their service usage data. Additionally, the CNA survey was sent to community stakeholders, serving low-income individuals and families to distribute to their network of customers. A total of over 1292 surveys were completed and analyzed.

Qualitative data was collected from low-income individuals and families through a customer satisfaction survey. The survey link was emailed to FSC customers to measure their satisfaction of FSC services and was available in both English and Spanish. Over 1292 customer satisfaction surveys were collected and analyzed (see Appendix C).

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

A. Community-based organizations (CBO) Of 1,292 Community Needs Assessment (CNA) Surveys, 379 respondents indicated they represented a CBO. CBO's respondents prioritized the following items:

Youth Development – financial aid / scholarships

Financial Capability – financial education
Housing Stability – safe and affordable housing
Benefits – applying for government benefits
Counseling Services – mental health counseling
Adult Education – financial aid / scholarships
Supportive Services – food assistance
Employment – job placement assistance

B. Faith-based organizations (FBO) Of the 1,292 CNA surveys, 30 respondents indicated they represented a FBO. FBO's respondents prioritized the following items:

Youth Development – financial aid / scholarships
Financial Capability – financial education
Housing Stability – safe and affordable housing
Benefits – applying for government benefits
Counseling Services – mental health counseling
Adult Education – English as a second language
Supportive Services – childcare
Employment – referral to job placement programs

C. Private sector (local utility companies, charitable organizations, local food banks) Of the 1,292 CNA surveys, 18 respondents indicated they represented the private sector. The private sector prioritized the following services:

Youth Development – financial aid / scholarships
Financial Capability – financial education
Housing Stability – safe and affordable housing
Benefits – applying for government benefits
Counseling Services – domestic violence counseling
Adult Education – financial aid / scholarships
Supportive Services – childcare
Employment – referral to job placement programs

D. Public sector (social services departments, state agencies) Of the 1,292 CNA surveys, 37 respondents indicated they represented the public sector. Public Sector respondents prioritized the following items in these areas:

Youth Development – tutoring for middle and high school students
Financial Capability – financial education

Housing Stability – safe and affordable housing
Benefits – applying for government benefits
Counseling Services – mental health counseling
Adult Education – financial aid / scholarships
Supportive Services – food assistance
Employment – job placement assistance

E. **Educational institutions (local school districts, colleges)** Of the 1,292 CNA surveys, 58 respondents indicated they represented Educational Institutions. Educational institutions prioritized the following services:

Youth Development – financial aid / scholarships
Financial Capability – financial education
Housing Stability – safe and affordable housing
Benefits – applying for utility discounts
Counseling Services – mental health counseling
Adult Education – English as a second language
Supportive Services – food assistance
Employment – job placement assistance

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

According to the Los Angeles County Department of Workforce Development, Aging and Community Service, of the four million people who call the City of Los Angeles home, almost 800,000 live below the Federal poverty line. Not only do 20.4% of Angelenos live below the poverty line, but 58% of Los Angeles renters are “rent-burdened” (spending more than 30% of their income on rent), 30% are severely rent-burdened (spending more than 50% of their income on rent) and amidst soaring rents and ongoing displacement pressures, Los Angeles renters struggle to remain stably housed especially due to the COVID-19 pandemic that threatens the increase of homelessness.

The pandemic has been detrimental for low-income wage earners, who experienced a reduction in income due to loss of work, reduced hours or furloughs caused by stay-at-home public health orders. The Los Angeles County Economic Development Corp. reported that LA County lost 437,000 jobs in 2020, will have 354,000 fewer living wage jobs in 2021 compared to the pre-pandemic economy, and that 738,672 living wage jobs need to be created for the entire LA County workforce to achieve a satisfactory standard of living. Unemployment in LA County was largely driven by layoffs in industries not deemed essential, especially those employing lower skilled workers, such as hospitality, retail, and personal care.

Job loss coupled with the rising price of food have magnified the need to help low-income families. Grocery prices have gone up at least 3.4% since the start of 2020, far exceeding the 2% annual average growth of grocery prices over the past two decades.

Causes of poverty have traditionally been attributed to language barriers, single parent households, low-wage earners, former redlining restrictions, inability to purchase a home, salaries not keeping up with inflation, wage theft, resource deserts and knowledge and systemic racism. These causes have shown a clear correlation with data from the Los Angeles County Public Health Department and COVID infection and death rates in these communities.

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

Lack of living wage jobs and the lack of affordable housing was exacerbated by the economic effects of the pandemic and have contributed to poverty in the City of Los Angeles. The LA County Public Health Department indicates that 17% of low-income households in LA County remain food insecure. Most of these households are women, Latinx, low-income and single parents. Families are having to sacrifice eating at the end of the month because of a lack of money to purchase food. Many of these families then stock up on cheaper high calorie foods. Poverty has made it less likely to include expensive fruits and vegetables in shopping purchases for families. This pattern helps explain why food insecurity increases risks for diet-related diseases, such as diabetes and heart disease. Areas with relatively high poverty rates in Los Angeles County have tended to see the highest rates of COVID-19 infections, and chronic diseases due to food insecurity may be a factor in the higher death rates in these neighborhoods.

The lack of affordable housing has caused families in poverty to share space within single-family housing. The high cost of living in Southern California has forced many families to move in with extended family members and friends. Many individuals in these households are essential workers and do not earn a living wage. These conditions of poverty have created barriers to quarantine in households that share units with others, which is reflected in the much higher infection rates of COVID-19 in low-income households throughout the City.

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

- No change to the response in your agency’s 2020-2021 CAP.
- Adaptations to the response in your agency’s 2020-2021 CAP are described below.

HCIDLA has had to adapt to safety guidelines by CDC and LA County Public Health and now conducts most of the surveys digitally. HCIDLA continues to work with a third-party evaluator to develop a methodology for evaluating customer satisfaction, conduct satisfaction surveys, analyze,

and compile results for incorporation into the annual performance evaluation, and prepare and present a formal report of results to the CAB, Mayor, City Council and other commissions and boards. In the 2020, over 1292 customer satisfaction surveys were completed and analyzed.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Table 1: Needs Table

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

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Housing	Family	Y	Y	Y
Financial Empowerment	Family	Y	Y	Y
Education	Family	Y	Y	Y
Employment	Family	Y	Y	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Housing	Housing Stability and Eviction Defense Program – stabilize the living situation of 500 clients through financial management programs, financial coaching, and temporary, transitional and permanent housing	SRV 4b, 4c, 4d, 4m, 4n, and 4o; FNPI 4a, 4b, 4c, 4d, and 4e
2. Financial Empowerment	Financial management programs for 400 individuals, financial coaching services for 200 clients and VITA/EITC services to 6,000 households	SRV 3b, 3c, and 3o; FNPI 3c, 3d, 3f, and 3h
3. Education	K-12 support by providing tutoring/homework assistance to 2,000 students, college prep to 1,200 students, and ESL classes to 550 students	SRV 2e, 2h, and 2s; FNPI 2d, 2d.2, 2d.3, and 2g
4. Employment	Job placement services to 160 individuals	SRV 1j, 1k, and 1l; FNPI 1a, 1b, and 1e
<p>Agency Priorities: Rank your agency priorities.</p> <p>Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.</p> <p>5. Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.</p>		
Empty space for additional rows		

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

The City of Los Angeles + Community Investment Department's (HCIDLA) Community Action Board's (CAB) Vision:

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

2. Provide your agency's Mission Statement.

The HCIDLA's CAB Mission:

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.

Tripartite Board of Directors

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

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

State Plan

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

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

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

In conformity with the Governor's Executive Order N-29-20 (March 17, 2020) and due to concerns over COVID-19, the Community Action Board meetings have been conducted entirely telephonically and via Zoom. Individuals on the CAB meet quarterly to discuss matters related to the development of the City's anti-poverty strategy and administration of the City's CSBG funds. During these meetings, the CAB presents an opportunity for community stakeholders to actively participate by providing public comments and with their input, the CAB provides recommendations for the development, planning, implementation and evaluation of CSBG funds and other programs that serve low-income families.

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

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

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

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

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

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

Service Delivery System

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

State Plan

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

HCIDLA operates its service delivery system through the FamilySource System (FSS). The FSS is a network of sixteen FamilySource Centers (FSC) housed within a non-profit agency and provides an array of services designed to financially empower low income families to become self-sufficient by increasing family income and increasing academic achievement. HCIDLA subcontracts with non-profit agencies to deliver CSBG funded services, which includes conducting the client intake and providing direct services.

The non-profit contractor conducts the client intake process which includes: a program orientation to inform customers of available services, program eligibility requirements, overall responsibilities, steps to enroll and the overall program goals. At the point the customer is interested in enrolling the program, the non-profit contractor has the customer complete the program application for characteristic gathering and collects documentation from the customer to support program eligibility. The contractor reviews and certifies eligibility documents and has the customer sign all enrollment documents.

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

CSBG funds non-profit contractors to provide the following: housing and homelessness prevention services, financial capability programs (financial education, financial coaching, and tax preparation), educational services (tutoring, college preparation, and adult education), and employment support. These services were selected, because they were identified as priorities in the community needs assessment conducted by HMA. CSBG dollars also support program administration, capacity building training and the program staff salaries and operating expenses of non-profit contractors.

The service delivery model of the FSC's are positioned to better serve the residents in the community due to the community trust that they have built in the different service areas, ability to carry out program services through the CBO's infrastructure (building/staff capacity), and previous experience in providing wrap-around services to customers.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

HCIDLA coordinates funding with the Los Angeles Unified School District (LAUSD). Through a joint investment, LAUSD co-locates sixteen Pupil Service Attendance Counselors (PSAC) at each of our FSC's. The PSAC serves as the initial point of contact for FSC enrolled youth. The PSAC conducts psychosocial and educational assessments; provide parent, student and crisis intervention workshops; serve as a mental health consultant to FSC staff and provide expertise in threat assessment and risk management; provide case management services focused on academic issues; serves as a liaison between FSC's and LAUSD area schools and facilitates the process of releasing confidential information from schools to help document youth academic achievement.

HCIDLA has established linkages with other social services programs within the City and County of Los Angeles such as the Los Angeles City Attorney's Dispute Resolution Program, Los Angeles Community College System through the LA College Promise, the Gang Reduction and Youth Development Office, and the YouthSource and WorkSource Centers under the Los Angeles Economic and Workforce Development Department.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (Organizational Standard 2.1, State Plan)

HCIDLA has a memorandum of understanding (MOU) with the City's Economic and Workforce Development Department (EWDD). The MOU outlines work related activities and supports for FSC and WIOA co-enrolled clients.

HCIDLA partners with the Internal Revenue Service to coordinate sixteen Volunteer Income Tax Preparation Assistance (VITA) sites at each of our FSCs. Our VITA sites are also part of the Free Tax Prep LA, an outreach and education campaign sponsored by HCIDLA, Los Angeles County Consumer of Business Affairs, Citi Community Development, and United Way of Greater Los Angeles.

