

2022/2023

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Community Needs Assessment and
Community Action Plan

California Department of
Community Services and Development

Community Services Block Grant



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Introduction

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

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New For 2022/2023?

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

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

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

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

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

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

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

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

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

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	Berkeley Community Action Agency
Name of CAP Contact	Kristen Lee
Title	Executive Director
Phone	510-981-5427
Email	kslee@cityofberkeley.info

CNA Completed MM/DD/YYYY:

3/12/21

(Organizational Standard 3.1)

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 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)

Kelly Yun		
Board Chair (printed name)	Board Chair (signature)	Date
Kristen Lee		
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).

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

CSD Use Only

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

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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.

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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)	4/21/21
Location(s) of Public Hearing(s)	Zoom Meeting https://zoom.us/j/97245011849?pwd=T1UrZGN5K3hmWFdZYUw5THYvSzJ4Zz09
Dates of the Comment Period(s)	3/23/21 – 4/28/21
Where was the Notice of Public Hearing published? (agency website, newspaper, social	City of Berkeley Website https://www.cityofberkeley.info/Clerk/Commissions/Commissions_Human_Welfare_and_Community_Action_Commission_Homepage.aspx City of Berkeley Community Calendar https://www.cityofberkeley.info/communitycalendar/month.asp?month=4&year=2021 Berkeley Voice Newspaper https://www.eastbaytimes.com/author/berkeley-voice/

media channels)	
Date the Notice(s) of Public Hearing(s) was published	3/19/21
Number of Attendees at the Public Hearing(s) (Approximately)	TBD

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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)

Data was collected using American Community Survey, Berkeley Unified School District data, the California Health Interview Survey, the City of Berkeley Public Health Division Vital Statistics Office, the City of Berkeley Strategic Plan, and the City of Berkeley Request for Proposals (RFP) for community agency funding.

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

The Berkeley Community Action Agency (BCAA) serves the City of Berkeley. LifeLong Medical Care, the recipient of CSBG funding, delivers integrated primary care and behavioral health services to low-income, uninsured, and underinsured residents of Berkeley at the LifeLong Ashby and LifeLong West Berkeley Health Centers. LifeLong services are designed to remove barriers to care and reduce health disparities for typically underserved populations who are at the greatest risk

for poor health outcomes. Easy Does It (EDI) provides emergency services and case management, attendant care, accessible transportation, wheelchair repair, and assistive device repair for severely physically disabled person in Berkeley.

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

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

- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

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

N/A

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

Surveys

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

Focus Groups

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

Community Forums

Interviews

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

Asset Mapping

Other

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

N/A

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)

The City of Berkeley uses City Data Services (CDS), which is an online data management portal, to gather data from community agency contracts. The data is submitted on a quarterly basis to the assigned contract monitor, who analyzes the data and follows up with agencies if there are any discrepancies or incomplete reports. Along with quantitative data elements, such as demographic and outcome performance measurements, agencies also provide qualitative narratives to support their customer satisfaction and outcome data. These CDS reports are reviewed at each Human Welfare and Community Action Commission meeting, where commissioners are given the opportunity to ask questions of City staff, and to request more information from agencies.

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

The City of Berkeley partners with community-based organizations to provide essential services to residents. These organizations gather client satisfaction, outcome, and demographic data and provide that information to the City on a quarterly basis as part of their contract requirements. The City uses this information to help guide funding priorities, including those programs that provide services to the low-income population.

B. Faith-based organizations

As with the community-based organizations, faith-based organizations that contract with the City to provide services, such as free meals, provide their client satisfaction, outcome, and demographic data as part of their contract requirement.

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

The City of Berkeley works with many business associations that cater to established businesses and startups in specific industry sectors including tourism, technology, biotechnology, life sciences, medical devices and manufacturing. The City also works with regional partners that support local businesses including the East Bay Economic Development Alliance (East Bay EDA) and Bay Area Organization of Black Owned Businesses (BAOBOB).

