



CONTRA COSTA COUNTY

AGENDA

Economic Opportunity Council

Thursday, May 8, 2025

6:00 PM

1470 Civic Court, Suite 200, Room 207,
Concord | Zoom:

<https://cccouny-us.zoom.us/j/84112970168> | Call in: 888 278 0254 | code: 7038773

Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

1. Call to Order and Welcome
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).
3. RECEIVE Presentation on Guaranteed Income. [25-1701](#)
Attachments: [CCC EHSD GBI Program Design Presentation - WFS](#)
4. CONSIDER new EOC Candidate for approval. [25-1693](#)
Attachments: [Dean Christian \(EOC\) 04-21-25 D4_Redacted](#)
5. APPROVE the EOC Business Meeting Minutes of 4-10-25. [25-1694](#)
Attachments: [EOC Business Meeting Minutes of April 10 2025 - DRAFT](#)
6. RECEIVE the March 2025 Fiscal Reports for Grant #24F-3007 including amendments. [25-1695](#)
Attachments: [2024 CSBG Monthly Expense March 25](#)
[2024 CSBG Monthly Expense Disc March 25](#)
7. APPROVE the 2026-2027 Community Action Plan. [25-1696](#)
Attachments: [2026-2027 Community Action Plan - DRAFT](#)
8. APPROVE EOC Attendees to the NCAP Conference in Detroit. [25-1697](#)
Attachments: [2025 Annual Convention_National CAP](#)
9. RECEIVE report on Onsite Monitoring Visit by CSD.

10. Staff Report
11. Chair Report
12. EOC Members Reports
13. Next Steps
14. Meeting Evaluation

The next meeting is currently scheduled for June 12 2025 at 6 pm.

15. Adjourn

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 1470 Civic Court, Suite 200, Concord, during normal business hours. Staff reports related to items on the agenda are also accessible online at www.contracosta.ca.gov. If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact: Christina Castle-Barber 925-608-8819



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1701

Agenda Date: 5/8/2025

Agenda #: 3.

Advisory Board: Economic Opportunity Council

Subject: RECEIVE Presentation on Guaranteed Income.

Presenter: Aisha Teal

Contact: Christina Castle-Barber 925-608-8819

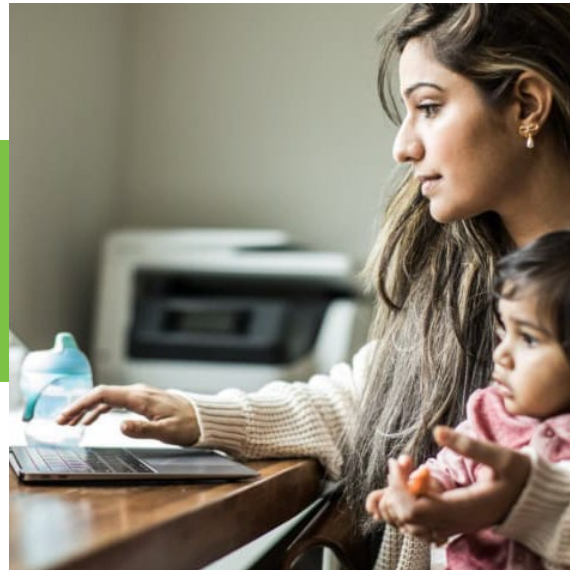
Information:

RECEIVE Presentation on Guaranteed Income.

Community Input

Contra Costa County Guaranteed Basic Income Program

Population: Families with young children experiencing financial hardship



Aisha Teal, Workforce Services Specialist, EHSD

EHSD Outline

01. Guaranteed Basic Income

02. Board of Supervisors Action

03. Proposed Families Eligibility & Selection

04. Proposed Payment Plan

05. Evaluation

06. Tell us!



Guaranteed Basic Income



Periodic and time-limited

It is a recurring payment, issued regularly for the duration of the program.