FSCs are required to set-aside a minimum of \$100,000 for funding a minimum of two subcontractors, including \$50,000 for an immigration service provider or other legal services that includes immigration. Also, to ensure food security, especially during the COVID-19 pandemic, FSCs are required to provide or subcontract with a food bank/pantry to provide low-income families with emergency food assistance. Both legal services and food insecurity were identified as priorities by respondents of the Community Needs Assessment that was collected from February 1, 2021 to February 20, 2021.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

HCIDLA will work in collaboration with public and private sector agencies to submit joint proposals to support the FamilySource System, as well as, host trainings and conferences that will increase the programmatic and operational capacity of our service providers. Additionally, HCIDLA also requires funded agencies to leverage a minimum of \$200,000 to support the delivery of program services. However, should HCIDLA experience any potential funding reductions, the department has positioned its contractors in a fairly good position to absorb cuts and still deliver effective services. In order to maximize programmatic funding, the City has required its funded agencies to streamline the delivery of services, limit its administrative costs, space costs and related overhead expenses by requiring a consortium-based co-located service delivery design that coordinates and integrates services and shares costs.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

- No change to the response in your agency's 2020-2021 CAP.
- Adaptations to the response in your agency's 2020-2021 CAP are described below.

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

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

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

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

The FSC's will provide pre-employment and employment support services to low-income individuals. The need for these services will be assessed during the initial intake and followed-up during the comprehensive assessment. If a need is identified, the FSC will provide the client with services such as career exploration, resume development, and job interviewing skills. Following these services, a warm hand-off will be made to the City's Workforce Investment Opportunity Act (WIOA) providers for job training and/or job placement assistance. Since 2009, all FSC contractors have worked with nearby WIOA funded City WorkSource and YouthSource Centers and/or other job training/placement providers to ensure eligible FSC clients were connected to job training and placement services. In 2016, FSCs strengthened these WIOA centered relationships with a memorandum of understanding, which outlines the work-related activities and supports for FSC and WIOA co-enrolled clients, and still exists today.

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

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

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

The FSC's have adjusted to the pandemic and organized drive-through food banks, appointments and services as well as outdoor social distancing events to help maintain safe environments for both customers and staff.

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

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

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

The FSCs partnered with the Los Angeles Department of Water and Power (LADWP) for the LADWP CARES Grant, which helped low-income families receive \$500 toward utility arrears and upcoming bills. FCS distributed flyers for the program and helped FSC customers apply online to receive aid.

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

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

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

Monitoring

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

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

A policies and procedures manual provides a framework for all program monitoring activities. This framework is then used to monitor our CSBG programs and ensure its program integrity and is based on the Malcolm Baldrige criteria for performance excellence that measures performance on: product and service outcomes; customer satisfaction; financial and market outcomes; workforce (Human Resources outcomes); process effectiveness outcomes; and leadership outcomes.

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

HCIDLA allocates some of its CSBG allocation to non-profit organizations. All contracts are monitored based on an agency risk assessment, but at minimum each non-profit contractor is monitored twice a year to ensure contract and fiscal compliance. Additionally, to ensure high standards of program and fiscal performance, HCIDLA also issues a SOFA scorecard, which evaluates contractors on their Customer **S**atisfaction, **O**utcome goals, Customer **F**low, and **A**ministrative and fiscal capability.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

HCIDLA uses monthly performance reports, semi-annual customer satisfaction surveys, an annual performance scorecard and an annual economic impact report to evaluate the effectiveness of the FSC program and its services.

HCIDLA prepares a monthly performance report that visually tracks key performance indicators against contract goals. This report identifies the performance of all contractors and is distributed to contractors monthly.

Twice a year, a third-party evaluator conducts customer satisfaction surveys and the results are compiled into a report that is shared with the CAB, contractors and the public.

Annually, HCIDLA produces a performance scorecard, which focuses on four categories of performance: Satisfaction, Outcome, Flow and Administrative Capability (SOFA).

Annually, a third-party evaluator conducts an economic impact report of the FamilySource System, which consists of an economic analysis on assessing the casual effects of the FSC program on targeted participants.

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

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

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

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2) (Optional)

- 1) Assessment of Need - FSCs have been experiencing a high number of families facing eviction as well as months of rental arrears.
- 2) Planning - HCIDLA identified the homelessness prevention program that had wrap-around services to stabilize housing, provide financial coaching and improve self-sufficiency and assessed the oncoming evictions once protections were removed.
- 3) Implement - An addition of Eviction Defense programming is being implemented to enhance

the existing wrap around services of the Homelessness Prevention Program. An emphasis on mediation, legal services and direct aid to help prevent evictions will help stabilize housing and give families tools to succeed and become self-sufficient.

- 4) Achievement of Results - The program exceed the enrollment goal of 500 households and enrolled 581 households at imminent risk of homelessness and stabilized their housing through the following: housing mediation/legal services, emergency assistance, increase savings, reducing debt, and increasing/establishing credit. Through this assistance, the FSCs provided \$417,500 in emergency financial assistance and assisted families increasing their collective income by \$216,164 to maintain housing
- 5) Evaluation - . Data showed while the program exceeded its goal, COVID-19 may impact the household's ability to maintain housing. Therefore, through this analysis, HCIDLA has contracted with a legal service provider to provide emergency legal assistance and full representation to households who may be threaten by eviction.

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?

Yes

No

2. If so, when was the disaster plan last updated?

HCIDLA last updated its Continuity of Operations Plan (COOP) and Department Emergency Plan (DEP) on February 1, 2021, which includes a Pandemic-specific COOP Addendum to address the COVID-19 pandemic.

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

HCIDLA has identified FSC programming as a critical function to be immediately restored after a disruption of normal activities. Essential Functions as defined by national COOP guidance are those critical functions of the City. Non-sworn HCIDLA employees are to be deployed as Disaster Service Workers (DSWs) to help restore critical functions. This occurred during the initial outbreak of COVID-19 from April to June 2020. DSW's were deployed to all 16 FCS's to help distribute direct aid to low-income families with recent job losses due to the pandemic.

Agency Capacity Building

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

HCIDLA identified the need for a National ROMA Certified Trainer (NRCT) to review the Los Angeles CAP Plan for ROMA Principles

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

In efforts to build agency capacity, HCIDLA has consulted with a NRCT to review the agency's CAP Plan and in the long-term HCID intends to identify an existing position to become a NRCT. This will allow us to better promote the use of ROMA within our agency and contractors, and increase agency capacity and improve performance measures.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

676(b)(9) An assurance “that the State and eligible entities in the state will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-

income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.”

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

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

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

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

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

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

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

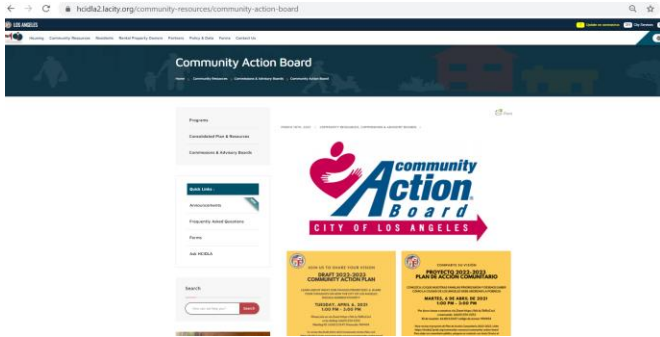
Category Six: Strategic Planning

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

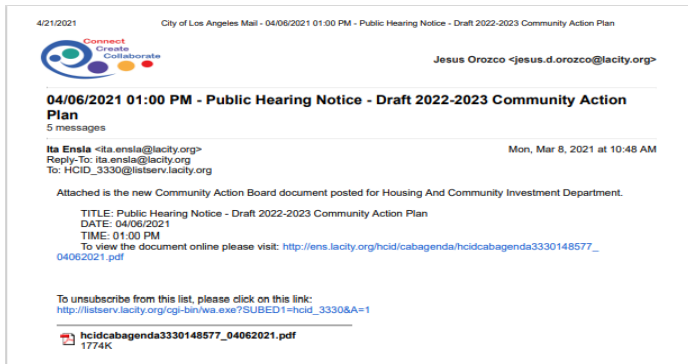
Appendix A

Copy of the Notices of Public Hearing

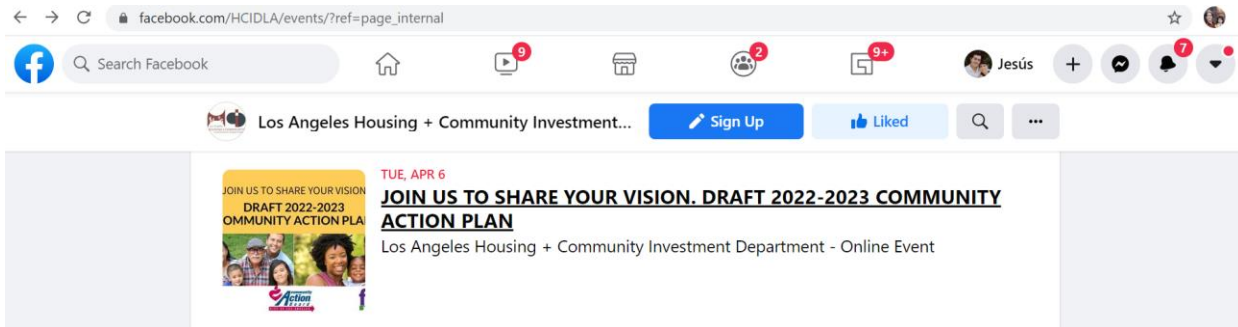
Website Posting & Access to Draft Plan 03/08/2021



Los Angeles City Clerk Post & Hearing Update via LACAB Newsletter Subscribers, March 8, 2021



HCIDLA's Facebook Announcement of the Public Hearing Reminder, April 2, 2021



English and Spanish Public Hearing Flyers Distributed to 16 FamilySource Centers, 15 Council District Offices, and 11 Community Action Board Members on March 8, 2021



JOIN US TO SHARE YOUR VISION

**DRAFT 2022-2023
COMMUNITY ACTION PLAN**

LEARN ABOUT WHAT OUR FAMILIES PRIORITIZED & SHARE
YOUR THOUGHTS ON HOW THE CITY OF LOS ANGELES
SHOULD ADDRESS POVERTY

**TUESDAY, APRIL 6, 2021
1:00 PM - 3:00 PM**

Please join us via Zoom <https://bit.ly/3kRyCmJ>
or by dialing 1(669) 254-5252
Meeting ID: 1618113147; Passcode: 909454

To review the Draft 2022-2023 Community Action Plan visit
<https://hcidla2.lacity.org/community-resources/community-action-board>
You can leave a public comment by contacting Jesus Orozco at (213) 808-8668
or email chuy.orozco@lacity.org by Wednesday, April 21, 2021.

Reasonable accommodations or other auxiliary aids and/or services may be provided
upon request at least 72 hours prior to the hearing. Due to difficulties in securing Sign
Language Interpreters, five or more business days' notice is strongly recommended. For
additional information, please contact (213) 808-8668 or chuy.orozco@lacity.org.



COMPARTE SU VISIÓN

**PROYECTO 2022-2023
PLAN DE ACCIÓN COMUNITARIO**

CONOZCA LO QUE NUESTRAS FAMILIAS PRIORIZARON Y DÉJENOS SABER
CÓMO LA CIUDAD DE LOS ÁNGELES DEBE ABORDAR LA POBREZA

**MARTES, 6 DE ABRIL DE 2021
1:00 PM - 3:00 PM**

Por favor únase a nosotros vía Zoom <https://bit.ly/3kRyCmJ>
o marcando 1(669) 254-5252
ID de reunión: 1618113147; código de acceso: 909454

Para revisar el proyecto de Plan de Acción Comunitario 2022-2023, visite
<https://hcidla2.lacity.org/community-resources/community-action-board>
Para dejar un comentario público, póngase en contacto con Jesús Orozco al
(213) 808-8668 o envíe un correo electrónico a chuy.orozco@lacity.org
antes del miércoles, 21 de abril de 2021.

