



CAMPESINOS UNIDOS, INC.

Community Services Block Grant

2018-2019 Community Action Plan

SUBMITTED TO:

**California Department of
Community Services and Development**

PURPOSE

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

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

COMPLIANCE WITH FEDERAL LAW

To comply with the Community Services Block Grant (CSBG) Act, [Public Law 105-285](#), Section 676b (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

COMPLIANCE WITH STATE LAW

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

COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138 dated January 26, 2015](#), CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.

CONSUMER INPUT AND INVOLVEMENT

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

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

COMMUNITY ENGAGEMENT

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. This sector would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

COMMUNITY ASSESSMENT

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

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

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

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

Standard 3.4: 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.

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.

STRATEGIC PLANNING

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

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

STATE PLAN AND APPLICATION REQUIREMENTS

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

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

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

FROM: Campesinos Unidos, Inc.

Agency Contact Person Regarding Community Action Plan

Name: Guadalupe L. Ponce

Title: CSBG Director

Phone: (760) 370-5129

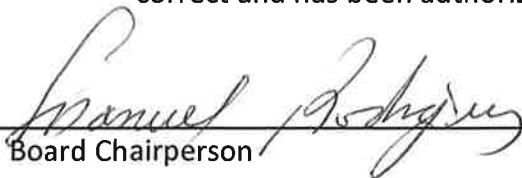
Ext: _____

Fax: (760) 344-0322


Email: gponce@campesinosunidos.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

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


Board Chairperson

6/27/17
Date


Executive Director

6/27/2017
Date

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

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2018 - 2019 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than **June 30, 2017**:

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

VISION STATEMENT

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

The communities we serve will prosper and its residents will have the best quality of life.

MISSION STATEMENT

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

Organizational Standard 4.1 references the Mission Statement for private and public entities:

Private Entities

The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

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

Public Entities

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

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

Provide your agency's Mission Statement

Mission Statement (Insert Statement)

CUI's mission is to promote self-sufficiency through greater social, economic, housing, and educational and employment opportunities for economically disadvantaged residents in the communities we serve.
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COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a CAP which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields

program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

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

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

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

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

Helpful Resources		
United States Census Bureau Poverty Data click here	State of California Department of Justice Statistics by City and County click here	U.S. Department of Housing and Urban Development Homelessness Assistance click here
Employment Development Department Unemployment Insurance Information by County click here	California Department of Education Facts about California Schools Using DataQuest click here	California Department of Public Health Statistical Data click here
Bureau of Labor Statistics Labor Data click here	California Department of Finance Various Projections/ Estimates click here	Community Action Partnership Community Action guide to develop a CNA click here
A Comprehensive Community Needs Assessment (CCNA) Tool Statistical Data to assist CNA development click here		

Comprehensive Community Needs Assessment (Insert Narrative)

Imperial County Community Profile

Imperial County covers 2.94 million acres of rural desert and farmland, and forms the southeast corner of California. Imperial County is surrounded by Riverside County to the north, San Diego County to the west, Arizona to the east and Mexico to the south. The eastern border of Imperial County is marked by the Colorado River. Imperial is the ninth largest county in California, covering an area of 4,597 square miles. Three fourths of Imperial County consist of mountain ranges and desert sand.

Imperial County is a desert community with a warm, dry climate. Summers are extremely hot and dry while winters are temperate. Temperature normally ranges from 45 to 115+ degrees Fahrenheit with an annual rainfall of less than three inches.



There are seven incorporated cities in Imperial County. The City of El Centro, the county seat, continues to be the largest, followed by Calexico and Brawley. There are four unincorporated towns with a population of over 1,000 and nine with a population of under 1,000. Population within the county must rely entirely upon local service providers, as this area is far from the metropolitan areas of San Diego and Los Angeles, CA.

Industry and Economy

The Imperial Valley encompasses nearly 500,000 acres of some of the world's most productive farmland and possesses the largest single water right on the Colorado River.

Imperial County's economy consists predominantly of government, agriculture and retail trade that represents 70% of total county employment. Government services account for over one-third of total employment.

The Imperial County is the 9th largest county in California and a leading world-wide producer and exporter of agricultural goods. It dedicates about 800 of its 4,597 square miles to irrigated farmland and produces over 100 different commodities, with the largest 2 commodities being cattle and alfalfa. The county is one of the top 5 producers of spinach, potatoes, cauliflower, sweet corn, broccoli and onions in California, and is one of the top sheep and lamb producers in the nation. (source: Imperial County 2017-2021 Community Health Assessment & Community Health Improvement Plan)

While agriculture has remained Imperial County's primary industry, both its geological and desert location has made it a primary center of renewable energy resources.

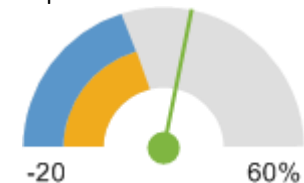
As the 2015-16 CEDS report noted, “The County of Imperial of the 21st Century strives to be the nation’s leader in renewable energy projects. Touting 42,000 megawatts of renewable energy resource potential, Imperial Valley has become a "hot-bed" for renewable energy projects employing current solar, geothermal, wind and biofuels technology. The pursuit of renewable energy is driven by California's mandate established in 2002 under Senate Bill 1078 to generate 33 percent of its electricity from renewable sources by 2020. The Valley's highly sought-after resources, available workforce, proximity to large population centers and large tracts of available land have attracted mega-investments for renewable energy development. With 2,000 MW of untapped geothermal resources, Imperial County is still the second largest geothermal energy-producing county in the nation, generating over 500 megawatts.”

Population Change

Population change within Imperial County from 2000-2015 is shown below. During the fourteen-year period, total population estimates for the report area grew by 25.18 percent, increasing from 142,361 persons in 2000 to 178,206 persons in 2015.

Report Area	Total Population, 2015 ACS	Total Population, 2000 Census	Population Change from 2000-2015 Census/ACS	Percent Change from 2000-2015 Census/ACS
Imperial County, CA	178,206	142,361	35,845	25.18%
California	38,421,464	33,871,648	4,549,816	13.43%
United States	316,515,021	281,421,906	35,093,115	12.47%

Percent Change in Population



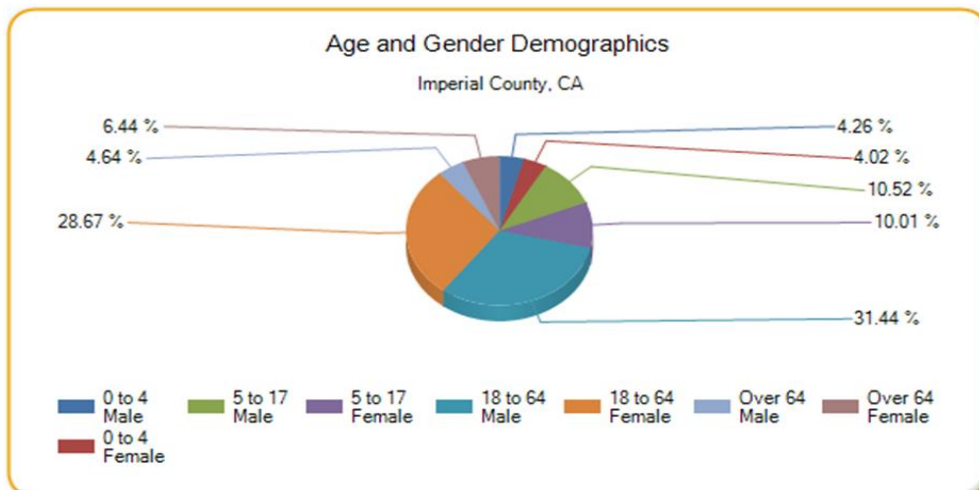
■ Imperial County, CA (25.18%)
■ California (13.43%)
■ United States (12.47%)

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2011-15. Source geography: County

Age and Gender Demographics

The ACS 2011-2015 5-year population estimates for Imperial County show that the female population is 49.14%, while the male population represents 50.86%.

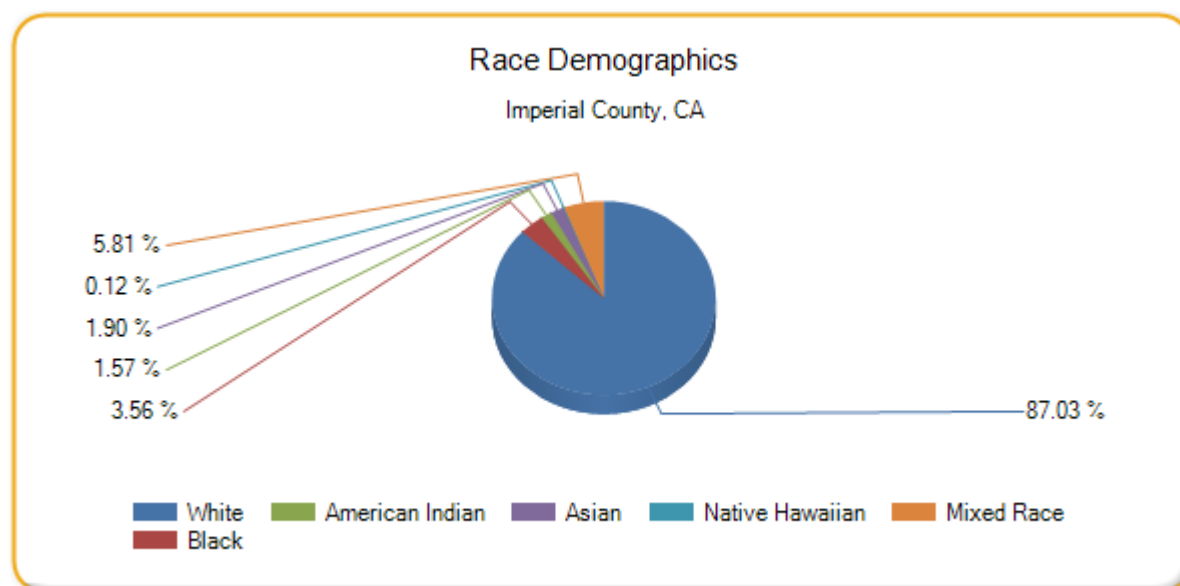
Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
Imperial County, CA	7,538	7,121	18,636	17,727	55,682	50,786	8,224	11,405



Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: County

Race Demographics

According to ACS 2011-2015 5-year population estimates, the white population comprised 87.03% of Imperial County, black population represented 3.56%, and other races combined were 9.4%. Persons identifying themselves as mixed race made up 5.81% of the population.



Data Source: US Census Bureau, ACS. 2011-15. Source geography: County

Ethnic Demographics

The ethnic demography of the county is 81.8% Hispanic, 12.6% White, 2.5% African American, .7% American Indian/Alaskan Native, 1.4% Asian, .1% Pacific Islander, and .9% other race.

Data Source: U.S. Census Bureau, American Community Survey 2011-2015 5-Year.