Direct cash payment

It is paid in cash directly to the individual, allowing them to use it for what they need.



Guaranteed

It is paid to targeted members of a specific population.



Unconditional

It is provided without a work requirement or any other conditions.

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

Board of Supervisors Action

Date: October 22, 2024

Funding: \$3.25 Million Measure X & \$1 Million AB 109

Purpose: Guaranteed Income Pilot

Suggested Populations:

- Youth transitioning out of foster care
- Unhoused and unstably housed residents
- Families with young children experiencing financial hardship
- Low-income seniors
- Residents returning to the community after incarceration

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES
Building Brighter Futures Together

Proposed Families Eligibility & Selection



Eligibility Criteria

Approximately 40
engaged Welfare-to-
Work and Cal-Learn
families

Ages 18-26

At least one child aged
5 years or younger

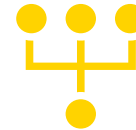
At least 18 mos.
remaining on CalWORKs



Referral Process

Welfare-to-Work case
worker

Cal-Learn case worker



Selection Process

Randomized Selection
Process - University of
Denver Basic Income
Project Stratified
Random Sampling Tool



Existing Case Management

Assessment
Plan development
Regular check-ins
Referrals
Supportive services

Proposed Payment Plan

Amount: \$18,000 over an 18-month period (three payment options)

One-time mandatory benefits counseling

Payment Process: prepaid debit cards, issued 15th of the month

Option 1: \$1,000/month for 18 months

Option 2: \$1,250/month for the first 12 months; gradual payments over final 6 months - \$950 to \$150

Option 3: \$3,000 lump sum payment upfront; \$1,000/month for the first 12 months, gradual payments over final 6 months - \$750 to \$250

Evaluation

- Partner: University
- Purpose: Support policy changes to GI on a national scale
- Design: Longitudinal study, possible control group, tracking intergenerational mobility, sustainable employment, and financial stability
- Data: surveys and data matching



Tell us!





CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1693

Agenda Date: 5/8/2025

Agenda #: 4.

Advisory Board: Economic Opportunity Council

Subject: CONSIDER new EOC Candidate for approval.

Presenter: Melissa Molina

Contact: Christina Castle-Barber 925-608-8819

Information:

CONSIDER new EOC Candidate for approval.

Application Form

Profile

Christian

First Name

E

Middle
Initial

Dean

Last Name

Home Address

Suite or Apt

City

CA
State

Postal Code

Primary Phone

Email Address

[District Locator Tool](#)

Resident of Supervisorial District:

☒ District 3

Excite Credit Union

Employer

Director of Retail Experience

Job Title

Length of Employment

2 years

Do you work in Contra Costa County?

☐ Yes ☒ No

If Yes, in which District do you work?

How long have you lived or worked in Contra Costa County?

27 years

Are you a veteran of the U.S. Armed Forces?

☐ Yes ☒ No

Board and Interest

Which Boards would you like to apply for?

Economic Opportunity Council: Submitted

Seat Name

Christian E. Dean

Have you ever attended a meeting of the advisory board for which you are applying?

☐ Yes ☒ No

If Yes, how many meetings have you attended?

M/A

Education

Select the option that applies to your high school education *

☒ High School Diploma

College/ University A

Name of College Attended

Nyack College

Degree Type / Course of Study / Major

Masters in Organizational Leadership

Degree Awarded?

☒ Yes ☐ No

College/ University B

Name of College Attended

Holy Names University

Degree Type / Course of Study / Major

Psychology

Degree Awarded?

☒ Yes ☐ No

College/ University C

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

☐ Yes ☐ No

Other Trainings & Occupational Licenses**Other Training A**

Certificate Awarded for Training?

☐ Yes ☐ No

Other Training B

Certificate Awarded for Training?