Se puede proporcionar adaptaciones razonables u otros servicios auxiliares y/o
servicios a petición al menos 72 horas antes de la junta. Debido a las dificultades para
asegurar a los intérpretes de lenguaje de señas, se recomienda avisar con cinco o más
días antes. Para obtener más información, póngase en contacto al (213) 808-8668
o escriba un correo electrónico a chuy.orozco@lacity.org.



Appendix C

Community Needs Assessment Survey Questions (English)

This survey is available in English and Spanish. To select your language, use the drop down menu above.
Esta encuesta está disponible en inglés y español. Para seleccionar su idioma, use el menú desplegable de arriba.

2021 Community Action Survey

What services would you like in your community?

The deadline for submission is Sunday February 20th, 2021 at 5PM.

Please rate how important each service is to you from Most important,
Important, Somewhat Important, Less Important

Youth Development

Most important, Important, Somewhat Important, Less Important

Educational Assessment, Tutoring for elementary school students, Tutoring for middle school students, Tutoring for high school students, College Preparation, Financial Aid / Scholarships, Enrichment programs, Mentoring, Youth Leadership

Financial Capability

Most important, Important, Somewhat Important, Less Important

Financial Education, Financial Coaching, Establishing a budget, Establish Credit/Credit Repair Debt Reduction, Savings Programs, Tax Preparation Assistance

Housing Stability

Most important, Important, Somewhat Important, Less Important

Safe and Affordable Housing, Eviction Prevention Landlord / Tenant Mediation, Landlord / Tenant Rights Education, Emergency / Transitional Housing, Rental Assistance

Benefits

Most important, Important, Somewhat Important, Less Important

Applying for government benefits (CalWORKS, CalFresh, SSI, SDI), Applying for utility discount programs

Counseling Services

Most important, Important, Somewhat Important, Less Important

Mental Health Counseling, Domestic Violence Counseling, Substance Abuse Counseling, Parenting Classes

Adult Education

Most important, Important, Somewhat Important, Less Important

English as a Second Language (ESL) Classes, Adult Basic Education Classes, Computer Classes, High School Equivalency, Post-Secondary Education Preparation, Financial Aid / Scholarships

Supportive Services

Most important, Important, Somewhat Important, Less Important

Clothing Assistance, Food Assistance, Transportation Assistance, Childcare, Legal Assistance

Employment Services

Most important, Important, Somewhat Important, Less Important

Career exploration, Referral to Job Training programs, Resume Development, Interview Skills Training, Job Placement Assistance, Small Business Start-up

Are you familiar with a FamilySource Center? If so, which one?

1736, All Peoples, Barrio Action, Bresee, CCNP, El Centro de Ayuda, El Centro del Pueblo, El Nido Southwest, El Nido Pacoima, LRO, NEW Canoga Park, NEW Van Nuys, The Children's Collective, Toberman, Volunteers of America, WLCAC, Don't know

Are there other services not listed that are a priority to you? If so, which one(s)

Please enter your zip code:

Please enter your age:

12-17 years old, 18-24 years old, 25-34 years old, 35-44 years old, 45-54 years old, 55-64 years old, 65-74 years old, 75 years or older

What gender do you identify with?

Male, Female, Trans Woman(M to F), Trans Man (F to M), Gender non-conforming, Don't know, Refuse to answer

Please indicate your employment status:

Working full-time, Working part-time, Self-employed, Retired, Unemployed

Please indicate your total yearly household income:

Less than \$10,000, \$10,001-20,000, \$20,001 - \$30,000, \$30,001 - \$40,000, \$40,001 - \$50,000, \$50,001 - \$70,000, More than \$70,001

Please indicate what best describes your family composition:

I live alone, I am a single parent female/guardian with children under 18, I am a single parent male/guardian with children under 18, Two or more adults with no children, Two parent/guardian family

How many people live in your household?

Please indicate your housing status:

Own, Rent, Living with friends and relatives, Living in car, Living in park, Living in makeshift shelter, Living in an emergency/transitional shelter

FSC 2021 Community Action Survey (Spanish)

Encuesta de acción comunitaria 2021

¿Cuáles servicios le gustaría para su comunidad? Califique los siguientes servicios por importancia.

El último día para entregar la encuesta es el domingo 20 de febrero de 2021 a las 5 p.m.

SECCION I

Desarrollo juvenil

Más importante, Importante, Algo importante, Poco importante

Evaluación académica, Tutoría para estudiantes de primaria, Tutoría para estudiantes de secundaria, Tutoría para estudiantes de la preparatoria, Preparación universitaria, Ayuda financiera / becas, Programas de enriquecimiento, Programas de mentores, Liderazgo juvenil

Capacidad financiera

Más importante, Importante, Algo importante, Poco importante

Educación financiera, Preparación financiera, Establecer un presupuesto, Establecer crédito / reparación de crédito, Reducción de deuda, Programas de ahorro, Asistencia para la preparación de impuestos

Estabilidad de la vivienda

Más importante, Importante, Algo importante, Poco importante

Vivienda segura y asequible, Prevención de desalojos, Meditación arrendador / inquilino, Educación sobre los derechos del propietario / inquilino, Vivienda de emergencia / de transición, Asistencia financiera de alquiler

Beneficios

Más importante, Importante, Algo importante, Poco importante

Solicitar beneficios del gobierno (CalWORKS, CalFresh, SSI, SDI), Solicitar programas de descuento de servicios públicos

Servicios de asesoramiento

Más importante, Importante, Algo importante, Poco importante

Consejería de salud mental, Consejería de violencia doméstica, Asesoramiento sobre abuso de sustancias, Clases para padres

Educación para adultos

Más importante, Importante, Algo importante, Poco importante

Clases de inglés como segundo idioma (ESL), Clases de educación básica para adultos, Clases de computación, Equivalencia de escuela secundaria, Preparación para la educación postsecundaria, Ayuda financiera / becas

Servicios de apoyo

Más importante, Importante, Algo importante, Poco importante

Asistencia de ropa, Asistencia alimentaria, Asistencia de transporte, Cuidado de niños, Asistencia legal

Servicios de empleo

Más importante, Importante, Algo importante, Poco importante

Exploración de carrera, Remisión a programas de capacitación laboral, Reanudar desarrollo, Entrenamiento de habilidades para entrevistas de trabajo, Asistencia para la colocación laboral, Inicio de pequeño negocio

SECCION II

¿Cuál centro de FamilySource conoce?

¿Hay otros servicios que no se encuentren en la lista que sean prioridades para usted?

Por favor indique su código postal

Por favor, escoja su edad:

2-17 años, 18-24 años, 25-34 años, 35-44 años, 45-54 años, 55-64 años, 65-74 años, 75 años o más

¿Cuál es su raza o etnia? *Seleccione todas las que correspondan.*

Asiático o asiático americano, Africano o afroamericano, Hispano, latino/a/e/ x o latinoamericano, Medio Oriente o árabe americano, Multirracial, Nativo americano, indígena o nativo de Alaska, Nativo de Hawai u otra isla del Pacífico, Blanco o americano europeo, Otra

¿Con qué género te identificas?

Mujer, Hombre, Mujer transgénero (de hombre a mujer), Hombre transgénero (de mujer a hombre), Género no conforme, No se, Prefiero no decir, Otro

¿Con qué orientación sexual te identificas?

Bisexual, Gay, Heterosexual o heterosexual, Lesbiana, Interrogatorio, Prefiero no decir, Otro

Indique su situación laboral:

Trabajando a tiempo completo, Trabajando a tiempo parcial, Trabajadores por cuenta propia, Retirado, Desempleado

Indique el ingreso total de su hogar:

Menos de \$ 10,000, \$ 10,001-20,000, \$ 20,001 - \$ 30,000, \$ 30,001 - \$ 40,000, \$ 40,001 - \$ 50,000, \$ 50,001 - \$ 70,000, Más de \$ 70,001

Indique lo que mejor describe la composición de su familia:

Vivo solo, Soy madre soltera / tutor legal (mujer) con hijos menores de 18, Soy un tutor legal (hombre) monoparental con hijos menores de 18, Dos o más adultos sin hijos, Familia de dos padres / tutores

¿Cuántas personas viven en su hogar?

Indique el estado de su vivienda:

Propio/soy dueño de casa/condominio, Alquilo un apartamento o una casa, Vivo con amigos y parientes, Vivo en un coche, Vivo en el parque, Vivo en un refugio improvisado, Vivo en un refugio de emergencia / transitorio

FAMILYSOURCE SYSTEM CUSTOMER APPLICATION

BITFOCUS UID#

CSBG CARES EDP FSC HPP

CUSTOMER'S LAST NAME / SUFFIX		FIRST NAME / MIDDLE NAME	
DOB (MM/DD/YYYY)		WHAT GENDER DO YOU IDENTIFY WITH?	
Ethnicity (CHOOSE ONE) <input type="checkbox"/> Full DCB <input type="checkbox"/> Approximate DCB <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Not Hispanic/Latino <input type="checkbox"/> Client Doesn't Know <input type="checkbox"/> Client Refused		<input type="checkbox"/> Male <input type="checkbox"/> Trans Female (M to F) <input type="checkbox"/> Female <input type="checkbox"/> Trans Male (F to M) <input type="checkbox"/> Gender Non-Conforming <input type="checkbox"/> Client Doesn't Know <input type="checkbox"/> Client Refused	
RACE (SELECT ALL THAT APPLY)		U.S. VETERAN STATUS	
<input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black/African American <input type="checkbox"/> Native Hawaiian/Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Client Doesn't Know <input type="checkbox"/> Client Refused		<input type="checkbox"/> Yes <input type="checkbox"/> No	
ADDRESS		CITY	
PHONE		ZIP CODE	
ALTERNATE PHONE		CITY COUNCIL DISTRICT BASED ON ADDRESS (INTERNAL USE ONLY)	

2020 INCOME GUIDELINES

NOTE: "Income" is the total annual income of all family members as of the date that federal funded assistance is provided. All income for all persons in the family must be included in calculating family income, whether or not a family member receives assistance. Information provided is subject to verification by the agency providing services, the State of Federal grantor and/or the City of Los Angeles, using the Family Size and Income indicated below, circle the appropriate box.