Subject	Imperial County, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HISPANIC OR LATINO AND RACE				
Total population	178,206	*****	178,206	(X)
Hispanic or Latino (of any race)	145,855	*****	81.8%	*****
Mexican	141,470	+/-695	79.4%	+/-0.4
Puerto Rican	748	+/-330	0.4%	+/-0.2
Cuban	199	+/-100	0.1%	+/-0.1
Other Hispanic or Latino	3,438	+/-622	1.9%	+/-0.3
Not Hispanic or Latino	32,351	*****	18.2%	*****
White alone	22,437	+/-88	12.6%	+/-0.1
Black or African American alone	4,530	+/-177	2.5%	+/-0.1
American Indian and Alaska Native alone	1,242	+/-175	0.7%	+/-0.1
Asian alone	2,422	+/-205	1.4%	+/-0.1
Native Hawaiian and Other Pacific Islander alone	111	+/-65	0.1%	+/-0.1
Some other race alone	109	+/-85	0.1%	+/-0.1
Two or more races	1,500	+/-293	0.8%	+/-0.2
Two races including Some other race	133	+/-107	0.1%	+/-0.1
Two races excluding Some other race, and Three or more races	1,367	+/-273	0.8%	+/-0.2

Poverty

Economic indicators consistently place Imperial County near the bottom when compared to other communities. According to the 2011-2015 American Community Survey, the average per capita income in Imperial County was \$16,107. In that same period the National Level per capita income was \$28,184.

According to the American Community Survey 5 year estimates, an average of 24.3 percent of all persons lived in a state of poverty during the 2011 - 2015 period. The poverty rate for all persons living in Imperial County is greater than the national average of 14.70 percent.

Report Area	All Ages No of Persons	All Ages Poverty Rate	Age 0-17 No of Persons	Age 0-17 Poverty Rate	Age 5-17 No of Persons	Age 5-17 Poverty Rate
Imperial County, CA	41,685	24.3%	15,925	31.4%	11,382	32.1%
California	11,792,510	15.37%	3,803,970	20.73%	2,630,576	19.74%
United States	46,153,077	14.70%	15,000,273	20.36%	10,245,028	19.05%

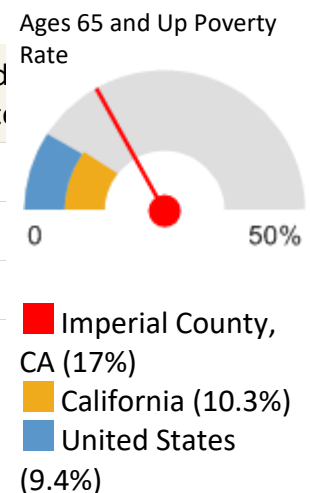
Data Source: US Census Bureau, Small Area Income Poverty Estimates. 2015. Source geography: County

Seniors in Poverty

There were 3,474 seniors (persons age 65 and over), or 17% percent, living in poverty within Imperial County according to American Community Survey estimates,

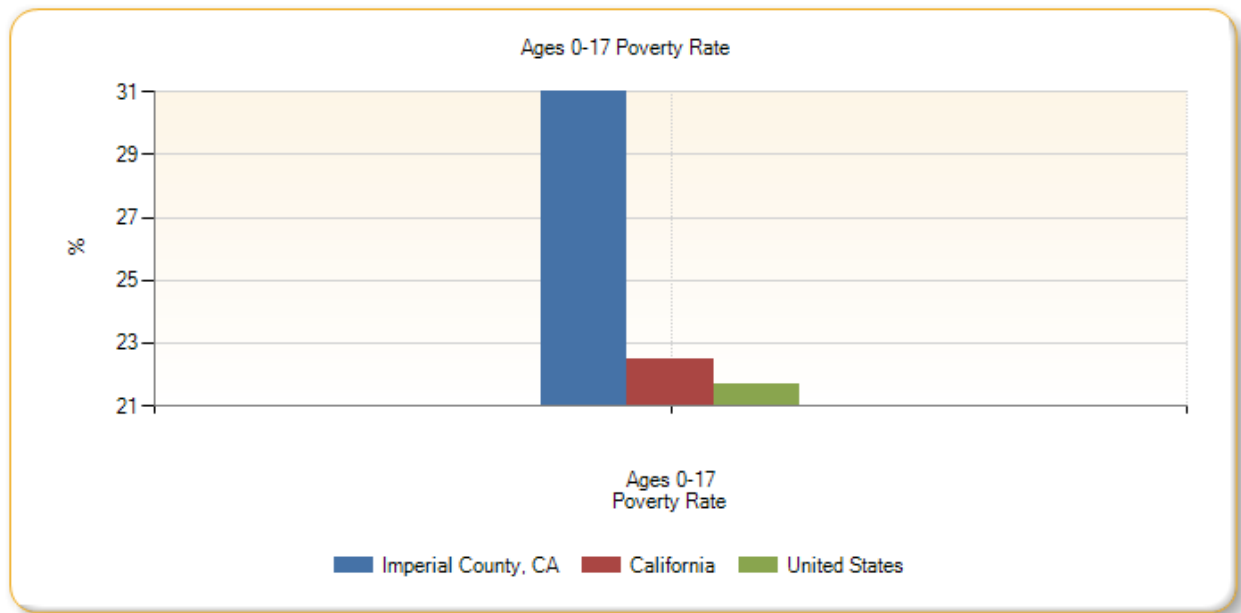
Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Poverty Rate
Imperial County, CA	20,462	3,474	17%
California	4,701,250	482,275	10.3%
United States	43,313,536	4,058,359	9.4%

Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: county



Child Poverty Rate Ages 0-17

According to the American Community Survey 5-year data, an average of 31% percent of children age 0-17 in Imperial County lived in a state of poverty during the survey calendar year. The poverty rate for children living in Imperial County is greater than the state average of 23.8 percent and the national average of 21.7 percent.



Employment

Labor Force, Employment and Unemployment

Most recent labor force, employment, and unemployment data for Imperial County is provided in the table below. Overall, Imperial County experienced an average 21.2% unemployment rate in March 2017.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Imperial County, CA	75,893	59,805	16,088	21.2%
California	19,085,020	17,980,341	1,104,679	5.8%
United States	159,581,317	151,348,416	8,232,901	5.2%

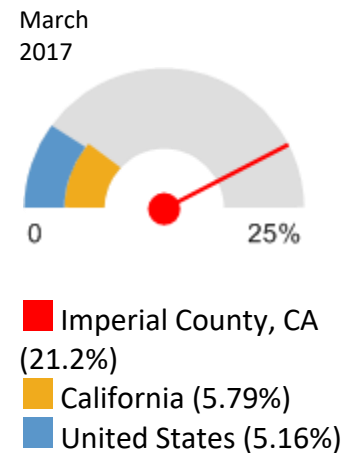
Data Source: US Department of Labor, Bureau of Labor Statistics. 2017 - March. Source geography

Three Year Unemployment Rate

Unemployment change within the report area from March 2015 to March 2017 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this three-year period increased from 20.6% percent to 21.2% percent.

Report Area	March 2015	March 2016	March 2017
Imperial County, CA	20.93%	22.7%	21.2%
California	8.28%	6.68%	5.79%
United States	6.82%	5.6%	5.16%

Data Source: US Department of Labor, Bureau of Labor Statistics.
2017 - March. Source geography: County



Education

As per the Imperial County Comprehensive Economic Development Strategy (CEDS) 2015-2016 Annual Update, Imperial County leaders have identified the need for an educated workforce as the single most important issue in the economic development of the county.

Imperial County is served by sixteen independent school districts providing services from kindergarten to high school. The Imperial County Office of Education (ICOE) provides services through alternative education and special education programs. The Imperial Valley Regional Educational Program (IVROP) provides services in Career Technical Education (CTE) programs for youth and adults.

Residents of Imperial County have a variety of opportunities for post-secondary education. The three primary institutions of higher education are Imperial Valley College (IVC), San Diego State University (SDSU), and University of Phoenix, a private university. Through the availability of online education, residents can also complete degree programs with a number of online colleges throughout the nation. Each college/university offers distinct services to accommodate the individual education needs of our residents.

Imperial Valley College (IVC), provides services to adults in a wide array of CTE certificates and Associate degrees as well as transfer programs to four year colleges and universities. San Diego State University (SDSU) – Imperial Valley Campus, provides lower and upper level courses allowing students to complete selected Bachelor Degrees without leaving Imperial County. The University of Phoenix is a private university with a campus in Imperial Valley offering Bachelor degrees.

Imperial County residents interested in career technical education can also attend a limited number of accredited institutions that offer a variety of vocational training programs.

Educational Attainment

The following chart shows the distribution of educational attainment levels in Imperial County. Educational attainment is calculated for persons over 25, and is an average for the period from 2011 to 2015.

Report Area	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelor's Degree	Percent Graduate or Professional Degree
Imperial County, CA	33.66%	21.9%	23.9%	6.6%	9.9%	4.2%
California	18.21%	20.7%	21.8%	7.8%	19.8%	11.6%
United States	13.35%	27.8%	21.1%	8.1%	18.5%	11.3%

Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: County

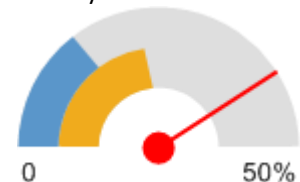
Adult Literacy

The following estimates for adult literacy based on educational attainment, poverty, and other factors in Imperial County were produced by the National Center for Education Statistics (NCES).

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
Imperial County, CA	99,636	41%
California	26,029,840	23%
United States	219,016,209	14.64%

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy. Source geography: County

Percentage of Adults Lacking Literacy Skills



■ Imperial County, CA (41%)
■ California (23%)
■ United States (14.64%)

Health

Health is complex and affected by a variety of determinants such as access to healthcare, environment, culture, social support networks, literacy, education, housing, and employment. No single organization or program can alone solve a health problem, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues.

Much of Imperial County is designated as a medically underserved area. The county has a shortage of medical providers, in particular those that provide primary care and mental health services (source: Imperial County Comprehensive Economic Development Strategy, 2015-2016 Annual Update).

Two public hospitals, city-owned El Centro Regional Medical Center and the Pioneers Memorial Hospital and Healthcare District in Brawley, anchor the health-care delivery system. Clinicas de Salud del Pueblo, Inc., is a federally qualified health center with six clinics located throughout the county. Clinicas provides comprehensive primary-care services to a large number of residents. Both hospitals also operate rural health clinics in the community.

The *Imperial County Community Health Assessment (CHA) & Community Health Improvement Plan (CHIP) 2017-2021* report provides guidance to community members and stakeholders who wish to become involved in or continue to engage in health and wellness improvement. The CHA/CHIP report is the result of a robust and cooperative process that took 18 months and included stakeholders, community members, community forum attendees, workgroup members, and those who completed community surveys [2,334]. Imperial County has various capable programs and efforts already in place to address health from numerous perspectives – the CHA process confirmed this. The process also documented, however, that there are many gaps in services and ways to build on and strengthen efforts. Insights from the CHA led to the identification of three priority areas for Imperial County along with three impact targets within each priority area (source: Imperial County 2017 Community Health Assessment & Community Health Improvement Plan 2017-2021):

A) Healthy Eating, Active Living

- Consumption of affordable, accessible, and nutritious foods
- Engagement in affordable and safe opportunities for physical activity
- Achieve and maintain healthy weight

B) Community Prevention Linked with High Quality Healthcare

- Asthma detection, management and education
- Prenatal Care – Early and Adequate
- Diabetes detection, management and education

C) Healthy and Safe Communities and Living Environment

- Engagement in improving air quality
- Prescription drug abuse prevention
- Linking family members, care givers and persons living with dementia across systems of care and support

Medicare and Medi-cal Population

As per the California Department of Health Care Services Medi-cal Managed Care Enrollment Report for December 2016, Imperial County had an enrollment of 75,137 persons.