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

Departments within the City provide different information gathered from a variety of resources that inform the planning process throughout the year. The City also partners with Alameda County and neighboring jurisdictions to share information and resources.

E. Educational institutions (local school districts, colleges)

The City collaborates with Berkeley Unified School District on a youth programs, including Berkeley's 2020 Vision: Equity in Education, which is a collective impact initiative that works towards eliminating racial disparities in academic achievement in Berkeley's public schools.

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)

CSBG currently funds LifeLong Medical Care to support the delivery of integrated primary care and behavioral health services to low-income, uninsured, and underinsured residents of Berkeley at the LifeLong Ashby and LifeLong West Berkeley Health Centers. LifeLong services are designed to remove barriers to care and reduce health disparities for typically underserved and low-income populations who are at the greatest risk for poor health outcomes.

According to the most recent City of Berkeley Health Status Report, African American residents experience higher rates of poverty compared to other Berkeley residents, and worse health outcomes. For example, African Americans and Latinos have the highest proportions of obese and overweight children in Berkeley; and African Americans experience substantially higher rates of poorly controlled asthma, diabetes, and hypertension. The City of Berkeley Health Status Report also includes community input from African American respondents, who noted that African American health inequities are rooted in poverty, racism, inadequate access to culturally relevant and high quality health services, and a lack of community and economic development in their communities.

LifeLong's primary care and acupuncture detox services target low-income, uninsured and underinsured Berkeley residents. This population is more racially and ethnically diverse than the general population. For example, while income levels have increased in Berkeley overall, for African American residents there has been a slight decrease. LifeLong health centers are also located in areas with higher rates of low-income residents and people experiencing homelessness: West Berkeley and South Berkeley. Services are designed to meet the needs of low-income residents, with an emphasis on chronic disease prevention and management, and early detection and intervention, and strategies to address social determinants of health (such as food insecurity, housing instability or social isolation).

To address opioid overdose hospitalizations (higher in Berkeley than in Alameda County as a whole) and other needs related to substance use disorders, LifeLong offers an acupuncture clinic; the only program of its kind that is accessible to low-income Berkeley residents free of charge using a harm reduction model. The target population of the Acupuncture program is low income adults with chemical dependency issues. Within this population, many are homeless and/or are living with mental health needs.

LifeLong Medical Care rapidly adjusted services during the COVID pandemic to address the needs and safety of health center staff and community residents. Most in-person primary care (medical and behavioral health) visits transitioned to telehealth visits (phone and video), with some health centers remaining open for limited in-person needs such as urgent care, prenatal care and HIV

services. LifeLong also launched COVID-19 testing services in Berkeley, in collaboration with UC Berkeley Innovative Genomics Institute (IGI), including street outreach teams who provide testing for Berkeley residents with unstable housing, and a fixed testing site in West Berkeley. While acupuncture services were paused due to COVID-19, acupuncturists (and other personnel) have been deployed to assist with COVID-19 testing and vaccinations in Berkeley. As public health guidance allows, and with safety precautions in place, in-person health services are gradually resuming to meet the primary care and prevention needs of local residents.

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

The most recent Health Status Report released by the City of Berkeley Public Health Department identified inequities in health and the importance of prevention for Berkeley residents. The health inequities identified in the report include the poverty level as it relates to race/ethnicity, the geographic element of poverty within the City, the rate of uninsured people within the City, and others. The cost of housing presents one of the greatest conditions of poverty in Berkeley, as median home sale prices remain significantly higher than the rest of the nation, currently at a \$1.4 million.

The Age-Friendly Berkeley Action Plan found that gentrification has had a large impact on low-income populations of Berkeley, particularly the African American population. There has been a 37% decline in the African American population, especially in some historically African American neighborhoods in South and West Berkeley where LifeLong provides critical healthcare services to low-income people. The mortality rate for African Americans remains twice as high as the mortality rate of whites. Additionally, Berkeley has the highest per capita rate of homelessness in Alameda County. Low- and moderate-income individuals are finding it difficult to afford to live and work here and there is an increasing divide between income levels.