Family Size	Poverty / Extremely Low-Income CSBG CARES		Poverty / Extremely Low-Income EDP, FSC, HPP		HUD Very Low-Income "Low" EDP, FSC, HPP		HUD LOW-INCOME "MOD" EDP, FSC NOT ELIGIBLE FOR HPP		2020 FSC PROGRAM INCOME GUIDELINES** TOTAL ANNUAL FAMILY INCOME	
	\$0 - \$25,520	\$0 - \$12,760	\$0 - \$12,760	\$12,761 - \$39,450	\$0 - \$12,240	\$12,241 - \$45,050	\$0 - \$12,240	\$12,241 - \$45,050	TANF	SSI
1 Person	\$0 - \$25,520	\$0 - \$12,760	\$12,761 - \$39,450	\$39,451 - \$63,100	\$0 - \$12,240	\$12,241 - \$45,050	\$45,051 - \$72,100	\$72,101 - \$81,100	\$	\$
2 Persons	\$0 - \$34,480	\$0 - \$17,240	\$17,241 - \$50,700	\$50,701 - \$81,100	\$0 - \$26,200	\$26,201 - \$56,300	\$56,301 - \$90,100	\$90,101 - \$118,950	\$	\$
3 Persons	\$0 - \$43,440	\$0 - \$21,720	\$21,721 - \$50,700	\$50,701 - \$81,100	\$0 - \$30,680	\$30,681 - \$60,850	\$60,851 - \$97,350	\$97,351 - \$126,150	\$	\$
4 Persons	\$0 - \$52,400	\$0 - \$26,200	\$26,201 - \$56,300	\$56,301 - \$90,100	\$0 - \$35,160	\$35,161 - \$65,350	\$65,351 - \$104,550	\$104,551 - \$147,800	\$	\$
5 Persons	\$0 - \$61,360	\$0 - \$30,680	\$30,681 - \$60,850	\$60,851 - \$97,350	\$0 - \$39,640	\$39,641 - \$69,850	\$69,851 - \$111,750	\$111,751 - \$140,600	\$	\$
6 Persons	\$0 - \$70,320	\$0 - \$35,160	\$35,161 - \$65,350	\$65,351 - \$104,550	\$0 - \$44,120	\$44,121 - \$74,350	\$74,351 - \$118,950	\$118,951 - \$157,800	\$	\$
7 Persons	\$0 - \$79,280	\$0 - \$39,640	\$39,641 - \$69,850	\$69,851 - \$111,750	\$0 - \$48,600	\$48,601 - \$78,850	\$78,851 - \$126,150	\$126,151 - \$165,000	\$	\$
8 Persons	\$0 - \$88,240	\$0 - \$44,120	\$44,121 - \$74,350	\$74,351 - \$118,950	\$0 - \$53,080	\$53,081 - \$83,350	\$83,351 - \$133,350	\$133,351 - \$172,200	\$	\$
9 Persons	\$0 - \$97,200	\$0 - \$48,600	\$48,601 - \$78,850	\$78,851 - \$126,150	\$0 - \$57,560	\$57,561 - \$87,850	\$87,851 - \$140,600	\$140,601 - \$189,450	\$	\$
10 Persons	\$0 - \$106,160	\$0 - \$53,080	\$53,081 - \$83,350	\$83,351 - \$133,350	\$0 - \$62,040	\$62,041 - \$92,350	\$92,351 - \$147,800	\$147,801 - \$196,650	\$	\$
11 Persons	\$0 - \$115,120	\$0 - \$57,560	\$57,561 - \$87,850	\$87,851 - \$140,600						
12 Persons	\$0 - \$124,080	\$0 - \$62,040	\$62,041 - \$92,350	\$92,351 - \$147,800						

TOTAL ANNUAL FAMILY INCOME ABOVE THE "HUD LOW-INCOME MOD" COLUMN RENDERS FAMILIES INELIGIBLE FOR ALL SERVICES.

CUSTOMER SELF CERTIFIED: INCOME RESIDENCY BOTH

FAMILY MEMBER NAME WHO WILL BE ENROLLED	RELATIONSHIP

CUSTOMER'S FAMILY TYPE <input type="checkbox"/> Single Person <input type="checkbox"/> Single Parent/Co-Parent <input type="checkbox"/> Single Parent/Male <input type="checkbox"/> Two Adults/No Children <input type="checkbox"/> Two Parent Family	HOW MANY CHILDREN DO YOU HAVE UNDER 18 YRS?	HOW MANY DO YOU HAVE LEGAL CUSTODY OF?	WHAT ARE THE AGES OF THE CHILDREN YOU HAVE LEGAL CUSTODY OF?
HOW WOULD YOU BEST DESCRIBE YOUR/FAMILY'S CURRENT LIVING SITUATION? <input type="checkbox"/> Home - Own <input type="checkbox"/> Rent <input type="checkbox"/> Family and Friends <input type="checkbox"/> Staying in my car - Location _____			
IF YOU ARE STAYING WITH FAMILY/FRIENDS, HOW MANY MONTHS HAVE YOU BEEN STAYING HERE?		IS THIS TEMPORARY? <input type="checkbox"/> Yes <input type="checkbox"/> No	ARE THEY ASKING YOU TO LEAVE? <input type="checkbox"/> Yes <input type="checkbox"/> No
IF YOU ARE STAYING IN YOUR CAR, PARK, MAKE SHIFT SHELTER OR EMERGENCY/TRANSITIONAL SHELTER, HOW MANY MONTHS HAVE YOU BEEN LIVING IN THIS SITUATION?		IF YOU RENT, HAVE YOU RECEIVED A THREE DAY NOTICE TO PAY OR QUIET-ENJOYMENT? <input type="checkbox"/> No <input type="checkbox"/> Three Day Notice to Pay or Quiet-Enjoyment <input type="checkbox"/> Unlawful Detainer	
ARE YOU BEHIND IN YOUR RENT? <input type="checkbox"/> Yes <input type="checkbox"/> No	IF YES, HOW MANY MONTHS?	WHAT IS THE TOTAL DUE?	HAVE YOU EXPERIENCED ANY LOSS OF INCOME WHICH HAS CONTRIBUTED TO YOUR INABILITY TO PAY THE RENT FOR THE MONTHS YOU ARE BEHIND? <input type="checkbox"/> Yes <input type="checkbox"/> No
HEALTH INSURANCE <input type="checkbox"/> Yes <input type="checkbox"/> No	EDUCATION (24 YRS+ ONLY) <input type="checkbox"/> 8 through 11 <input type="checkbox"/> 12 Non HS Graduate <input type="checkbox"/> HS Graduate/GED <input type="checkbox"/> 12+ Some Post-Secondary <input type="checkbox"/> 2/4 Year College Degree <input type="checkbox"/> Graduate Degree	OTHER DEMOGRAPHICS <input type="checkbox"/> Day Laborer <input type="checkbox"/> Disabled <input type="checkbox"/> Unemployed/looking For Work <input type="checkbox"/> Veteran <input type="checkbox"/> CalFresh Recipient/ Beneficiary <input type="checkbox"/> General Relief Recipient <input type="checkbox"/> SSI Recipient <input type="checkbox"/> TANF Recipient <input type="checkbox"/> Female Head Household <input type="checkbox"/> Married/Single Teen Parent <input type="checkbox"/> Section 8-Long Term Housing <input type="checkbox"/> Impacted by Foreclosure	
APPLICANT'S STATEMENT: I certify that the information provided on this form is accurate and complete, and that I am a resident of the City of Los Angeles. I further acknowledge that eligibility for services funded through the CSBG and CSBG program is based upon having a qualifying annual family income level or belonging to a group that is presumed to be low- or moderate- income, and that the income levels and/or status I have indicated in this self-certification may be subject to further verification by the agency providing services, the City of Los Angeles and/or HUD.			
CUSTOMER SELF CERTIFIED: <input type="checkbox"/> INCOME <input type="checkbox"/> RESIDENCY <input type="checkbox"/> BOTH		CUSTOMER RESPONSE TO CHILD SUPPORT REFERRAL POLICY: <input type="checkbox"/> YES/SIGNED <input type="checkbox"/> NOT APPLICABLE CUSTOMER INITIALED FOLLOWUP INFORMATION ON AUTHORIZATION TO EXCHANGE AND RELEASE INFORMATION FORM: <input type="checkbox"/> YES <input type="checkbox"/> NO	
Applicant's Name _____ <small>(Please Print)</small>		Applicant's Signature _____ <small>(Signature of a parent or guardian person to receive services is a minor)</small>	
Agency Staff Name: _____		Staff Signature _____	

REVISED OCTOBER 2020 HCSBA



Appendix E

April 6, 2021 Public Hearing Testimony

Low-Income Testimony & Agency Response

Name	Time & Section	Verbatim Testimony
Stacy Mendoza	0:19:17 Youth Development	<p>Hi hello, yes, can you hear me...so yes, I'm the education advisor at the Hollywood family source center...yes...yeah so all of these are very needed within our communities and of course that is the reason they are being mentioned right. As the categories with the most report for the youth around us. Definitely what I think from the clients I met with and the need expressed by the parents and the students, a lot of tutoring support is needed, and the funds omitted to be able to do it hopefully face to face because of our space or schools are not open or just knowledge of like record exist resources, ah can be pretty daring for all of the people around our community. And that's like the grades that they have and the opportunities that they can have also to apply to college and then continue that um nurturing of knowledge and probably like making that resources are the like of the youth la workers. Um and definitely for all the seniors, I think this year we've seen throughout the city, the state decline in financial aid applications and a decline in like college admissions, ah applications submitted. So I think those categories are important, like the tutoring in order for young kids to continue to have the grades needed to go to college and the support need in order to continue to spread the word and have the right number of people to support all of the youth around our city.</p>
Miriam Amador	0:21:48 Youth Development	<p>I would like to add...Hi my name is Miriam Amador, I'm the program supervisor at El Nido South LA. Um so I want to piggybank off that it's very crucial to have tutoring support. So currently we do have tutoring but it's mainly focused on middle school and high school youth and we do have a literacy program for elementary but there is a high need for tutoring services also for the elementary youth. And I mean we need to be able to provide this tutoring not only when they're older but target you know the um issues the um subjects that need support at an early age and not so much when they're already in middle school and high school. So I think that that would be um definitely um something that we would have um addressed or labeled as a high need...Yes definitely.</p>
Zoe Pineda	0:24:53 Youth Development	<p>Um hi...um do I say in spanish uh. Mi nombre es...ok...mi nombre es Zoe Pineda y um yo he trabajado con un youth employment. And I think that financial aid is kind of a big thing cause you know i'm not a lot of people can afford or need help with those kind of resources, and um the tutoring I do agree with um it can help many kids that are in need during these times also so I feel like financial aid and tutoring and college preparation are like the 3 main things that I think um should be the top priority.</p>
Brian	0:28:08 Financial Capability	<p>Hi, my name's Brian, I work for the familysource center here in Echo Park...so I would say the financial education I just think like a lot of people in the younger generation...aren't financially educated with loans, credit cards or anything of that matter. To the point where it's become a burden...loans or anything or learn about how to make a budget...financial education younger like middle school/high school needs financial education.</p>