The total number of persons in Imperial County receiving Medicare is shown, broken down by number over 65 and number of disabled persons. The U.S. Department of Health and Human Services reported that a total of 27,626 persons were receiving Medicare benefits in Imperial County in 2015

<i>Report Area</i>	<i>Persons Over 65 Receiving Medicare</i>	<i>Disabled Persons Receiving Medicare</i>	<i>Total Persons Receiving Medicare</i>
<i>Imperial County, CA</i>	23,466	4,159	27,626
<i>California</i>	9,873,089	1,437,979	11,311,070
<i>United States</i>	46,727,720	8,856,429	55,584,149

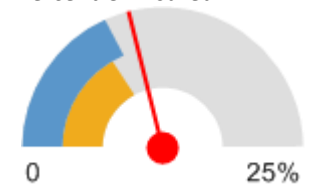
Data Source: Centers for Medicare and Medicaid Services. 2011-15. Source geography: County

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons.

<i>Report Area</i>	<i>Insurance Population (2015 Estimate)</i>	<i>Number Insured</i>	<i>Number Uninsured</i>	<i>Percent Uninsured</i>
<i>Imperial County, CA</i>	178,206	132,549	15,794	10.6%
<i>California</i>	38,421,464	30,037,246	3,234,373	8.42%
<i>United States</i>	316,515,021	237,874,187	29,165,227	9.21%

Percent Uninsured



■ Imperial County, CA (10.6%)
■ California (8.42%)
■ United States (9.21%)

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Small Area Health Insurance Estimates. 2015.
Source geography: County

Nutrition/Food Insecurity

The Imperial Valley Food Bank reports that an average of 20,000 individuals received USDA commodities on a monthly basis in 2016. The food bank's primary function is to resource, allocate and distribute nutritious food through non-profit agencies in Imperial County who distribute food directly to their local communities. As per the Imperial Valley food bank, its large partners include Salvation Army, Catholic Charities, Campesinos Unidos, Imperial Valley Housing Authority, Calexico Neighborhood House and the Sister Evelyn Mourey Center. In addition to their large partners, the food bank works with small food pantries, soup kitchens, shelters, churches, and schools.

The *Imperial County Community Health Assessment & Community Health Improvement Plan (CHA/CHIP) 2017-2021* report identified healthy eating and active living as the number one priority. The CHA/CHIP is the result of a robust and cooperative process that took 18 months and included stakeholders, community members, community forum attendees, workgroup members, and those who completed community surveys [2,334]. It states that access to healthy and affordable foods was identified as a major theme in their *Community Themes and Strengths Assessment*. High food insecurity, 31% of low-income households in Imperial County, was identified in their *Community Health Status Assessment*.

Households Receiving SNAP by Poverty Status (ACS)

According to the American Community Survey (ACS), 9,067 households (or 19.52%) in Imperial County received SNAP payments during 2015. During this same period, there were 6,152 households with income levels below the poverty level that were not receiving SNAP payments.

<i>Report Area</i>	<i>Households Receiving SNAP Total</i>	<i>Households Receiving SNAP Percent</i>	<i>Households Receiving SNAP Income Below Poverty</i>	<i>Households Receiving SNAP Income Above Poverty</i>	<i>Households Not Receiving SNAP Total</i>	<i>Households Not Receiving SNAP Percent</i>	<i>Households Not Receiving SNAP Income Below Poverty</i>	<i>Households Not Receiving SNAP Income Above Poverty</i>
<i>Imperial County, CA</i>	9,067	19.52%	5,274	3,793	37,385	80.48%	6,152	31,233
<i>California</i>	1,169,518	9.2%	590,779	578,739	11,548,283	90.8%	1,258,049	10,290,234
<i>United States</i>	15,399,651	13.17%	7,892,966	7,506,685	101,526,654	86.83%	8,918,629	92,608,025

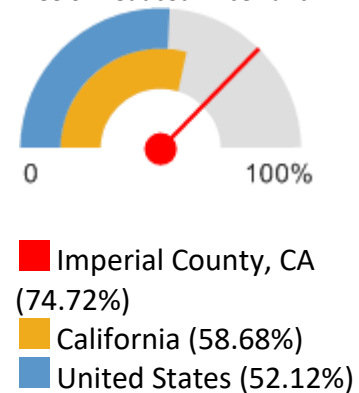
Data Source: US Census Bureau, American Community Survey. 2011-15. Source geography: County

Free and Reduced Lunch Program

The latest available report shows that 28,582 students (or 74.72%) were eligible for free or reduced-price lunches during the 2013 - 2014 school year in Imperial County, compared to 58.68% in California and 52.12% nationwide.

Report Area	Total Students	Number Free/Reduced Price Lunch Eligible	Percent Free/Reduced Price Lunch Eligible
Imperial County, CA	38,254	28,582	74.72%
California	6,222,713	3,651,142	58.68%
United States	50,436,641	26,213,915	52.12%

Percent Students Eligible for Free or Reduced Price Lunch



Data Source: National Center for Education Statistics, NCES - Common Core of Data. 2014-15. Source geography: Address

Housing

The U.S. Census Bureau American Community Survey, 2011-2015, indicates that Imperial County had 56,709 housing units. Of the total units, 46,452 were occupied – 25,777 owner occupied and 20,675 renter occupied.

As per the Imperial County Comprehensive Economic Development Strategy (CEDS) 2015-2016 Annual Update, the county's most urgent housing need is rehabilitation and continued maintenance of the existing housing market, particularly the units occupied by low or moderate-income households. Low-income households lack the resources necessary to afford decent, safe, and sanitary housing. The lack of resources will lead to increased overcrowding and overpayment by the county.

According to the County of Imperial 2014-2021 Housing Element, prepared by Pacific Municipal Consultants, 48.9 percent of housing units in county unincorporated areas were identified as needing minor repair, needing a moderate level of repair, requiring substantial repair, or being dilapidated. More than one out of every six housing units requires substantial repairs or is in dilapidated condition. Typically, low-income households, both owner/occupants and renters, occupy most of these substandard units. Using the State Department of Housing and Community Development (HCD) criteria, the foundations, roofing, siding, windows, and the doors of the units were analyzed.

The results were as follows:

- 31.9 percent of housing structures required minor to moderate repair;
- 9.6 percent of the structures in the target area needed substantial rehabilitation if they are to remain in residential use; and
- 7.3 percent of the structures in the target area are considered dilapidated and need to be replaced.

It is essential to make every effort to provide affordable housing county-wide. All cities and the County maintain affordable apartment complexes for income qualified individuals. The cities of Brawley, Calexico, and Imperial are planning on developing additional complexes to their existing ones.

In addition to affordable housing, most cities and the County have implemented additional housing programs through utilizing grant funds. The cities of Brawley, Calexico, El Centro, Imperial, and the Imperial County offer the First Time Home Buyer (FTHB) Program. This program helps low-income families become first time home owners by providing a low interest deferred second mortgage loan giving them the opportunity to make their home-owning dreams a reality. Most of the cities also receive grants from funding sources, such as the California Department of Housing and Community Development, through its Community Development Block Grant (CDBG) program, to implement housing rehabilitation programs. These programs assist eligible homeowners in making improvement to their homes to create safe and sanitary environments, including solving overcrowded living conditions. (Source: Imperial County Comprehensive Economic Development Strategy 2015-2016 Annual Update)

Some affordable housing opportunities are offered by the Imperial Valley Housing Authority (IVHA) and City of Calexico Housing Authority through Public Housing, Section 8 Housing Choice Voucher Program, Non-Elderly Disabled Section 8, Senior/Disabled Housing, and Housing Opportunities for Farm Workers vouchers. Both agencies claim to have thousands of individuals on waiting lists. Imperial Valley Housing Authority and Calexico Housing Authority provide permanent supportive housing units to approximately 4,700 families.

Crime Rates

The most recent available information by the California Department of Justice reports the following crimes for Imperial County in 2015: Violent crimes including homicide, rape, robbery and aggravated assault totaled 723. Property crimes including burglary, motor vehicle theft, and larceny-theft totaled 6,039. Arson crimes totaled 71.

Homelessness

The Imperial Valley Continuum of Care Council (IVCCC), formerly known as El Centro Regional Task Force on Homelessness, is the entity responsible for submitting the Continuum of Care to HUD. IVCCC's mission is to engage individuals and organizations of Imperial Valley in a community-based process that works to eradicate homelessness in the region, addresses the underlying causes of homelessness, and lessens the negative impact of homelessness on individuals, families, and community.

During the 2017 Point-in-Time Count, 1,017 persons were counted as homeless. The *Imperial County 2017 Point-in-Time Count and Survey* report, issued by the Imperial Valley Continuum of Care Council and the Alliance Healthcare Foundation in partnership with the Institute for Urban Initiatives, provided the following information for unsheltered persons.

2017		
Demographic Information		Total # of Unsheltered Persons
	#	%
Total Number of Unsheltered Adults	939	100
GENDER	Male	687
	Female	242
	Transgender	5
	Don't Identify as M, F, or T	5
ETHNICITY	Hispanic or Latino	336
	Non-Hispanic or Latino	603
	African American	24
RACE	American Indian or Alaska Native	30
	Asian	5
	Caucasian/White	820
	Native Hawaiian or Other Pacific Islander	10
	Multiple Races	50
AGE	Youth Ages 18 - 24	91
	Adults Age 25 - 61	729
	Seniors Age 62+	119
OTHER SUBPOPULATIONS	Chronically Homeless Adults	445
	Developmental Disability	20
	Families <i>including Chronically Homeless Families*</i>	1
	Mental Illness	247
	Persons w/HIV/AIDS	0
	Physical Disability	104
	Substance Use Disorder	154
	Veterans***	104
	Victims of Domestic Violence	232
	Persons Released from Prisons & Jails	44
	Persons w/ Chronic Physical Illness	143

* There was one adult and two children in the one family. The one family was not chronically homeless.

**Since the one family included children, a percentage was not calculated because all percentages in the table included adults only.

Source: Imperial County 2017 Point-in-Time Count and Survey, Imperial Valley Continuum of Care Council, Alliance Healthcare Foundation

Of the 1,071 persons counted in 2017, 128 or 12% were sheltered. Of the 128 persons counted, 81 were adults and 47 were children under age 18. There are four shelters in Imperial County. Woman Haven, Inc., Neighborhood House/Casa Villa Nueva, Catholic Charities/House of Hope, and Catholic Charities/ Guadalupe Men's Shelter.