In Alameda County, there are significant disparities between the disabled and non-disabled population. As of 2020 in Alameda County, 19% of individuals with a disability live in poverty, compared to 9.2% of the non-disabled population. Historically in Alameda County, the median

earnings for people with disabilities has been as much as 47% lower than the median earnings for the non-disabled population. Among the homeless population for the City of Berkeley, 28% reported having a physical disability. The disabled population is more than twice as likely to visit hospital emergency rooms, smoke, have high blood pressure and diabetes, and more than six times more likely to have heart disease.

Berkeley voters concerned about the welfare of disabled Berkeley residents continue to support funding for emergency services and case management, attendant care, accessible transportation, wheelchair repair, and assistive device repair for severely physically disabled persons in Berkeley. These services have not experienced significant interruption due to COVID-19, however, adjustments have been made throughout the pandemic to ensure the safety of both employees and clients, including updated safety precautions and the use of PPE.

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.
-

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)
Reducing Health Disparities	Family	Y	Y	Y
Emergency Services for the Severely Disabled	Family	Y	Y	Y
<p>Needs Identified: List the needs identified in your most recent CNA.</p> <p>Level: List the need level, i.e. community or family. <u>Community Level:</u> Does the issue impact the community, not just clients or potential clients of the agency? For example, a community level employment need is: There is a lack of good paying jobs in our community. <u>Family Level:</u> Does the need concern individuals/families who have identified things in their own life that are lacking? An example of a family level employment need would be: Individuals do not have good paying jobs.</p> <p>Integral to Agency Mission: Indicate if the identified need aligns with your agency's mission.</p> <p>Currently Addressing: Indicate if your agency is already addressing the identified need.</p> <p>Agency Priority: Indicate if the identified need will be addressed either directly or indirectly.</p>				

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Reducing Health Disparities	Integrated primary care and behavioral health services to low-income, uninsured and underinsured residents of Berkeley	FNPI 5b.
2. Emergency Services for the Severely Disabled	(a) Emergency attendant, wheelchair adjustments, and transportation services to Berkeley residents who are severely physically disabled, as well (b) maintains a voluntary disaster registry of Berkeley residents, and (c) provides case-management to help clients with the recruitment, selection, training, and retention of quality attendants, resulting in an increase in client participation in services related to disability and a decreased reliance on emergency services.	FNPI 5g.
<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>		

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

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Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

The Vision of the City of Berkeley's Community Action Agency (BCAA) is to have a responsive, caring and effective community services delivery system, which provides every resident with the basic prerequisites for a decent life and makes essential long-lasting connections among different constituencies and different neighborhoods. The ideal Berkeley will have: safe, decent and affordable housing, adequate nutritious food for all; primary medical care for all; education, including tutoring and mentoring, for all ages; full access to available City resources/programs which are appropriate with respect to age, family situation, ability, cultural/ethnic background and all other elements of diversity; opportunities to participate in decision-making with respect to the provision of community services; healthy community-based organizations which are fiscally viable, with active and effective boards and good administration; strong collaboration between the City and other levels of government (county, state, and federal) and between community based organizations to maximize resources and provide a holistic range of services to low-income residents specifically those at or below poverty level.

2. Provide your agency's Mission Statement.

The mission of the BCAA is to act as a facilitator for the community to assist low-income individuals, particularly those living at or below poverty level, respecting their own self-determination; and to improve the quality of life, reduce dependency, and achieve self-sufficiency through coordinated services providing employment, education, medical care, childcare, counseling, food, shelter, legal counseling and emergency services.

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.

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)

LifeLong provides a full range of integrated primary, preventive, dental, mental health, and substance abuse services for people of all ages. With a focus on providing health care access for low-income community, LifeLong makes it a priority to serve populations who experience access barriers, including older adults, people with HIV, homeless individuals and people experiencing mental health and substance use disorders and/or language and cultural barriers.