Aisha	0:29:00 Financial Capability	Yeah hi my name is Aisha, I work at El Nido so in South LA. So I think one of the most important parts for me would be like tax preparation because I'm like outreach and I talk to like parents and a lot of times they um they ask me for that in specific, in particular, like they really focus on that and need that tax preparation um so yeah like from hearing from what they need. Most of the time they're like asking me they're like yeah they want resources preparation assistance. So yeah.
Valeria Rico	0:31:13 Financial Capability	Oh gracias, ah my name is Valeria Rico, I am from the Hollywood Center, Hollywood source center in East LA and I think establishing ...excuse me, oh sorry..hi so I think establishing a budget and tax preparation assistance are a priority. Especially cause I am a senior going into college and I think learning how to establish a budget would be important because it would save me from going to a lot of debt if I don't get enough financial aid and it would just make my life, my financial life easier. I feel like tax preparation assistance would also be important as well because I'm going into adulthood and I don't even know how to do own my taxes type of thing so I feel like it's important for other students, like other kids into adulthood to know things like that.
Walter Cruz	0:32:22 Financial Capability	Yeah, I'll go ahead and say it in spanish and english so in spanish. Mi nombre es Walter Cruz, soy parte de Barrio Action, uh soy el asesor financiero aquí. Am, una de las cosas que se necesitan tambien de este tiempo de COVID is ayuda para los negocios pequeños o educacion para los negocios pequeños a parte de lo comun. Tenemos muchas personas en las comunidades que tienen negocios propios am o ganan en efectivo y ellos, personas que estuvieron trabajando en esa capacidad sufrieron mucho. Entonces tenemos muchas personas buscando recursos de cómo sacar prestamos, si hay dinero para negocios, y ese tipo de capacidad. Existentially, knee on the ground, one of the biggest needs besides what everyone else mentioned is uh resources for small businesses. Like a lot a lot of the community members have approached this asking for grants um loans and a lot of it has been looking for resources for small business owners or even microbusiness owners you know. We have a lot of people who are cashowners.
Montserrat Venegas	0:37:16 Housing Stability	Hello, good afternoon, my name is Montserrat Venegas and I'm an AFT 1521 intern. I believe that Safe and Affordable Housing is uh most important followed by the Rights Education and Eviction Prevention. If I could just tie this in with one of the past subjects that we were talking about, we have a lot of students who are actually not like them, they're joining the workforce earlier because we're seeing that there are a lot of families struggling to survive during this pandemic. I mean we have family members who are losing jobs ultimately losing their you know income and you know the younger members are out you know trying to make what's left for the rent, for food and everything so ultimately I just believe that we have to have assistance for families of course but they also have to be informed of what are their rights because we see a lot of, there's not a lot of resources for people to understand what are their rights, and

		they can protect themselves from being taken advantage by landlords...Absolutely.
Wendy	0:39:34 Housing Stability	Hi my name is Wendy, I'm calling from CCNP, I'm an intake and eligibility coordinator. Um I think one of the stuff um I think that is important is the Emergency/Transitional Housing especially right now with due COVID a lot, a lot of the family members are leaving their house or their apartments so it's really hard to find shelters or anything where people can stay especially since they don't give them that long of an option for them to find a place right now with affordable housing there's a lot of places that are on waitlist so they can't get a place to stay right away so it's harder to find some place for them to stay especially since with COVID there's a lot of restrictions on who can stay and who can't. Especially a lot of them are for single moms so it's really hard to find housing or somewhere for them to stay...Yeah.
Giovanni Figueroa	0:40:53 Housing Stability	Hi Jesus this is Giovanni from Barrio Action..hi so I just wanted you kow to share with members of the community who are on this conference call of the following bullet points about Emergency Housing, Landlord Mediation and the like so that is just a small sample of the type of services the Housing Stabilizer can provide. You know I believe that one of the key successes to this program is going to be the Financial Coaching and um Case Management which is part which is going to be a part of the Eviction Defense Program you know um when when individuals hear about housing, of course the bullet points that we have here are important but the underlining uh resource that should be taken advantage of is definitely the financial coaching and the Case Management which are being provided by the FSCs here in out through HCID...Definitely.
Sandra(regarding comment from chat)	0:45:24 Benefits	Chuy, there there was um one comment by our community members and that's the concern regarding public charge, and that affected a lot of individuals who are willing to apply are being turned about applying for public benefits
Montserrat Venegas	0:49:19 Adult Education	Hello, um I'm not sure but does GED Testing go into any of these categories because I know that at the moment there's like some community colleges that have closed their testing centers and their GED testing because of the pandemic of course... I would say yes so that then uh adults can start entering the workforce with their equivalency, it seems like right now is the moment they need it the most. It's one of the most important, yes sorry.

Stacy Mendoza	0:50:15 Adult Education	I also agree on that point...yes...yes especially for older students that have didn't graduate high school and they are 18 and are thinking about going back to school, I think a lot come for finishing high school and getting their GED and it's kind of hard to get it somewhere else...I would think that it's more like after they get out of school they still don't know how to go back into the system or like the...and so some prefer to come and take classes at the FamilySource Centers...but then it's like the computers and the technology that's required for the classes to be completed.
Natalie Castillo	0:54:10 Adult Education	Hi this is Natalie Castillo from the Family Crisis Center, I think that the priority... The priority for me would be the food giveaway. We do have a lot of homeless people walk in who ask us if we have cans or for just something to give them and sometimes we don't and sometimes we do. So being able to just have that for them I think that would be a great help.
Zoe Pineda	0:54:45 Adult Education	Um hi I'm Zoe Pineda uh I just wanted to know on the food assistance thing um I think we should prioritize the people that actually really do need it cause in some cases like I've been to food places and most of the food is just on the floor like opened already and just like not being eaten. So I think we should prioritize people that actually really do need food...Like homeless people yes um people that you know have low income and that like you know actually do come and I guess do really need the food and actual assistance.
Stacy	0:58:40 Employment Services	I think the latest is needed...yeah sorry...oh that's that's okay...um the other thing that's very important in a... is to continue like our youth can continue to gain power and therefore their future families and the whole system could be stronger...oh well yeah um it's because of the pandemic there's a lot of people that are you know their jobs, youth at the moment is the one trying to get you know employment but not just getting them employment like...resume and treating that um elaborate on skills their skill sets and enhancing the things they already know how to do I mean that's very important for them, mobility can continue uh...and it's not just this pandemic and not just right now they need a job.
Jennifer Baltazar	0:59:46 Employment Services	Hi oh hi my name is Jennifer Baltazar um I'm an intern at the FamilySource Center and I would say um everything is important but I would say um out of all of them it would be Interview Skills Training um just because i'm at my internship at the beginning um they trained us all like with interview skills resume development and after ah having some of the mock interviews I ended up getting a better job than the other job that I was at and yeah.
Montserrat Venegas	1:00:47 Employment Services	My apologies, I think to I had had the hand up from the past time that I had talked but yes I believe that uh career exploration is specifically very important for our youth especially because we have so many students who don't have a lot of resources and they think oh we just have to go into the STEM field that's where there's a lot of investment right now but there's so many careers out there and if we have more internships for high school students to know that there's more careers out there for them it might help them when

		they're finally trying to decide what they really want to do in college or you know just get them out there into the real world and get that experience that will definitely won't be a bad investment.
Angel Garcia Quezada	1:01:43 Employment Services	Yes it's Quezada um hello my name is Angel Garcia Quezada and from this list I think that Small Business Startup is something that is the most important because as someone who wants to start their own business I think having a service that helps in uh starting up your own business is very important and I think um. I'm 18 years old and I feel like the younger generation is being more inclined to being i'm having their own entrepreneurship and you know being able to have services will be very beneficial and maybe in this time of unemployment people could rely on having created their own business to gain their own income.
Jackie Cohen	1:04:37 Public Comments	Well Chuy um hello Jackie I think hard to kind of uh piece out a lot of individual things that are all important so I don't know where this is gonna lead us as far as like how the FamilySource center provides services but I think there's the integration of it that honestly is more important than each individual thing which probably more of a long conversation but you know what kind of impact do we want and can we serve people for multiple years if you want to help, if you really want to help people like start up their own businesses and have these impacts and start with the youth and. So I think there's a lot of layers to it so that's why I don't. I feel like it's a bigger conversation as far as how we really create a program that is really high impact if that's what we're looking to do. If that makes sense... yeah multiple years and then multiple you know wrap like if you take youth leadership that can take you through education and financial coaching and employment. You know you could wrap in a lot of things but you know people's situation isn't gonna change in 6 months you could help someone over a period of years you know and of course I'm gonna advocate for fewer people than 2500 of course. Um to have the higher impact in communities that we would like to have.
Carolina Rivas	1:06:50 Public Comments	Hi yeah I'm Carolina Rivas, I work at Barrio Action and um one of the things that I feel that the community really needs, at least what I see is a lot of assistance for job placements for people who are undocumented. To a lot of people who do not have the right to work documents it is very difficult to try to find them work. Um and I think that that is the biggest obstacle that I faced with a lot of our community members in the area so I don't know if that's a whole different service or a whole different program. But I feel that that needs more attention.

Luis Gomez	1:07:54 Public Comments	<p>Hello everybody my name is Luis Gomez I'm the lead financial coach with Economics for Women in Van Nuys um, yeah you guys beat me to the punch uh Jackie and uh Carolina I was gonna say you know just based on the response I believe this survey was taken a couple of months ago so I I just wanted to see how that has changed what the response of the government um obviously with Renter Assistance coming through. It might alleviate a lot of the pain uh like it was mentioned earlier I think the biggest focus not shouldn't be necessarily to the money, the assistance that can be provided, but also just preparing um through often times through all this as it turns out a lot of our families are not prepared for a situation like this. And I know this is not a typical situation but this is one of those situations that we definitely wanna instill in our participants to be ready for because you just never know what could come next and so I think um like they mentioned financial coaching should be a big part of it, should be tied to any financial assistance in my opinion. And not to say that we want to hold up the money but I feel like we have to hold our families accountable too in a sense that you know we need to see a change is happening. Now we don't want to see them in 6 months, although we love our families right but the idea is that they are bettering themselves and so if I feel like we're seeing them in 6 months from now from now then speaking from financial assistance we're not doing our jobs. Um so I think then just you know focusing uh on the financial coaching, being uh remindful of our immigrant community that really out there but obviously they're hiding in the shadows because of their legal status so they can't come out and protest like everybody else can or you know advocating for them so we have to that for them but you know to be mindful and to be ready for what can come next in adjusting to the needs that the community comes up with.</p>
Raul Estrada	1:20:16 Qs 1-2	<p>Chuy this is Raul Estrada from El Centro I just want to say that maybe what other people don't are unaware of and I think it's worth uh putting out there is that I think the city, HCID has done a great job this past the past few years past 3 or 4 years they're really linking up services with the County of Los Angeles uh as well as well as operating as an independent entity. Because you know I think that the needs of our city are great and it's and it's more than just for one department it's too big for one department and it's great to see that the city is really working closely and collaboratively with the County of Los Angeles as well as with the state. So I just wanted to put it out there that all these other partnerships with LAUSD they're very important but I think it's great to see the city working so closely with the County of Los Angeles as well.</p>