Limited emergency rental and hotel voucher assistance is provided with Emergency Food and Shelter Program funds by Campesinos Unidos, Inc., Woman Haven, Catholic Charities, Salvation Army, Sister Evelyn Mourey Center, and Calexico Neighborhood House.

Services to be provided by Campesinos Unidos, Inc.

Imperial County residents face many challenges in meeting basic needs. Local demographic and socioeconomic characteristics are indicative of some of the challenges. A higher proportion of Imperial County residents live at or below the Federal Poverty Level compared to other counties in California.

No single organization or program can alone solve the problems and causes of poverty, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues and challenges to become self-sufficient. Based on the community profile for Imperial County and as a result of the community needs assessment, Campesinos Unidos, Inc. will be providing the following direct services to help families and individuals achieve or maintain self-sufficiency. Two year projections with specific goals and National Program Indicators will be submitted to CSD once instructions are received.

Income and Asset Building

Low-income individuals cannot afford to pay for their federal and state income tax returns to be prepared and are not receiving federal and state tax credits they are entitled to receive. CUI will provide assistance to low-income individuals by completing their federal and state income tax returns. Low-income individuals will get the Earned Income Credit and other available Credits they are entitled to receive.

Housing

Low-income individuals encounter barriers that others don't when it comes to maintaining their basic needs. CUI knows that for low-income individuals to become self-sufficient, supports need to be in place to help them succeed. Emergency utility Payments will be made through our LIHEAP/Fast Track program. Our Emergency Food and Shelter program will assist a limited number of individuals with hotel vouchers, utility and rental payments. Non-emergency LIHEAP and Weatherization assistance will also be provided to low-income individuals.

Civic Engagement and Community Involvement

CUI programs are geared towards helping individuals and families become self-sufficient, however CUI depends on funding that fluctuates from year-to-year. Volunteers are absolutely necessary for CUI programs to continue operating. Low-income individuals do not engage in activities that support and promote their own well-being and that of their community. It is difficult to convince families who are struggling to take on additional activities in the programs that support them. Campesinos Unidos, Inc. will recruit volunteers to assist with the increased demand for emergency services and will continue to have the participation of a volunteer board of directors.

Health and Social/Behavioral Development

The US Census Bureau 2011-15 American Community Survey identified that of the 20,462 seniors in Imperial County 3,171 are living in poverty. Low-income senior citizens need supportive services to be able to maintain an independent living situation. CUI will provide emergency food, utility assistance, translations, information, referrals and assistance with forms for health, food, income and housing to low-income seniors.

As identified in the Imperial County 2017 -2021 Community Health Assessment and Community Health Improvement Plan, health is complex and affected by a variety of determinants such as access to healthcare, environment, culture, social support networks, literacy, education, housing and employment. No single organization or program can alone solve a health problem, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues. This community improvement plan identifies three priority areas for Imperial County. The first priority is healthy Eating/ Active Living with an impact target of consumption of affordable, accessible, and nutritious foods.

CUI will provide emergency food assistance to low-income individuals and distribute USDA commodities on a monthly basis. We will partner with the Emergency Food and Shelter Program (EFSP) and the Imperial Valley Food Bank to provide emergency food and USDA Commodities and provide families/individuals with access to healthy food. By helping alleviate these immediate needs, we also gain the opportunity to offer additional emergency and social service support to improve socio-economic status and overall wellness of low-income families/individuals in Imperial County.

Services Supporting Multiple Domains

Resources for low-income individuals in Imperial County are limited. In order to maximize the limited resources and to provide comprehensive, quality services, CUI will actively work with local organizations, both public and private, to expand resources and opportunities in order to achieve family and community outcomes. CUI will provide information and referrals to low-income individuals, including translations and assistance with forms for health, food, income and housing.

Capacity Building

The agency lacks the expertise to provide capacity building to staff and outside sources are needed. Capacity building activities are needed to strengthen the agency's capacity to respond to the growing needs of the low-income population of Imperial County and to meet the administrative, fiscal, and programmatic requirements of the agency's funding sources. Staff members will attend capacity building trainings/meetings provided by other agencies such as California Department of Community Services and Development, CalCAPA, Community Action Partnership, WIPFLI Certified Public Accountants and Consultants, National Council of La Raza and Community Action Program Legal Services, Inc. (CAPLAW). In addition, the 12 Board of Directors of Campesinos Unidos, Inc. will receive training on Organizational Standards and Roles and Responsibilities.

Community Needs				
Top Needs	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts	Page
Employment	No		Referrals will be provided to Center for Employment and Training, State Employment Development Department, Workforce Development Board/America's Job Centers, Imperial Valley Regional Occupational Program and SER Jobs for Training	31
Emergency Food	Yes	CUI CSBG Department provides direct emergency food distribution to low-income individuals.	CUI partners with the Imperial Valley Food Bank and with other Emergency Food and Shelter Program providers in the provision of emergency food.	22
Utility Assistance	Yes	CUI CSBG Department and Energy Department provide utility assistance payments to low-income individuals with LIHEAP and Emergency Food and Shelter Grant funds.	CUI receives referrals from public and non-profit organizations.	21
Assistance with forms	Yes	CUI CSBG Department assists low-income individuals in completing forms for public services (housing, health, medical, food, cash aid/TANF), SSI, unemployment, and child support.	CUI receives referrals from various faith based, private, public, and non-profit organizations.	22

Non-Emergency WX Energy Assistance	Yes	CUI Energy Program provides residential weatherization and installation of energy-saving measures to help low-moderate income individuals save money on utility costs.	CUI receives referrals from various faith based, private, public, and non-profit organizations.	21
Income Tax Preparation	Yes	CUI provides direct income tax preparation services to low-income clients.	CUI partners with IRS, City of Imperial Library, and community volunteers.	21
Rental Assistance	Yes	CUI will provide a direct service through the Emergency Food and Shelter Program. Limited rental assistance will be provided.	CUI partners with United Way, Imperial Valley Housing Authority and other member agencies of the local EFSP board.	21
Medical/Dental expenses	No		CUI will refer clients in need to the County Social Service Department and Clinicas de Salud del Pueblo	
Immigration/Legal Services	No		CUI will refer clients to California Rural Legal Assistance and to Catholic Charities	

Instructions:

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

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

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

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

Page: Please include the location where this information can be found.

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

Campesinos Unidos, Inc. does not have the resources to provide direct client services for: Employment, Medical/Dental Expenses, and Immigration/Legal Services. Clients needing these services will be referred to local services providers.

DOCUMENTATION OF PUBLIC HEARING(S)

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

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

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

Public Hearing Process (Insert Narrative)

The agency used the following methods to invite the local community to the public hearings and to gather information about the low-income community needs:

Invitation to Public Hearings

1. A public notice was published in the Imperial Valley Press on April 23rd and April 30, 2017.
2. A public notice was published in El Sol del Valle (Imperial County Spanish only newspaper) on April 19th and April 26th, 2017.
3. Copies of the Notice of Public Hearings were hand delivered at the Brawley Senior Center.
4. Copies of the Notice of Public Hearings were hand delivered during the USDA Commodities distribution at the Hector Mario Esquer building (Calexico Housing Authority housing project) on April 11, 2017.
5. Copies of Notice of Public Hearings were hand delivered during the USDA Commodities distribution at the Campesinos Unidos, Inc. office on April 20, 2017.
6. Copies of the Notice of Public Hearings were posted in CUI office.

Methods used to gather information about low-income community needs

1. Needs assessment and client satisfaction surveys were distributed to CUI clients from March to May, 2017. See Appendix A for Results of Questionnaire/survey.
2. Two Public Hearings were held on May 2nd and 9th, 2017.
3. Previous year program reports and demand for services (information and referral phone logs).
4. The Campesinos Unidos, Inc. 5-year Strategic Plan was used. The strategic plan processes included a survey (September-November 2016) to our low-income clients.
5. CUI used Publications and public record reports relevant to the lives of low-income residents of Imperial County. Sources include: U.S. Census Bureau, State of California Dept. Of Finance, State of California Employment Development Department, Imperial County Health Assessment & Community Health Improvement Plan 2017-2021, Imperial County Continuum of Care Point in Time Count Report, State of California Department of Justice, Community Action Partnership/Community Commons Needs Assessment Tools, Imperial County Comprehensive Economic Development Strategy 2015-16 Annual Update, California Food Policy Advocates, Imperial Valley Food Bank, and Imperial County Department of Social Services.

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

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

Attachments

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

**AFFIDAVIT OF PUBLICATION
(2015.5 C.C.P.)**

STATE OF CALIFORNIA

County of Imperial

I am a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk* of the printer of the

Imperial Valley Press

a newspaper of general circulation, printed and published daily in the City of El Centro, County of Imperial and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Imperial, State of California, under the date of October 9, 1951, Case Number 26775; that the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

04/23, 04/30.

all in the year 2017

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


SIGNATURE

Name of Account: CAMPESINOS UNIDOS
Order Number: 11047283
Ad Number: 31253617

* Printer, Foreman of the Printer, or Principal Clerk of the Printer

Date: 1 st day of May, 2017.
at El Centro, California.

This space is for the County Clerk's Filing Stamp:

Proof of Publication of:

CAMPESINOS UNIDOS, INC. NOTICE OF PUBLIC HEARINGS	
Date/time	Place
May 9, 2017 6:00 p.m.	Brawley Senior Center 575 J Street Brawley, CA
May 2, 2017 6:30 p.m.	Kiki Camarena Public Library 850 Encinas Avenue Calxico, CA

The purpose of these hearings is to identify poverty-related needs in the community and available resources. Comments from the low-income population on our Community Action Plan will be heard and documented.

**There will be free refreshments, raffles and prizes.
PLEASE JOIN US.**

L031 A23,30

Proof of Publication

STATE OF CALIFORNIA
COUNTY OF IMPERIAL

I Soledad B. Meza a citizen of the United States and a resident of the County aforesaid: I' am over the age of eighteen years, and not a party to or interested in the above entitled matter. I' am the administrative manager of the

El Sol del Valle Imperial

a Spanish newspaper with circulation in the Imperial County, published Once a Week in the city of Calexico, County of Imperial; that the notice, of which the annexed is a printed copy, has been published in a regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

April 19 & 26,

All in the year 2017

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


SIGNATURE

DATE April 26 2017

Calexico, California

Proof of Publication



CAMPESINOS UNIDOS, INC. AVISO DE AUDIENCIAS PUBLICAS

Campesinos Unidos, Inc. llevará a cabo las siguientes Audiencias Públicas.

Fecha	Lugar	Hora
Mayo 2, 2017	Kiki Camarena Public Library 850 Encinas Avenue Calexico, CA	6:30 p.m
Mayo 9, 2017	Brawley Senior Center 575 J Street Brawley, CA	6:00 p.m

El propósito de estas audiencias es el de identificar las necesidades relacionadas con la pobreza en nuestra comunidad y los recursos disponibles. Los comentarios de las personas de bajos ingresos serán documentados en nuestro Plan de Acción de la Comunidad.

Habrà refresco, rifas y premios gratis.
POR FAVOR ACOMPAÑENOS.