LifeLong operates 16 primary care health centers (three in Berkeley), three dental clinics (one in Berkeley) and two mobile dental vans. In addition, LifeLong provides urgent/immediate care services school health services, and a supportive housing program, all with sites in Berkeley.

LifeLong services are geographically accessible throughout Berkeley, and most are located on major transportation arteries with frequent public transit service. All primary care sites have daytime hours, as well as evening and/or weekend hours by appointment. Berkeley Immediate Care offers same day/walk-in services.

LifeLong's intake process includes benefits eligibility screening and enrollment assistance, as well as new patient registration that includes key information on LifeLong's payment policies, LifeLong's Notice of Privacy Practices and a patient's rights and responsibilities as well as Advance Health Care Directive resources.

Due to COVID-19, LifeLong has adjusted workflows significantly during to address the needs and safety of health center staff and community residents. LifeLong transformed most in-person visits to telehealth visits (phone and video), and some centers remain open for critical in-person needs such

as prenatal care and HIV services. LifeLong also opened COVID-19 testing sites in Berkeley including street outreach teams who provide testing for Berkeley residents with unstable housing, and a fixed testing site in West Berkeley. LifeLong plans to resume limited acupuncture services in late August, however, due to COVID-19 risks, acupuncturists have been redeployed to provide support to testing sites and COVID-19 vaccine clinics.

Easy Does It (EDI) provides emergency attendant services, emergency wheelchair repairs and transportation services to Berkeley residents with severe physical disabilities, and maintains a voluntary disaster registry of Berkeley residents.

EDI also provides case-management to help clients with the recruitment, selection, training, and retention of quality attendants, resulting in an increase in client participation in services related to disability and a decreased reliance on EDI emergency services.

EDI's clients include adults with severe physical disabilities that need attendant services, accessible transportation and adaptive equipment repair including wheelchairs and scooters. Their clients have a wide range of disabilities including spinal cord injuries, Multiple Sclerosis, Arthritis, ALS, Parkinson's disease and Cerebral Palsy.

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 LifeLong Medical Care for the delivery of integrated primary care and behavioral health services to low-income, uninsured, and underinsured residents of Berkeley at the LifeLong Ashby and LifeLong West Berkeley Health Centers. LifeLong was chosen to receive funding to address health disparities for Berkeley residents, as supported by the data in the CNA. The type of costs that CSBG dollars support include staff salary and program support.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

The BCAA funds community agencies to provide a variety of services to low-income Berkeley residents. These services include: childcare, disability, employment training, health, homeless, housing rehabilitation, legal/advocacy/fair housing, senior and youth services.

The agencies are awarded funding through a Request for Proposal process that includes funding from City of Berkeley General Fund, US Department of Housing and Urban Development funding (Community Development Block Grant, Emergency Shelter/Solutions Grant, HOME Investment Partnerships Program), City of Berkeley Measures O and P funding, Mental Health Services Act funding, and Healthy Berkeley funds.

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)

LifeLong has numerous MOUs, service agreements and funding contracts with governmental and nongovernmental entities. For example, LifeLong is funded by the Alameda County Office of HIV Care to provide integrated HIV primary care and medical case management services. They also receive funding from both the Alameda County Area Agency on Aging and the City of Oakland to provide older adult services to low income older adults. As a federally qualified health center, LifeLong receives federal funding from the Health Resources and Services Administration. Partnerships with Kaiser, Sutter and other healthcare entities further support coordination of services, and enhance LifeLong's ability to expand access to integrated care via partnership and funding agreements.

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

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

The City of Berkeley now includes a certification with all contracts utilizing CARES Act funding, requiring subcontractors to verify that they are not duplicating services with these funds.