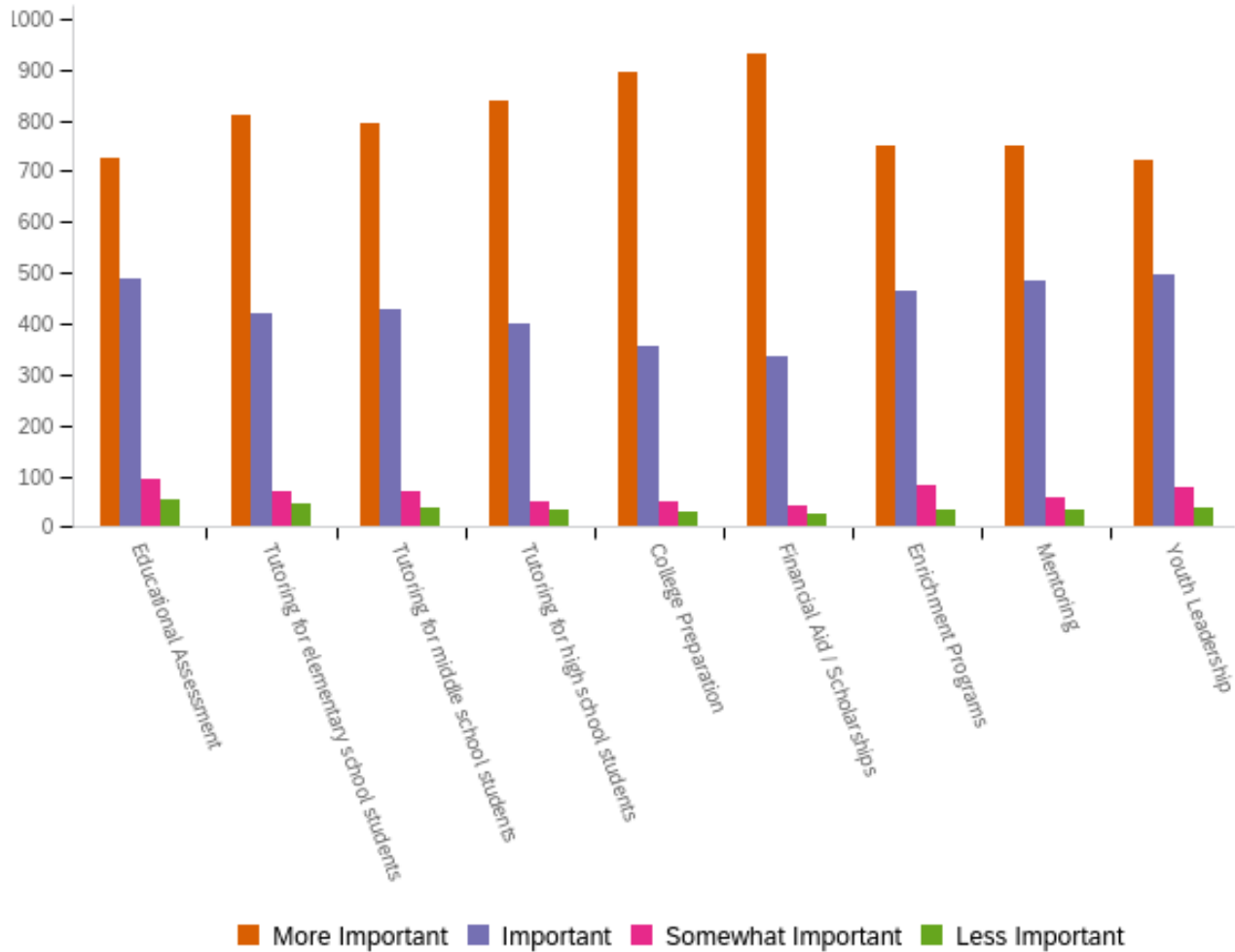
Stacy	1:29:37 Qs 7-8	<p>Hi so I think I want to just like reinforce that point that I mentioned to another colleague about youth employment and like for students that did not have social securities because it really really influences a lot of our youth...employment and they are the ones who suffer the most because we just don't have any opportunities for them and it's super kind of hard to cross anything that would tend to their needs especially uh if they're not even going to school or like trying to get any kind of internships but not so I would say that is something that if it can be at least add in you know trying to take some budget that would benefit a lot of us of our youth...yeah and I don't know I don't know do you of course try to to of course work with other partners to get some funding for legal assistance it's a lot of students and parents want to know like does my child qualify. But sometimes the kid is having a very complex life if it doesn't go through the free service system with some of our partners. So I think that that pathway to either getting them some for the permit because of the personal situations hopefully equal consideration and then well if they have some money because they're working then they pay their own paperwork and you know process of getting status adjustment</p>
Ivette Ivanka	1:48:00 Last Comments	<p>Hi can you hear me... ok perfect, um hi Ivette Ivanka financial coach with the Economic. I just wanted to make a comment or a suggestion or perhaps some feedback as farof what I've been hearing about undocumented, our undocumented community not being able to find a employment because of their legal status and the ways that I um I sometimes approach this with certain families is that we talk about their strength and how we can set, we can we make these skills um and turn it into a business. Um and also discuss how they can do independent contracting work where perhaps they're getting paid in cash and turn that into a business and at the same time they're able to bring some income to their house. um you know the right way that they want to do it and then you know eventually if heir business um grows they can do so much more with it as well...Well yes for example families that I've worked with before, street vendors for example um they're not able to find employment sometimes at restaurants because of their legal status so there's um down street vending outside and that has been profitable to them. Um however due to COVID they've had some issues too because they've not been able to sell on the streets or you know their have clients lowered their sales have lowered. Um so you know there's some issues with that you know but that's work. But also like I think that one of the challenges is that some of the families might not know so many financial tools like budgeting and making sure to separate their business income from their own income or their expenses from the business expenses and how to report that when they do their taxes right. And so I think that that's uh an important conversation to have some of at least said before tying some financial coaching to the assistance that's provided. Um so not just helping them get in benefits or something like that but going beyond that, speaking about how we can use what they have already to bring in more money into their homes.Thank you.</p>

Appendix E

Community Needs Assessment Results

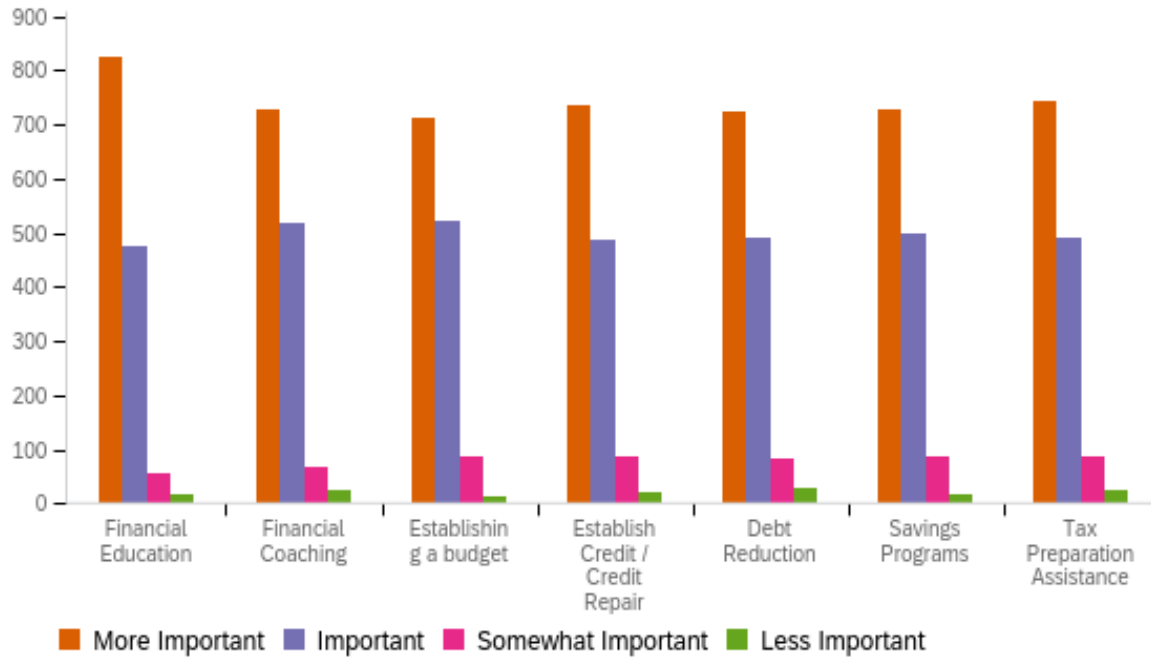
Surveys Submitted February 1, 2021 - February 20, 2021

Q1 - Youth Development



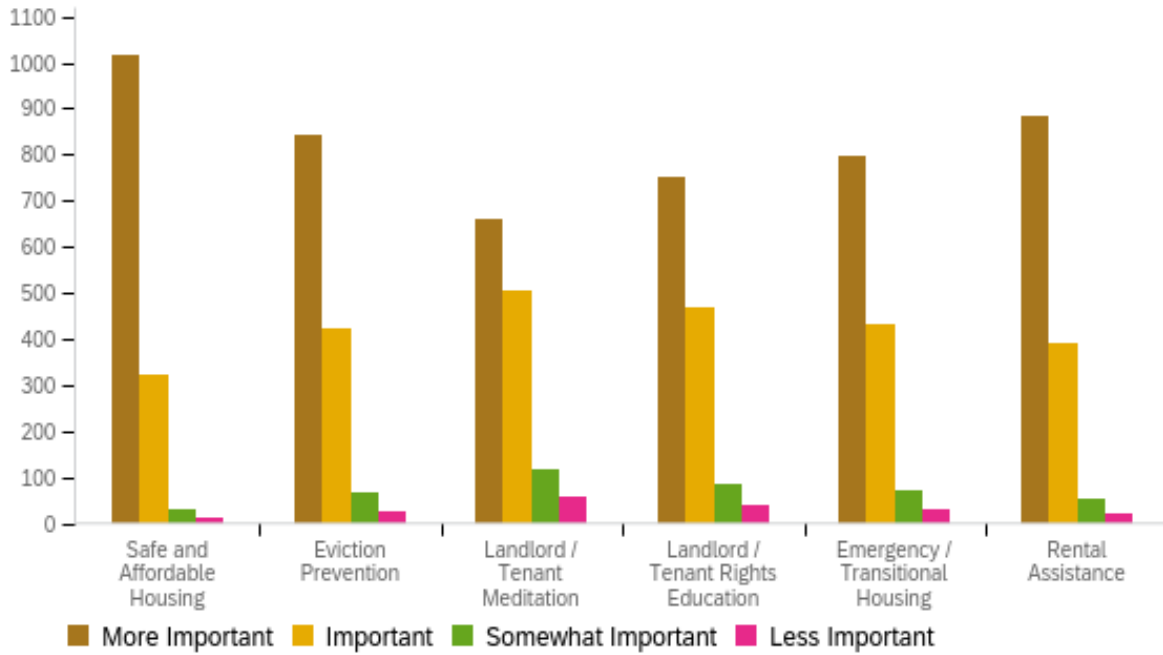
Question	More Important	Important	Somewhat Important	Less Important
Financial Aid / Scholarships	932	336	44	25
College Preparation	893	355	52	29
Tutoring for high school students	837	399	52	35
Tutoring for elementary school students	811	419	71	48
Tutoring for middle school students	793	427	69	38
Enrichment Programs	751	466	82	33
Mentoring	750	484	60	35
Educational Assessment	727	487	95	53
Youth Leadership	720	495	80	37
Total	7214	3868	605	333