Proof of Publication

Comment/Concerns	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
We need information on health insurance coverage.	Yes		CUI will refer clients to County Social Services, Clinicas de Salud del Pueblo, and Catholic Charities for medi-cal and Affordable Care Act services.
We need job training programs.	No		CUI will not provide a direct service. Clients will be referred to America's Job Centers, Center for Employment and Training, Imperial Valley Regional Occupational Program, and SER Jobs for Training.
We need air conditioners and refrigerators.	Yes		
We need financial assistance to service our air condition units every year.	No		CUI does not have a program that will provide for annual air condition unit services and is not aware of any other available resources in the community that will provide the service free of charge.
We need a CUI office in Calexico.	No		CUI does not have the financial resources to pay for an office space and overhead expenses. Calexico residents can use the government subsidized transportation services available to get to CUI office.
We need assistance to pay for utilities.	Yes		
We need emergency food.	Yes		
We need assistance for windows and doors/weatherization.	Yes		
We need assistance to complete forms for food, medi-cal, and unemployment	Yes		
We need assistance for rent.	Yes		

We need assistance with income tax preparation.	Yes		
We need assistance for windows and doors/weatherization.	Yes		
We need information on services available for low-income families.	Yes		
We need assistance to complete low-income housing applications.	Yes		
We need citizenship and English classes.	No		Referrals will be made to the local community college.

FEDERAL ASSURANCES

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

1. Programmatic Purposes

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

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

Campesinos Unidos, Inc. (CUI) will provide services under National Program Indicators to assist low-income families and individuals to remove obstacles and solve problems that block the achievement of self-sufficiency.

Specific programs and services include: Emergency Food, Emergency Rental and Utility Assistance, Income Tax Preparation, Information and Referrals, HEAP, Fast Track, Weatherization, LIHEAP, and assistance with forms for: health, food, income, and housing.

(ii) secure and retain meaningful employment;

CUI will refer unemployed low-income individuals to existing employment training entities: Center for Employment and Training, State Employment Development Department, Workforce Development Board America's Job Centers. and Imperial Valley Regional Occupational Program.

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

CUI will refer low-income individuals to the local community college for educational counseling, ESL and GED classes.

(iv) make better use of available income;

To assist low-income families and individuals to make better use of available income CUI will provide non-emergency and emergency services under the National Performance Indicators and will measure outcomes under: Income and Asset Building, Housing, Health and Social/Behavioral Development, and Services Supporting Multiple Domains.

During the tax season ending April 15, 2017, CUI paid staff and volunteers, operated 2 Volunteer Income Tax Assistance (VITA) sites. CUI VITA sites e-filed federal and state tax returns for 533 individuals free of charge; \$703,213 in federal refunds was received by Imperial County residents. In addition, \$97,702 was received in state refunds. A combined total of \$800,915 in refunds boosted taxpayers' and the community's economic well-being.

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

CUI will assist, upon funding availability, low-income individuals to maintain and obtain adequate housing by assisting them with eviction notice payments and first month rent/deposit. CUI will provide clients with a list of available subsidized housing and will assist them in completing their applications for Section 8 housing, public housing, and other subsidized housing.

Our Weatherization Program will install various energy conservation measures to make homes more suitable, efficient, and safe.

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

CUI will not provide emergency loans. CUI will provide emergency food, rental and utility assistance to low-income families and individuals to meet immediate and urgent needs through the Emergency Food and Shelter Grant program.

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

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

CUI participates in community collaborative, coalitions, and boards such as: Imperial County Workforce Development Board America's Job Center Consortium, Imperial County Task Force on Homelessness, Imperial Valley Housing Authority Self-Sufficiency Council, Farm Worker Coalition, Emergency Food and Shelter Board, and the Imperial County Overall

Economic Development Commission. Membership for these groups comes from local law enforcement, local housing authorities, and other public and private partners.

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

To the maximum extent possible, CUI will strengthen and improve relationships with local law enforcement agencies.

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

- ☐ Disaster Preparedness and Relief
- ☒ Energy Support
- ☐ Job Training
- ☐ Asset Development Programs
- ☐ Educational Support
- ☐ Career Development
- ☒ Volunteer Coordination Efforts
- ☒ Food Resources
- ☐ Health Education
- ☒ Tax Preparation /Tax Credit Information
- ☐ Mentoring
- ☐ Parent Support
- ☐ Child Development Information
- ☐ Medical Service Access
- ☐ Home Visiting/Case management
- ☐ Childcare Services/Head Start
- ☒ Other: assistance with forms for food, health, housing, and income
- ☒ Other: Information and referrals to other community resources

2. Needs of Youth

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

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

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

- ☐ Youth Mediation Programs
- ☐ Youth Mentoring Programs
- ☐ Tutoring
- ☐ Life Skills Training
- ☐ Youth Employment
- ☐ Entrepreneurship Programs for Youth
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

CUI will not provide a direct service to youth. We will refer youth to Imperial Valley Regional Occupational Program (IVROP), and America's Job Centers. IVROP has numerous projects that assist youth with academic performance, career exploration, counseling, leadership development and work experience. The America's Job Centers use Workforce Investment funds to offer various services to eligible youth. These services are geared toward educational and job-related improvement and include: tutoring and study skills, alternative secondary school options, summer employment opportunities, paid and unpaid work experience, occupational skills training, leadership development training, supportive services, adult mentoring, and comprehensive guidance and counseling.

IVROP places youth participating in their work experience programs at Campesinos Unidos, Inc. office. Youth are trained in clerical and direct service provision skills.

(ii) after-school childcare programs

CUI will not provide a direct service for after-school childcare. After-school childcare programs are extremely limited in Imperial County. We will be making referrals to the local Boys and Girls Club, Calexico Recreation Department, El Centro Recreation Department, Police Athletic League (PAL) and community schools if services are available. These entities usually offer sports and other recreation activities as well as tutoring for youth after school during the regular school year and during the summer.

3. Coordination of Other Programs

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

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

- ☒ Local Workforce Investment Boards
- ☒ Social Service Departments
- ☒ CSBG MSFW Agency
- ☒ One-Stop Centers
- ☒ Child Care Centers
- ☒ Faith-Based Organizations
- ☒ Community Based Organizations
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

CUI assures that funds will be used to make more effective use of, and to coordinate with, other programs related to the purpose of this subtitle (including State welfare reform efforts). Funds will be coordinated as specified throughout this CAP.

4. Emergency Food and Nutrition

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

We are members of the local Emergency Food and Shelter Program (EFSP) Board and provide direct emergency food assistance to families/individuals in need. We also partner with the Imperial Valley Food Bank to provide USDA Commodities distribution in two sites. By helping alleviate these immediate needs, we also gain the opportunity to offer additional emergency and social service support to improve socio-economic status and overall wellness of low-income families/individuals in Imperial County.

5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102].

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

- ☒ Workforce Investment Boards
- ☒ Social Service Departments
- ☒ One-Stop Centers
- ☐ Child Care Centers
- ☐ Faith-Based Organizations
- ☒ Local Colleges
- ☐ Adult Education programs
- ☒ Job Training Organizations
- ☒ CSBG MSFW Agency
- ☒ CalWORKS
- ☒ Community Based Organizations
- ☐ Substance Abuse Treatment Providers
- ☒ Other: Imperial Valley Housing Authority
- ☒ Other: Public Administrators Area Agency on Aging
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

CUI has established strong linkages and coordination between governmental and other social services programs to assure the effective delivery of services to low-income individuals, and to avoid duplication of service. CUI is a partner of the local One Stop (America's Job Center of California). There is a signed Memorandum of Understanding between the Imperial County Workforce Development Board, Imperial County Board of Supervisors and Partners (as marked above) of the America's Job Center of California.

6. Low-Income Home Energy Assistance

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

CUI will ensure coordination, if appropriate, between anti-poverty programs in Imperial County, and ensure, that the emergency energy crisis intervention programs under the title XXVI (relating to low-income home energy assistance) are conducted in Imperial County. CUI is currently the only LIHEAP service provider in Imperial County.

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

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

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

- ☒ Local school districts
- ☒ Social Service Departments
- ☒ State agencies
- ☒ Colleges
- ☒ Faith-Based Organizations
- ☒ Community Based Organizations
- ☒ Local Utility Companies
- ☒ Charitable Organizations
- ☒ Homeless Programs
- ☐ Participant in County Taskforce
- ☒ Local Food Banks
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

Campesinos Unidos, Inc., will to the maximum extent possible, coordinate programs 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. We have established an information and referral system with local service providers. We participate in local service providers meetings and are members of: Imperial Valley Housing Authority Self-sufficiency Council, Farm worker Services Coalition of Imperial County, Imperial Valley Continuum of Care-formerly El Centro Regional Task Force on Homelessness, Imperial County Workforce Development Board-America's Job Center of California, Emergency Food & Shelter Program of Imperial County Board, Imperial Valley Employer advisory Council, and the Imperial County Overall Economic Development Commission.

8. Establishment of Procedures for Adequate Board Representation

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

CUI follows democratic procedures for adequate representation of a low-income individuals, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board of CUI. CUI has a tripartite board, one third of the members are low-income and were elected by the low-income community.

9. Cost and Accounting Standards

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

CUI will apply Office of Management and Budget (OMB) cost and accounting standards to all contracts. CUI's Accounting and Financial Policies and Procedures Manual was recently reviewed and updated by WIPFLI, a training consultant and certified public accountant firm, to comply with OMB Uniform Administrative Requirements, Cost Principles & Audit Requirements for Federal Awards (2CFR Part 200).

10. Service Delivery System

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

a. Service Delivery System

Imperial County residents face many challenges in meeting basic needs. Local demographic and socioeconomic characteristics are indicative of some of the challenges. A higher proportion of Imperial County residents live at or below the Federal Poverty Level compared to other counties in California.

No single organization or program can alone solve the problems and causes of poverty, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues and challenges to become self-sufficient. Based on the community profile for Imperial County and as a result of the community needs assessment, Campesinos Unidos, Inc. will be providing the following direct services to help families and individuals achieve or maintain self-sufficiency. Two year projections with specific goals and National Program Indicators will be submitted to CSD once instructions are received from CSD.

CUI will provide direct services to the following eligible beneficiaries: (1) all individuals living in households whose income is at or below official poverty income guidelines as defined by the United States office of Management and Budget; (2) all individuals eligible to receive temporary assistance to needy families or federal supplemental security benefits, and (3) Residents of a target area or members of a target group having a measurably high incidence of poverty and which is the specific focus of a project financed under CSBG. In general, all programs offered by CUI serve eligible beneficiaries as per Government Code 12730(h).

Services to be provided by Campesinos Unidos, Inc.

Income and Asset Building

Low-income individuals cannot afford to pay for their federal and state income tax returns to be prepared and are not receiving federal and state tax credits they are entitled to receive. CUI will provide assistance to low-income individuals by completing their federal and state income tax returns. Low-income individuals will get the Earned Income Tax Credit and other available Credits they are entitled to receive. CUI will partner with IRS/VITA and local volunteers for VITA training and certification.