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

LifeLong has developed diverse funding streams to ensure stability of the organization and minimize disruption due to any potential funding reductions. Development personnel focus on cultivating donors for many of LifeLong's programs and services, and a strategic planning and grants team continuously seeks and manages private, corporate, government funding. LifeLong's strategic plan also includes expanding geographic and programmatic access to services. With growth comes increased revenue sources and a continued emphasis on infrastructure development. LifeLong also leverages resources by utilizing new technologies such as telehealth to enhance the access to services and making judicious use of resources.

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.

Berkeley prioritized providing the COVID-19 vaccine to school, youth services and child care providers in order to continue meeting the needs of both providers and youth during the pandemic.

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.

In 2020, Berkeley launched its first summer course in collaboration with the Berkeley Unified School District (BUSD) and Berkeley City College to support incoming 9th graders of color in making the transition from middle school to high school. In addition, in collaboration with BUSD's Office of Family Engagement and Equity, Berkeley launched Black/African American Parent – Principal Learning Circles (three sessions have been held to date) to help Berkeley schools better support the success of Black/African American students.

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)

N/A

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.

In response to the COVID-19 pandemic, the City of Berkeley contracted with the Downtown Berkeley Association (DBA), which supports the Double Helping Hands program, a collaboration between the DBA and Berkeley restaurants to provide to-go lunches to unhoused residents living in encampments. These lunches are distributed by homeless outreach teams coordinated by City of Berkeley staff. This contract provided funding for 150 to-go lunches three days per week.

The City has also contracted with WeHOPE's Dignity on Wheels Program, which provides a mobile shower and laundry service for people living on the streets and in encampments.

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.

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.

The City of Berkeley collects outcome reports from all agencies who are funded by the City. These outcome and service measure reports allow the City and the non-profit to measure the programs' success at meeting the intended goals. Agencies are required to provide regular outcome reports through the City's online reporting tool, City Data Services.

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.

Agencies that receive federal or state funding submit quarterly outcome reports. Agencies that are funded by the City submit either quarterly or semi-annual outcome reports, as determined by the City.

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)

In addition to requiring either quarterly or semi-annual performance and outcome reports, BCAA staff periodically monitor agencies to ensure the fidelity of financial record keeping and the recording and provision of direct services to clients. BCAA staff also consult with CSBG-funded programs to gather anecdotes for the year-end CSBG reports.

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)

N/A

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?

The disaster plan was last updated in 2019. The plan is included as Appendix C.

In October 2020, a report from the City of Berkeley Deputy City Manager was presented to Council with a detailed overview of the City's response to COVID-19 since the City's Emergency Operations Center was initially activated in January 2020. The findings in this report will be used to inform future decision making involving the City's response to the COVID-19 pandemic. This report is included as Appendix D.

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

The authorities, policies, programs and resources that Berkeley will use to support execution of the 2019 LHMP Mitigation strategy include:

- The City has strengthened its ability to serve the community during and after disasters by seismically upgrading or replacing buildings that house critical City functions.
- The Berkeley Unified School District, supported by voter-approved bonds, has strengthened all public schools.
- The City of Berkeley has worked diligently to enhance public safety and reduce physical threats from earthquakes by requiring owners of soft story and unreinforced masonry buildings to retrofit their structures.
- The City offers a comprehensive suite of programs to encourage the community to strengthen buildings to be more hazard-resistant.

- The City, working together with key partners, is using a comprehensive strategy to aggressively mitigate Berkeley’s wildland-urban interface (WUI) fire hazard.
- The Disaster Cache Program incentivizes community-building for disaster readiness.
- Berkeley’s 2009 Climate Action Plan has served as a model for jurisdictions across the nation. The Climate Action Plan also guides the City’s new climate adaptation strategy.

For strategies specifically related to COVID-19, please reference Appendix D.

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.

N/A

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

N/A

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

- i. to remove obstacles and solve problems that block the achievement of self-sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out 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.

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency’s Response	B
City of Berkeley 2019 Local Hazard Mitigation Plan	C
COVID-19 Response 2020 Summary Report	D