Q2 - Financial Capability



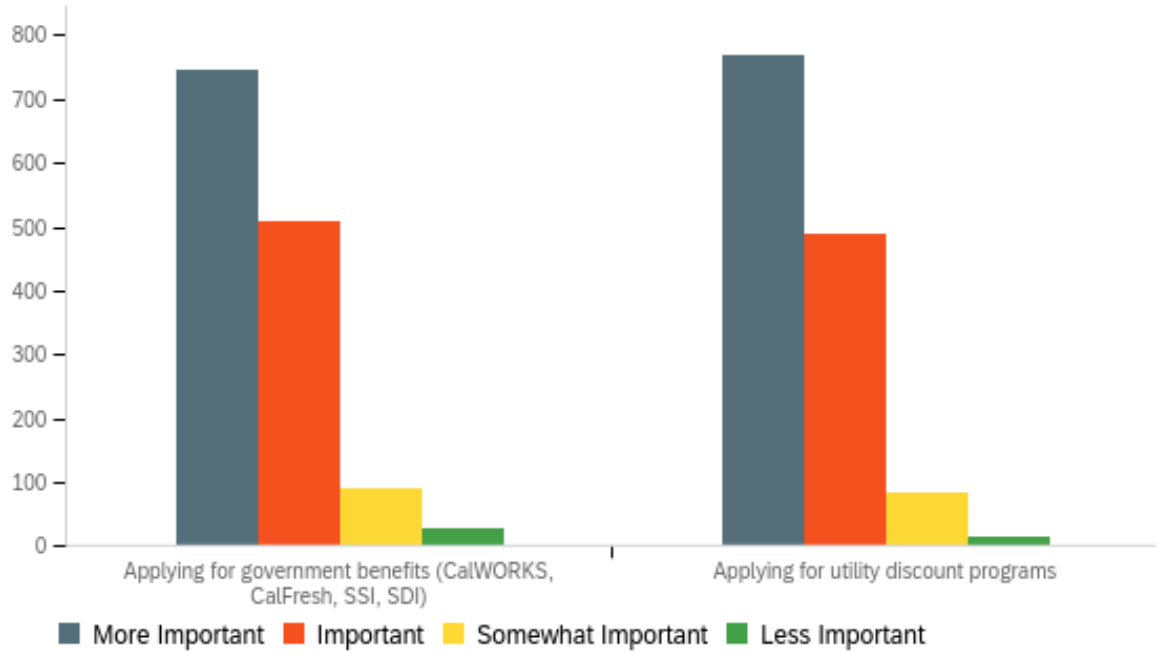
Question	More Important	Important	Somewhat Important	Less Important
Financial Education	826	477	54	17
Tax Preparation Assistance	745	490	85	25
Establish Credit / Credit Repair	736	487	88	22
Savings Programs	728	500	86	18
Financial Coaching	727	517	69	26
Debt Reduction	723	491	82	28
Establishing a budget	713	521	86	13
Total	5198	3483	550	149

Q3 - Housing Stability



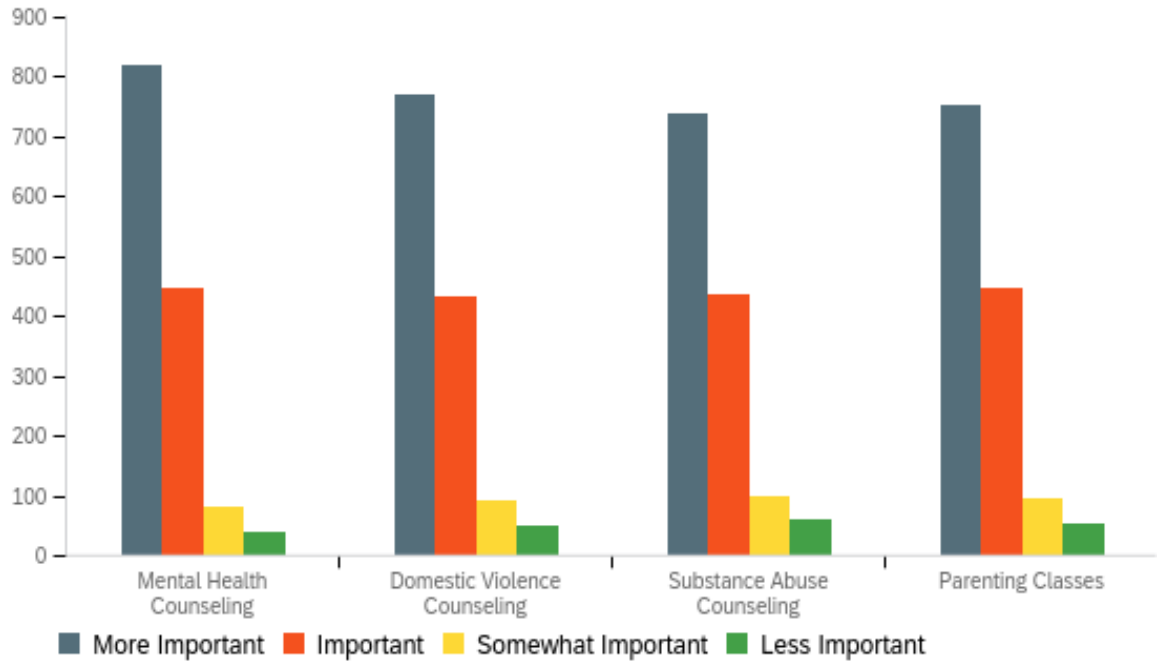
Question	More Important	Important	Somewhat Important	Less Important
Safe and Affordable Housing	1017	325	31	15
Rental Assistance	882	392	52	23
Eviction Prevention	841	421	68	25
Emergency / Transitional Housing	799	432	73	32
Landlord / Tenant Rights Education	750	471	85	39
Landlord / Tenant Meditation	662	504	119	57
Total	4951	2545	428	191

Q4 - Benefits



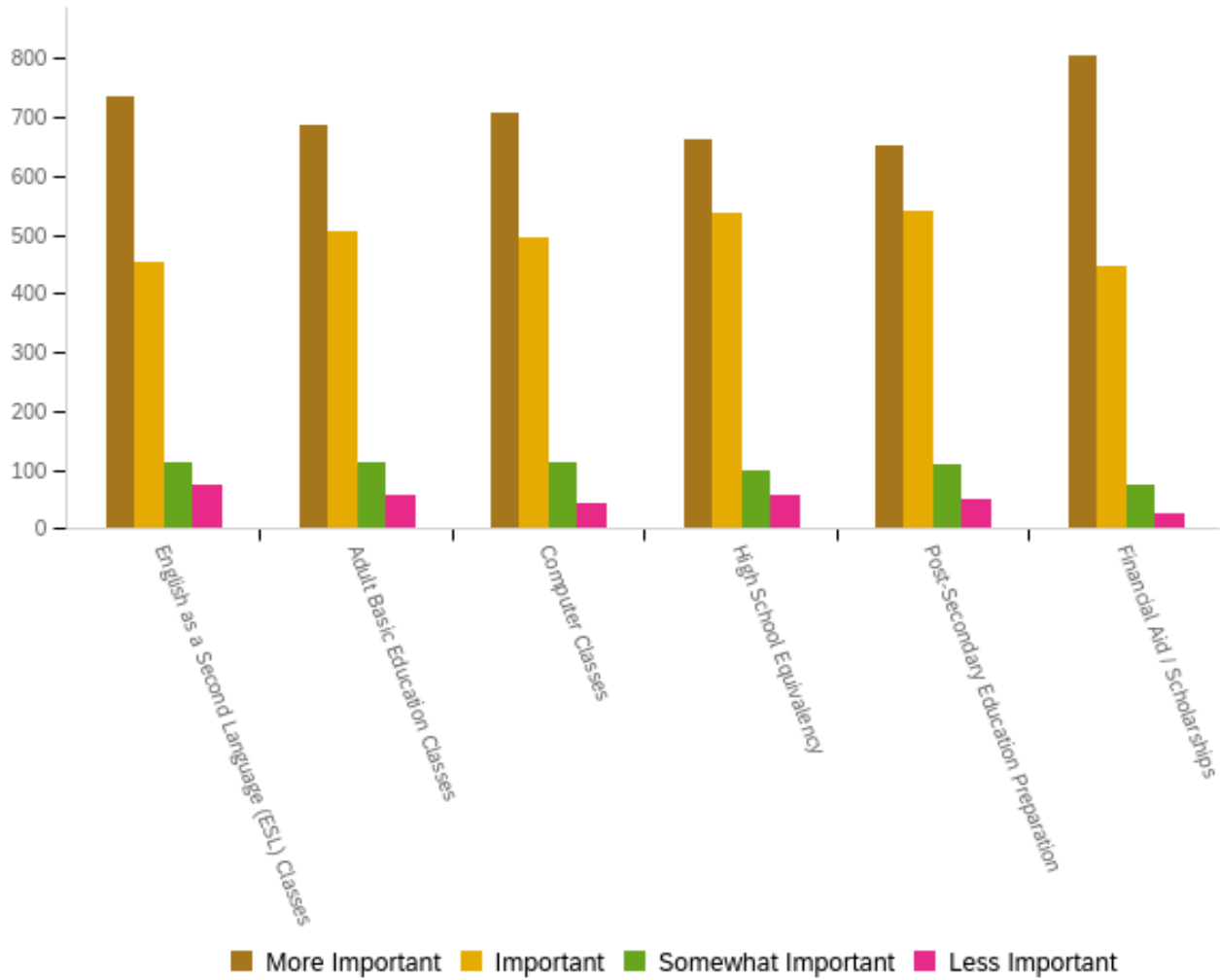
Question	More Important	Important	Somewhat Important	Less Important
Applying for government benefits (CalWORKS, CalFresh, SSI, SDI)	746	508	91	27
Applying for utility discount programs	769	490	82	15
Total	1515	998	173	42

Q5 - Counseling Services



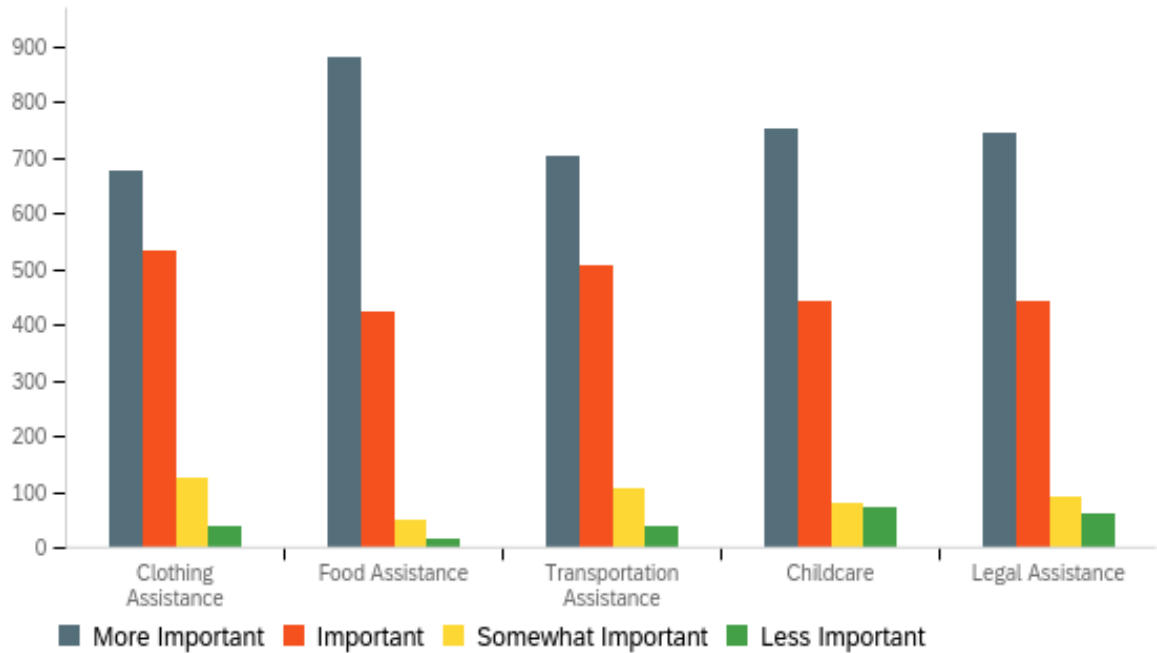
Question	More Important	Important	Somewhat Important	Less Important
Mental Health Counseling	819	446	80	38
Domestic Violence Counseling	770	431	92	50
Parenting Classes	753	446	95	54
Substance Abuse Counseling	738	435	99	62
Total	3080	1758	366	204