Housing

Low-income individuals encounter barriers that others don't when it comes to maintaining their basic needs. CUI knows that for low-income individuals to become self-sufficient, supports need to be in place to help them succeed. Emergency utility Payments will be made through our LIHEAP/Fast Track program. Our Emergency Food and Shelter program will assist a limited number of individuals with hotel vouchers, utility and rental payments. Non-emergency LIHEAP and Weatherization assistance will also be provided to low-income individuals.

Civic Engagement and Community Involvement

CUI programs are geared towards helping individuals and families become self-sufficient, however CUI depends on funding that fluctuates from year-to-year. Volunteers are absolutely necessary for CUI programs to continue operating. Low-income individuals do not engage in activities that support and promote their own well-being and that of their community. It is difficult to convince families who are struggling to take on additional activities in the programs that support them. Campesinos Unidos, Inc. will recruit volunteers to assist with the increased demand for emergency services and will continue to have the participation of a volunteer board of directors.

Health and Social/Behavioral Development

The US Census Bureau 2011-15 American Community Survey identified that of the 20,462 seniors in Imperial County 3,171 are living in poverty. Low-income senior citizens need supportive services in able to maintain an independent living situation. CUI will provide emergency food, utility assistance, translations, information, referrals and assistance with forms for health, food, income and housing to low-income seniors.

As identified in the Imperial County 2017 -2021 Community Health Assessment and Community Health Improvement Plan, health is complex and affected by a variety of determinants such as access to healthcare, environment, culture, social support networks, literacy, education, housing and employment. No single organization or program can alone solve a health problem, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues. This community improvement plan identifies three priority areas for Imperial County. The first priority is healthy Eating/ Active Living with an impact target of consumption of affordable, accessible, and nutritious foods.

CUI will provide emergency food assistance to low-income individuals and distribute USDA commodities on a monthly basis. We will partner with the Emergency Food and Shelter Program (EFSP) and the Imperial Valley Food Bank to provide emergency food and USDA Commodities and provide families/individuals with access to healthy food. By helping to alleviate these immediate needs, we also gain the opportunity to offer additional emergency and social service support to improve socio-economic status and overall wellness of low-income families/individuals in Imperial County.

Services Supporting Multiple Domains

Resources for low-income individuals in Imperial County are limited. In order to maximize the limited resources and to provide comprehensive, quality services, CUI will actively work with

local organizations, both public and private, to expand resources and opportunities in order to achieve family and community outcomes. CUI will provide information and referrals to low-income individuals, including translations and assistance with forms for health, food, income and housing.

Capacity Building

The agency lacks the expertise to provide capacity building to staff and outside sources are needed. Capacity building activities are needed to strengthen the agency's capacity to respond to the growing needs of the low-income population of Imperial County and to meet the administrative, fiscal, and programmatic requirements of the agency's funding sources. Staff members will attend capacity building trainings/meetings provided by other agencies such as: California Department of Community Services and Development, CalCAPA, Community Action Partnership, WIPFLI Certified Public Accountants and Consultants, National Council of La Raza and Community Action Program Legal Services, Inc. (CAPLAW). In addition, the 12 Board of Directors of Campesinos Unidos, Inc. will receive training on Organizational Standards and Roles and Responsibilities.

b. Examples of data-driven changes made by CUI to improve service delivery and enhance the impact for low-income individuals and families, are as follows:

In addition to using this Community Action Plan needs assessment process to analyze data and set service priorities, CUI recently went through a 4 months strategic planning process. As part of the organizational assessment, the strategic planning committee thoroughly reviewed and analyzed information gathered from surveys and from lengthy discussions and team exercises. Very valuable information was collected from the surveys from our stakeholders. The feedback, opinions, and experiences of our stakeholders was used to make the following changes:

- As requested by our low-income clients in one of our food distribution sites, and with the help from our volunteers, we increased the number of distribution lines in able to speed up the process and avoid the long waiting periods.
- As suggested by the strategic planning committee, the CUI Financial Policies and Procedures Manual was updated to comply with new Office of Management and

Budget Uniform Administrative Requirements, Cost Principles & Audit Requirements for Federal Awards.

- As suggested by our stakeholders, CUI program outreach activities were increased in our community.

11. Linkages

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

As previously stated, no single organization or program can alone solve the problems and causes of poverty, but together, through coordination and communication, we can each play a part in effecting change that collectively helps resolve issues and challenges that prevent our low-income clients from being self-sufficient. Campesinos Unidos, Inc. has established strong collaborating partnerships among local community organizations, service providers, public and private agencies to assure the effective delivery of services to the low-income population. Coordination with local service providers to fill gaps in services through information and referrals has always been an essential part of our service delivery system. CSBG funding along with other, LIHEAP, and private utility company funds will be coordinated in the provision of the direct services being proposed in this Local Plan. We will coordinate services to fill identified gaps with at least the following local resources:

Employment Development Department
CalWORKS/Department of Social Services
Imperial Valley Regional Occupational Program
Imperial County Workforce Development Board
One-Stop Centers (America's Job Centers of California)
California Rural Legal Assistance
Center for Employment Training
Internal Revenue Service/VITA
Franchise State Tax Board
United Way –FEMA/EFSP
Imperial Valley Housing Authority
Calexico Housing Authority
HUD – subsidized apartment complexes
Department of Social Services – food stamps/TANF
Catholic Charities
Calexico Neighborhood House
Area Agency on Aging – congregated meals & home delivery meals
Clinica de Salud del Pueblo
Imperial Valley Food Bank
Salvation Army
Imperial County Behavioral Health Department
Center for Family Solutions
Imperial Valley Community College
Imperial Irrigation District

Despite the apparent wide range of services available to the low-income population in Imperial County, there are a substantial and growing number of unmet needs. While the contribution of local service providers is great, there are not enough resources available to meet everyone's needs.

12. Funds Coordination

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

As previously discussed, CUI administers several funding sources to provide services to low-income people. To the extent allowed by law, we strive to coordinate this funding to maximize services and reduce duplication. In addition to coordinating in-house services and resources, CUI will coordinate through referrals to and from the public and private resources as stated in previous sections of this plan.

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

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

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

- ☐ Fatherhood Strengthening Classes
- ☐ Counseling
- ☐ Non-court-ordered parenting classes
- ☐ Co-parenting communication skills
- ☐ Classes assisting incarcerated or recently paroled men
- ☐ Job training and employment assistance
- ☒ Other: Referrals to the extent possible
- ☐ Other: [Click here to enter text.](#)
- ☐ Other: [Click here to enter text.](#)

Narrative Response:

CUI will support initiatives that strengthen families and encourage effective parenting as per Federal Law Section 676 (b) (3) (D). CUI will not be providing a direct service. To the extent possible, CUI will be referring clients to programs that offer family stabilization and employment and training services.

STATE ASSURANCES

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

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

CUI's contingency plan consists of the following:

1. Staff will gather all information on reduction areas.
2. Focus will be made on the reduction areas and program personnel.
3. Issues will be presented to the Board of Directors for information and policy.
4. Community Needs Assessment will be taken into consideration.
5. CUI staff and Board will generate a "Contingency Reduction Plan" with the following action steps:
 - a. Reorganization of staff.
 - b. Personnel lay-offs, if necessary.
 - c. Phase out specific programs. Reduction of programs will be done if necessary and only after a thorough revision of options. Priorities within CUI's Community Action Plan will be analyzed.
 - d. Volunteers will be called for delivery of services.
 - e. Fundraising activities will increase.

The contingency plan process has many aspects of difficulties and therefore, is flexible enough to implement other possible alternatives depending on given circumstances.

In addition, CUI will continuously explore opportunities for reducing costs as well as generating new resources.

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

As stated in other sections of this CAP, CUI will coordinate, plans and activities with other eligible entities funded under Articles 7 (commencing with Section 12765) and 8(commencing with Section 12770) that serve any part of our community, 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 grantees and populations being served. Center for Employment and Training (CET) is the only other entity in Imperial County receiving CSBG funds and CUI does not duplicate services provided by CET.

In an effort to prevent duplication of services, CUI CSBG staff participates in various community coalitions/boards: Workforce Investment Board of Imperial County/America's Job Center of California, Farm Worker Coalition of Imperial County, Emergency Food and Shelter Program Board, Imperial County Continuum of Care-formerly Imperial County Task Force on Homelessness, and Imperial Valley Housing Authority Family Self-Sufficiency. Meetings are held at least once a month.

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

Not applicable.

INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

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

Passport to Service provided by Imperial County Department of Social Services for recipients of public assistance.

☐ Other, describe:

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

CUI distributes USDA commodities in the Cities of Calexico and Brawley. The Imperial Valley Food Bank prohibits us from requesting any documentation from clients soliciting food. A self-certification process is followed and clients are only required to signed the Emergency Food Assistance Program (EFAP) Certification of Eligibility form EFA 7A. The CSBG intake form that clients signed for assistance with forms for public services (housing, medical, food, TANF, SSI) includes a self-certification statement.

CUI's Energy Department and the Emergency Food and Shelter Program have income verification systems in place that require additional information from clients. .

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

CUI networks with other local organizations, coalitions, and public/social service providers that target the low-income community: Workforce Development Board-America's Job Center of California, Farm Worker Coalition, Imperial County Continuum Care-formerly Imperial Valley Task Force on Homelessness, Imperial Valley Housing Authority, Calexico Housing Authority, and Imperial Valley Food Bank.

MONITORING AND EVALUATION

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

1. Describe your methods for evaluating programs and services.

Each program utilizes a unique method that tracks and measures program outcomes performance. Our CSBG program uses an outcomes-based evaluation, using the National Performance Indicators reports, to evaluate performance and the status of the program's progress toward achieving the proposed goals.

The CUI Board of Directors Finance Committee monitors the fiscal performance of all programs in an ongoing basis. Monthly in-house reports are prepared by the accounting department staff and are presented to the committee for their review and evaluation. A report is then presented to the full CUI Board of Directors for approval.

2. Describe the frequency of evaluations conducted.

Mid-year and annual, or as required by each program, programmatic evaluations are conducted. Fiscal evaluations by the CUI Board of Directors Finance Committee are conducted monthly.

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

Program Directors monitor at the program level to ensure contract and performance standards compliance. Each program is responsible for accurate, timely recordkeeping, and integration of statistical data into a meaningful format to measure client well-being. Outcome indicators are collected from each program for compliance with CSD NPI reporting and Results Oriented Management and Accountability standards. The CSBG Director is responsible for timely submittal of programmatic reports for CSD CSBG contracts.

Fiscal monitoring by the Accounting Department is ongoing, with formal, monthly reviews by the CUI Board, Finance Committee, and annual audits by an independent certified public accountant. The Accounting Department is responsible for timely submittal of fiscal reports for CSD contracts.

In addition, the CSBG Department adopted the following Quality Control Plan on August 16, 2012.

CAMPESINOS UNIDOS, INC.
CSBG/CAA DEPARTMENT
QUALITY CONTROL PLAN

GOAL

Quality assurance of the services provided by the CSBG Department is the goal of this plan.