Q6 - Adult Education



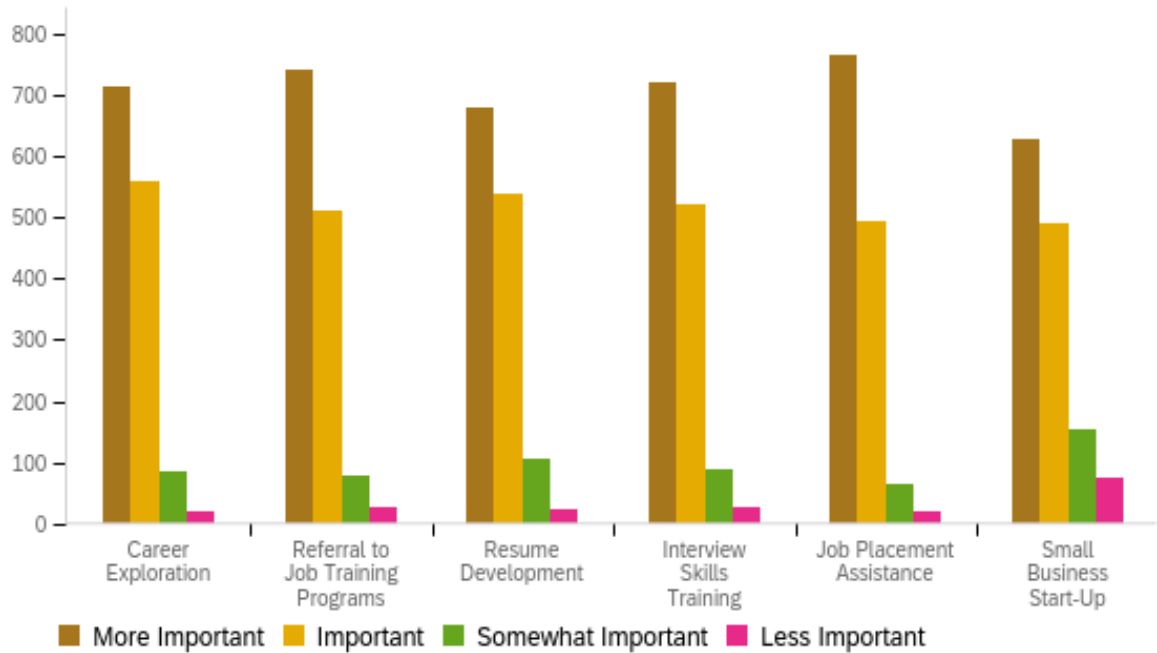
Question	More Important	Important	Somewhat Important	Less Important
Financial Aid / Scholarships	806	447	74	26
English as a Second Language (ESL) Classes	736	455	114	76
Computer Classes	708	497	113	45
Adult Basic Education Classes	687	505	113	56
High School Equivalency	664	537	98	58
Post-Secondary Education Preparation	653	539	110	50
Total	4254	2980	622	311

Q7 - Support Services



Question	More Important	Important	Somewhat Important	Less Important
Food Assistance	881	423	49	15
Childcare	752	441	82	72
Legal Assistance	744	442	93	60
Transportation Assistance	703	508	105	37
Clothing Assistance	677	533	124	37
Total	3757	2347	453	221

Q8 - Employment Services



Question	More Important	Important	Somewhat Important	Less Important
Job Placement Assistance	766	495	63	19
Referral to Job Training Programs	743	511	77	28
Interview Skills Training	719	521	88	27
Career Exploration	714	559	84	20
Resume Development	680	540	105	24
Small Business Start-Up	628	490	153	75
Total	4250	3116	570	193

Q9 - Are you familiar with a FamilySource Center? If so, which one?

Answer	%	Count
1736	5%	59
All Peoples	7%	96
Barrio Action	5%	59
Bresee	5%	62
Central City Neighborhood Partners (CCNP)	10%	125
Don't know	7%	97
El Centro de Ayuda	4%	49
El Centro del Pueblo	5%	67
El Nido Pacoma	4%	57
El Nido Southwest	5%	60
Latino Resource Organization (LRO)	4%	50
NEW Canoga Park	4%	51
NEW Van Nuys	3%	41
The Children's Collective	4%	54
Toberman	7%	90
Volunteers of America	2%	32
WLCAC	19%	250
Total	100%	1299

Q10 - Are there other services not listed that are a priority to you? If so, which one(s)?

- Adult Education Classes (computer, English, nutrition, fitness, driver's ed, avoiding scams/fraud for older adults)
- Child Care
- College Prep Courses (SAT coaching)
- Domestic Violence Counseling
- Financial Assistance / Financial Literacy (401k assistance, mortgage loan support, tax filing support)
- Food Assistance
- Gang Intervention (GRYD) / Drug Diversion
- Internet / Broadband Access
- Investment in Affordable Housing / Rental Assistance / Eviction Expungement
- Legal Assistance (specifically immigration support)
- Low Cost Auto Insurance
- Mental Health Services
- Onsite Technology Assistance and/or Device Troubleshoot Assistance
- Pet Owner Assistance
- Prenatal Care
- Programming and Assistance for Undocumented Folks
- Programs and Services for Older Adults (housing)
- Public Benefits (navigation, access, and application support, specifically Medicaid/Medicare)
- Sports and Recreation Programming
- Street Cleaning
- Violence Prevention and Reduction Programming
- Volunteer Program
- Workforce Development Training and Job Placement Assistance
- Youth Programming (arts and crafts, music, karate classes, tutoring)

Q11 - Please enter your zip code:

Zip Code	Count				
90059	100	90015	11	90045	2
90011	96	90034	11	90049	2
90731	61	90042	11	90230	2
90017	56	90062	11	90241	2
90026	56	90020	10	90247	2
90057	46	91405	10	90249	2
90003	43	90016	9	90301	2
90032	43	90710	9	90604	2
90044	43	90025	7	90732	2
90037	38	90065	6	91340	2
90002	37	91343	6	91401	2
90033	36	90010	5	91504	2
90019	34	90013	5	91601	2
90006	33	90028	5	90016-5371	2
91335	33	91606	5	90024	1
90001	28	90012	4	90041	1
90004	28	90064	4	90048	1
90047	23	90066	4	90056	1
90018	21	90278	4	90067	1
90744	20	91367	4	90073	1
91331	20	91406	4	90077	1
90029	19	90021	3	90094	1
91304	19	90038	3	90201	1
90005	18	90220	3	90221	1
90043	18	90222	3	90245	1
90061	18	90250	3	90270	1
90063	17	90255	3	90275	1
91303	17	90291	3	90280	1
91342	17	90292	3	90304	1
90007	14	91325	3	90305	1
90023	12	91352	3	90501	1
90031	12	91364	3	90640	1
91306	12	91403	3	90660	1
91402	12	91605	3	90703	1
90008	11	90014	2	90748	1
		90027	2	90804	1
		90035	2		

90805	1	91311	1	92044	1
91016	1	91321	1	92405	1
91202	1	91404	1	92505	1
91205	1	91411	1	92545	1
91206	1	91423	1	907444	1
91207	1	91740	1	90066-2844	1
91302	1	91791	1	91331-3011	1
91305	1	91792	1		
91307	1	91803	1		

Demographics

Q12 - Please enter your age:

Answer	%	Count
12-17 years old	4%	58
18-24 years old	10%	143
25-34 years old	26%	362
35-44 years old	27%	374
45-54 years old	19%	265
55-64 years old	8%	113
65-74 years old	4%	53
75 years or older	1%	13
Total	100%	1381

Q13 - What is your race or ethnicity? Select all that apply.

Answer	%	Count
Asian or Asian American	2%	31
Black, African, or African American	15%	210
Hispanic, Latino/a/e/x, or Latin American	73%	1015
Middle Eastern or Arab American	1%	12
Multi-racial	4%	61
Native American, Indigenous, or Native Alaskan	1%	13
Native Hawaiian or Other Pacific Islander	1%	11
Other (please specify):	2%	26
White or European American	4%	61
Total	100%	1381

Q14 - What gender do you identify with?

Answer	%	Count
Male	48%	656
Female	49%	674
Gender Non-conforming	0%	5
Transgender Woman (M to F)	0%	6
Transgender Man (F to M)	0%	4
Prefer not to say	2%	24
Other (please specify):	0%	2
Total	100%	1371

Q15 - What sexual orientation do you identify with?

Answer	%	Count
Bisexual	3%	40
Gay	1%	10
Heterosexual or Straight	78%	1013
Lesbian	1%	18
Other (please specify):	2%	23
Prefer not to say	15%	196
Questioning	0%	5
Total	100%	1305

Q16 - What type of organization do you represent?

Answer	%	Count
None	60%	770
Community-based organizations	29%	379
Educational institutions (local school districts, colleges)	4%	58
Public sector (social services departments, state agencies)	3%	37
Faith-based organizations	2%	30
Private sector (local utility companies, charitable organizations, local food banks)	1%	18
Total	100%	1292

Q17 - Please indicate your employment status:

Answer	%	Count
Working full-time	29%	392
Working part-time	22%	294
Retired	4%	56
Unemployed	40%	533
Self-employed	5%	73
Total	100%	1348

Q18 - Please indicate your total household income:

Answer	%	Count
Less than \$10,000	28%	374
\$10,001 - \$20,000	23%	313
\$20,001 - \$30,000	23%	308

\$30,001 - \$40,000	13%	178
\$40,001 - \$50,000	5%	66
\$50,001 - \$70,000	4%	51
More than \$70,001	3%	45
Total	100%	1335

Q19 - Please indicate what best describes your family composition:

Answer	%	Count
Two parent/guardian family	36%	471
Two or more adults with no children	14%	188
I live alone	21%	280
I am a single parent guardian (male) with children under 18	3%	41
I am a single parent/guardian (female) with children under 18	26%	337
Total	100%	1317

Q20 - How many people live in your household?

Number of people in household	Count
1	142
2	169
3	208
4	229
5	204
6	80
7	36
8	19
9	6
10	4
11	1
Total	1098

Q21 - Please indicate your housing status:

Answer	%	Count
Rent	78%	1052
Own	9%	118
Living with friends and relatives	10%	130
Living in park	0%	1

Living in makeshift shelter	0%	6
Living in car	2%	24
Living in an emergency/transitional shelter	2%	23
Total	100%	1354