EXPECTATIONS

- Professional Conduct
 - Excellence in Service
 - Accountability and Integrity
 - Adherence to rules, regulations, policies and good practice
 - Teamwork is essential
-

VISION

CSBG Department promotes self-sufficiency and enables people to support and protect themselves and their families through the provision of direct services:

- emergency food
- rental assistance
- utility assistance
- income tax preparation
- assistance with forms for: food, medical, housing, unemployment, child support, SSI, disability
- information and referrals to community based services as per client needs

VALUES

- We provide high quality services.
- We treat all people with respect.
- We respect differences.
- We work as a team.
- We respect the privacy of all clients.
- We hold one another accountable.
- We adhere to high ethical standards.
- We follow rules, regulations, policies and good practices.
- We incorporate continuous improvement practices in our work.
- We maintain accurate client files and database for reporting purposes.

QUALITY CONTROL ACTIVITIES/STRATEGIES

Program(CSBG Program Director)

- Observations of interaction between staff and clients – on going
- Review client files – 20% minimum
- Review database – run reports on a monthly basis
- Prepare and submit required program reports accurately and on time to funding agencies

Fiscal(CSBG Program Director)

- Review procurement procedures – all purchases by CSBG Dept.
- Review expenditure reports – monthly
- Certify EARS expenditure reports – monthly

Submitted By: Guadalupe L. Ponce, CSBG Director
08-16-2012

DATA COLLECTION

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

Describe the data collection process.

All Program Directors make sure staff is familiar with the goals and responsibilities of each program. Most programs use a computerized database; some programs manually compile information, to store basic service information. Data collection forms and database are designed to meet all reporting requirements. Each program collects client application/intake, demographic, tracks services provided and collects program indicators as required by funding source.

All client paper files are kept in locked cabinets to comply with confidentiality, privacy, and HIPPA requirements. Computer files and records are password protected and only appropriate personnel have access to these files.

Each program utilizes their unique method of collecting data, as required by each funding source. Programs compile service information on a monthly, quarterly, semi-annual or annual basis.

Describe the data reporting process.

The CSBG Director is responsible for completing CSBG reports. The CSBG Director will work with all Program Directors and their staff to make sure that data collected will provide outcome information to help measure the success of our programs and to comply with reporting of National Performance Indicators as stated in our CAP and CSD contract. All Program Directors/coordinators will submit information on clients' outcomes and client characteristics 10 days following the end of period being reported. The CSBG Director will submit required reports to CSD on or before the due dates. All reporting will be in accordance with CSD contract requirements. CUI will use CSD form 801 to monitor and measure our outcomes and program success.

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

Program Directors use the data collected to identify how many customers have been served, measure performance, make adjustments to the programs, analyze performance and impact on clients, to prepare reports for funding sources, and to report to the agency Board.

CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS

The Office of Community Services (OCS) published [CSBG IM #152 Annual Report](#) on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

APPENDICES (OPTIONAL)

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

APPENDIX A

CAMPESINOS UNIDOS, INC.

QUESTIONNAIRE

Date_____

1. What type of services were you requesting when you contacted this agency? _____

2. What services did we provide? Check all that apply:

☐ Assistance with forms

☐ Hotel Voucher

☐ Weatherization

☐ Rental Assistance

☐ Utility payment/HEAP

☐ Utility

☐ Income Tax Preparation

☐ Emergency Food

reconnection

☐ Information and Referrals

☐ Other_____

3. What services have you needed in the past and have not received?

Explain:_____

4. As a result of our service(s), were you able to save money to pay other bills or purchase other things to meet the needs of your family? ☐ Yes ☐ No

(Example: If you were assisted with food, rent electricity, or other services, were you able to pay for clothing, medical, dental, gas or other family needs?)

Explain:_____

5. Are there other services that you would like for this agency to provide to low-income persons?

☐ Yes ☐ No

Explain:_____

6. Overall, how would you rate CUI customer service? ☐ Excellent ☐ Good ☐ Fair ☐ Poor

7. Would you recommend CUI to others? ☐ Yes ☐ No

8. Do you have any comments or suggestions on how we can improve our customer services?

CAMPESINOS UNIDOS, INC.

CUESTIONARIO

Fecha _____

1. Qué clase de servicios solicitó cuando vino o llamó a ésta agencia? _____

2. Que servicios recibió? Marque todos los que apliquen:

- | | | |
|---|---|---|
| <input type="checkbox"/> Asistencia con formas | <input type="checkbox"/> Albergue de emergencia | <input type="checkbox"/> Climatización/puerta/ventana |
| <input type="checkbox"/> Asistencia de renta | <input type="checkbox"/> Pago de luz/HEAP | <input type="checkbox"/> Reconexión de utilidades |
| <input type="checkbox"/> Declaración de impuestos | <input type="checkbox"/> Información o referencia | <input type="checkbox"/> Comida de emergencia |
| <input type="checkbox"/> Otro _____ | | |

3. Que servicios ha necesitado en el pasado y no ha recibido?

Explique: _____

4. Como resultado de la asistencia, pudo ahorrar dinero para pagar otras deudas o comprar otras cosas para cumplir con las necesidades de su familia? ☐ Si ☐ No

(Ejemplo: Si se le ayudó con comida, renta, luz u otro servicio, pudo comprar ropa o pagar por otras necesidades de su familia-doctor, dentista, gasolina, etc.?)

Explique: _____

5. Hay algún otro servicio que le gustaría que esta agencia ofreciera a las personas de bajos ingresos? ☐ Si ☐ No

Explique: _____

6. En suma, cómo califica nuestro servicio al cliente? ☐ Excelente ☐ Bueno ☐ Ordinario ☐ Pobre

7. Le recomendaría CUI a otras personas? ☐ Si ☐ No

8. Tiene comentarios o sugerencias de cómo podemos mejorar nuestro servicio al cliente?

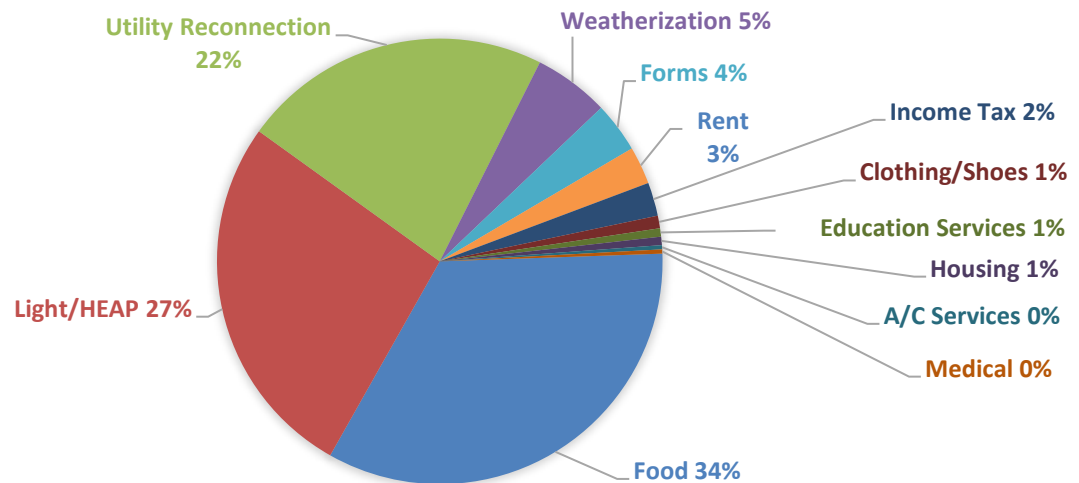
CAMPESINOS UNIDOS, INC.

CLIENT QUESTIONNAIRE RESULTS

1. What type of services were you requesting when you contacted this agency?

<u>111</u>	Food	<u>12</u>	Forms	<u>2</u>	Education services
<u>88</u>	Light/Heap	<u>9</u>	Rent	<u>2</u>	Housing
<u>74</u>	Utility reconnection	<u>8</u>	Income tax preparation	<u>2</u>	A/C services
<u>18</u>	Weatherization	<u>3</u>	Clothing/Shoes	<u>1</u>	Medical

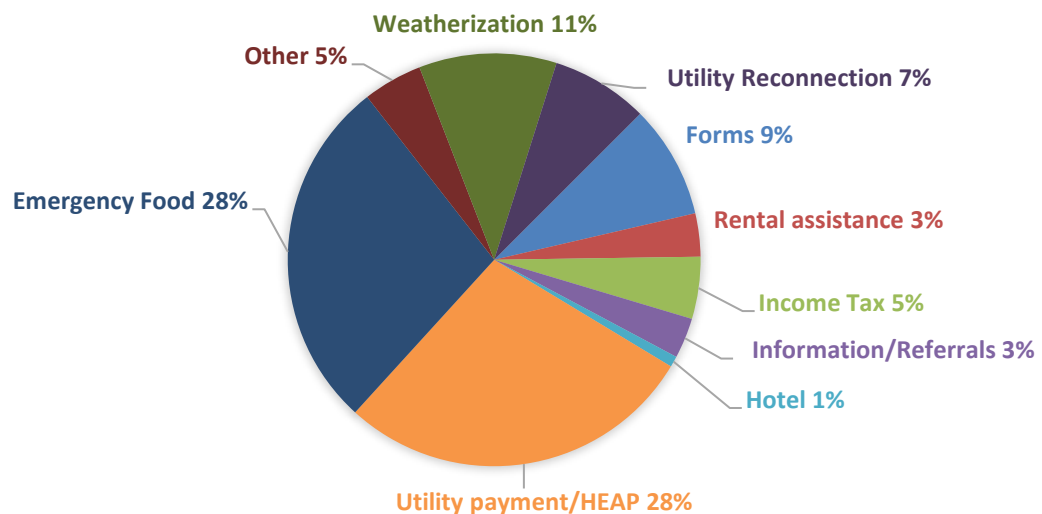
WHAT TYPE OF SERVICES WERE YOU REQUESTING WHEN YOU CONTACTED THIS AGENCY?



2. What services did we provide? Check all that apply:

<u>42</u>	Assistance with forms	<u>4</u>	Hotel Voucher	<u>51</u>	Weatherization
<u>16</u>	Rental Assistance	<u>133</u>	Utility payment/HEAP	<u>36</u>	Utility reconnection
<u>23</u>	Income Tax Preparation	<u>131</u>	Emergency Food		
<u>15</u>	Information and Referrals	<u>7</u>	Other		

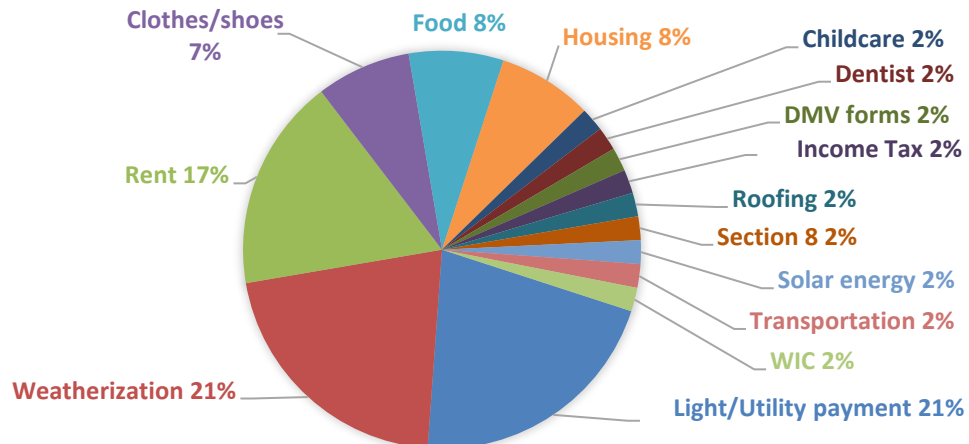
WHAT SERVICES DID WE PROVIDE?



3. What services have you needed in the past and have not received?

<u>11</u>	Utility payment	<u>4</u>	Housing	<u>1</u>	Roofing
<u>11</u>	Weatherization	<u>1</u>	Childcare	<u>1</u>	Section 8
<u>9</u>	Rent	<u>1</u>	Dentist	<u>1</u>	Solar Energy
<u>4</u>	Clothing/shoes	<u>1</u>	DMV forms	<u>1</u>	Transportation
<u>4</u>	Food	<u>1</u>	Income tax preparation	<u>1</u>	WIC

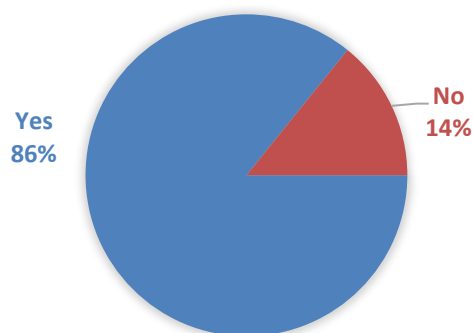
WHAT SERVICES HAVE YOU NEEDED IN THE PAST AND HAVE NOT RECEIVED?



4. As a result of our service(s), where you able to save money to pay other bills or purchase other things to meet the needs of your family?

260 Yes 43 No

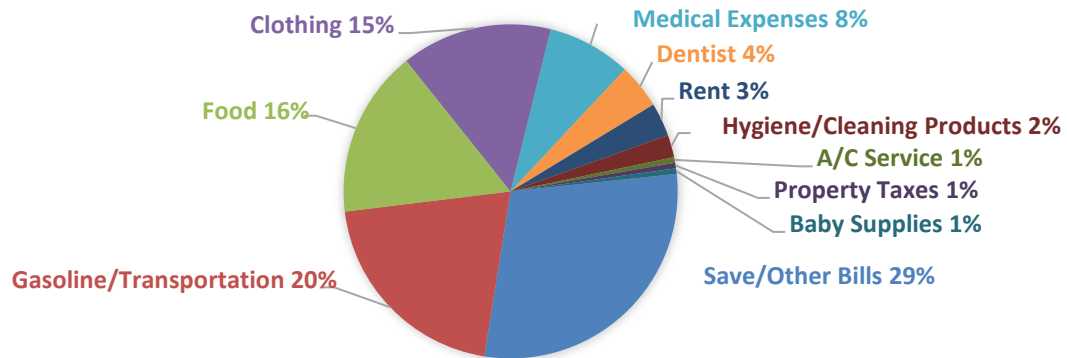
AS A RESULT OF OUR SERVICES, WERE YOU ABLE TO SAVE MONEY TO PAY OTHER BILLS OR PURCHASE OTHER THINGS TO MEET THE NEEDS OF YOUR FAMILY?



(Example: If you were assisted with food, rent electricity, or other services, were you able to pay for clothing, medical, dental, gas or other family needs?)

<u>54</u>	Save/other bills	<u>15</u>	Medical expenses	<u>1</u>	A/C service
<u>38</u>	Gasoline/Transportation	<u>8</u>	Dentist	<u>1</u>	Property taxes
<u>30</u>	Food	<u>6</u>	Rent	<u>1</u>	Baby supplies
<u>27</u>	Clothing/Shoes	<u>4</u>	Hygiene/cleaning products		

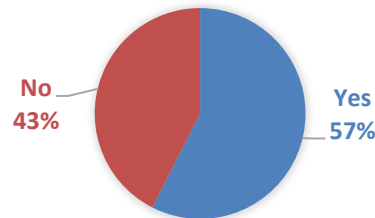
AS A RESULT OF OUR SERVICE(S), WHAT OTHER FAMILY NEEDS WERE YOU ABLE TO PAY FOR?



5. Are there other services that you would like for this agency to provide to low-income persons?

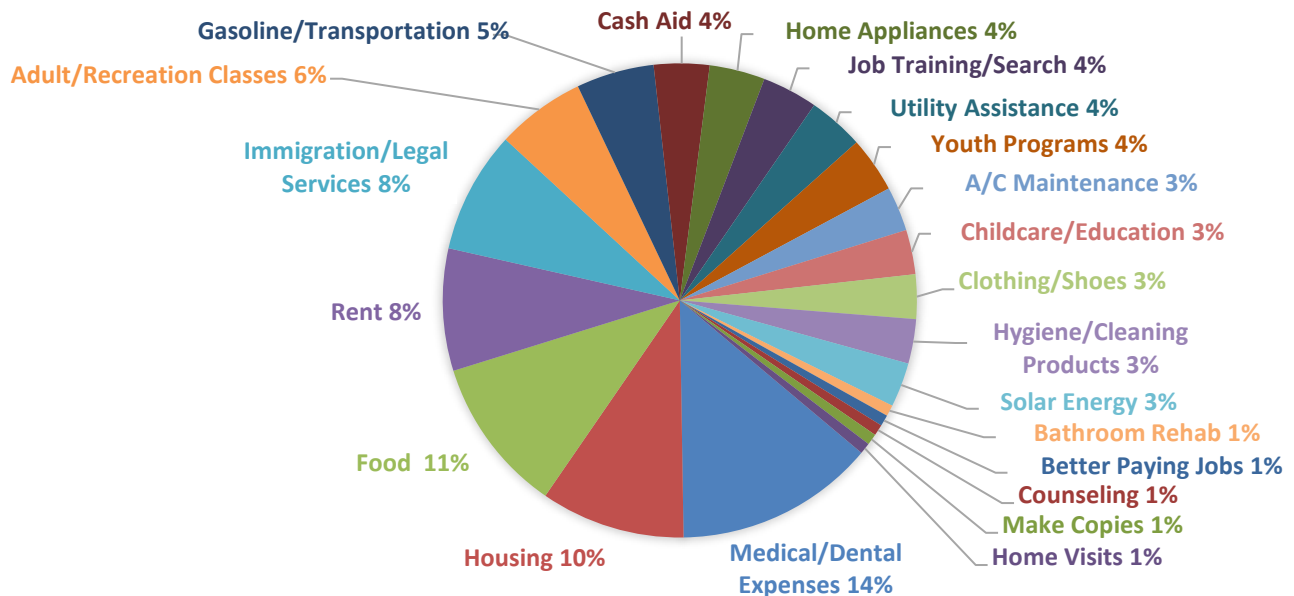
161 Yes 119 No

ARE THERE OTHER SERVICES THAT YOU WOULD LIKE THIS AGENCY TO PROVIDE TO LOW-INCOME PERSONS?



<u>18</u> Medical/Dental expenses	<u>5</u> Home appliances	<u>4</u> Solar Energy
<u>13</u> Housing	<u>5</u> Job training/search	<u>1</u> Bathroom rehab
<u>14</u> Food	<u>5</u> Utility assistance	<u>1</u> Better paying jobs
<u>11</u> Rent	<u>5</u> Youth programs	<u>1</u> Counseling
<u>11</u> Immigration/Legal service	<u>4</u> A/C Maintenance	<u>1</u> Make copies
<u>8</u> Adult/Recreation classes	<u>4</u> Childcare/Education	<u>1</u> Home visits
<u>7</u> Gasoline/Transportation	<u>4</u> Clothing/Shoes	
<u>5</u> Cash aid	<u>4</u> Hygiene/cleaning products	

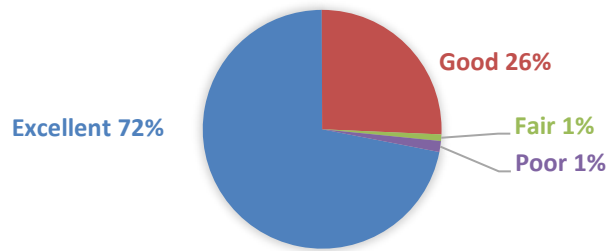
ARE THERE OTHER SERVICES THAT YOU WOULD LIKE THIS AGENCY TO PROVIDE?



6. Overall, how would you rate CUI customer service?

243 Excellent 87 Good 3 Fair 5 Poor

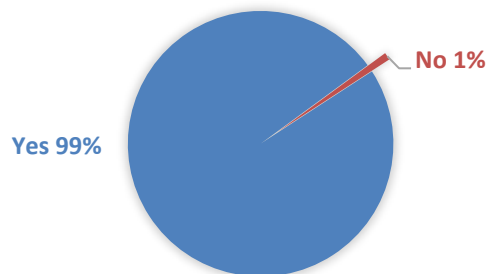
OVERALL, HOW WOULD YOU RATE CUI CUSTOMER SERVICE?



7. Would you recommend CUI to others?

329 Yes 3 No

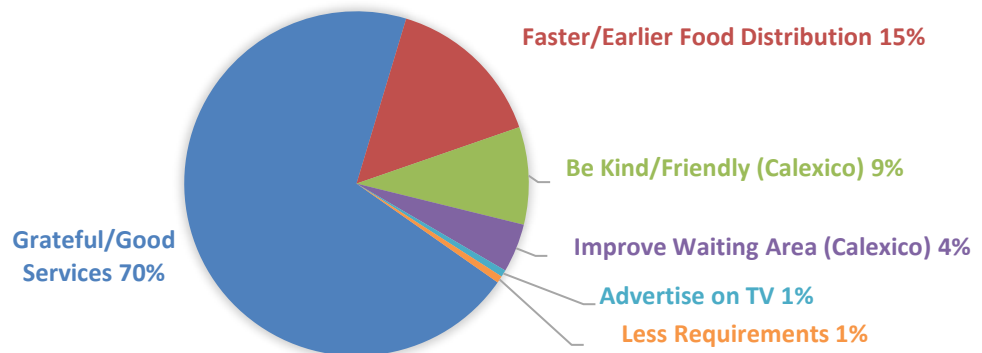
WOULD YOU RECOMMEND CUI TO OTHERS?



8. Do you have any comments or suggestions on how we can improve our customer services?

<u>107</u> Grateful/good services	<u>23</u> Faster/earlier distribution	<u>14</u> Be kind/friendly (Calexico)
<u>7</u> Improve waiting area (Calexico)	<u>3</u> More funding	<u>2</u> Office in Calexico
	<u>1</u> Advertise on TV	<u>1</u> Less requirements

DO YOU HAVE ANY COMMENTS OR SUGGESTIONS ON HOW WE CAN IMPROVE OUR CUSTOMER SERVICES?



****Survey was conducted April through May 2017***

***** Surveys returned: 360***