☐ Yes ☐ No

Occupational Licenses Completed:

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

I'm deeply passionate about building equitable, thriving communities and believe local government plays a critical role in that effort. As a professional in the financial services industry, a leader in civic organizations, and a resident committed to positive change, I want to contribute my skills, lived experiences, and voice to ensure policies and programs reflect the diverse needs of Contra Costa County residents. Whether it's mental health, racial equity, or women and children's services—I'm drawn to causes that uplift underserved populations and create sustainable impact.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

I serve as Director of Retail Experience at a credit union, where I lead cross-functional teams and develop strategies that enhance member service, financial education, and economic empowerment. I'm a published author on mental wellness, a committed volunteer in organizations like the Oakland African American Chamber of Commerce, and a member of Alpha Kappa Alpha Sorority, Inc. I bring strong leadership, analytical thinking, and a collaborative spirit to every table I sit at. My professional background, community involvement, and passion for justice make me a strong candidate for this appointment.

Upload a Resume

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

☒ Yes ☐ No

Do you have any obligations that might affect your attendance at scheduled meetings?

☐ Yes ☒ No

If Yes, please explain:

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

☐ Yes ☒ No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

Oakland African American Chamber of Commerce

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

☒ I Agree

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

Christian Evelyn Dean

Accountability, Adaptability, Inclusion, Innovation, & Leadership

San Francisco Bay Area, CA

Chief Experience Officer

Performance-driven executive with a proven record of accelerating growth and exceeding business targets in financial institutions. Expert in crafting and implementing sales strategies that enhance revenue generation. Known for fostering high-performing teams, promoting inclusive leadership, and enhancing collaboration. Committed to boosting customer loyalty and developing community partnerships that elevate brand visibility.

Areas of Expertise

- Business Development & Growth
- Strategic Decision-Making
- Organizational Leadership & Culture
- Customer Experience Management
- Small Business Lending
- Retail & Business Banking Products
- Cost Management & Reduction
- Performance Optimization
- Training & Development
- Employee Engagement
- Community Outreach & Partnerships

CAREER EXPERIENCE

Director of Retail Experience, EXCITE CREDIT UNION

2023 – Present

Lead a team of over 22 across 4 branches, setting strategic sales and operations directives to foster growth and ensure market stability. Oversee comprehensive branch management encompassing sales, service, security, and compliance.

| Manage \$600M in Assets • Surged New Member NPS to 78.95/100 • Decreased Turnover by 28.2% |

- Collaborated cross-functionally to analyze recurring audit issues across branches and develop targeted training modules. **Achieved a 54% reduction in audit findings** within 3 months.
- Improved low member experience scores by developing a zero-risk training module and slide deck, conducting certification sessions that significantly raised team performance and member satisfaction.
- **Reduced hiring costs by \$178K** by identifying and implementing optimization and head count strategies by introducing a multipronged approach and fostering team member development.
- Successfully implemented strategies that **reduced new account opening errors by 15%**.
- Key member of the Community Inclusion Coalition, dedicated to diversifying products and services to cater to a diverse customer base.
- Chair the Leader Summit and serve on the events committee, orchestrating team appreciation and community partnership events, including collaboration with the Oakland African American Chamber of Commerce and the Latino Business Foundation.

Vice President, Business Center Manager, PNC BANK

2022 – 2023

Directed services for small business clients generating \$50M in annual revenue, spearheading marketing strategies and partnerships to boost brand awareness and sales. Leveraged extensive expertise in business lending, SBA protocols, COI building, and complex credit management to achieve business objectives.

- **Boosted client satisfaction by 27%** (from 54% to 81%) by setting and executing strategic short-term and long-term service goals. Earned the title of National Market All-Star for 2023.
- Coached the sales team to streamline processes, culminating in **\$18M in closed sales** for 2022.
- Selected as peer trainer to develop new branch managers, emphasizing best practices for high-performing businesses. Conducted a weeklong shadowing program, successfully training 4 newly onboarded managers.
- Served as Chair of Employee Business Resource Group, enhancing employee engagement and shaping organizational culture through key diversity and inclusion initiatives.

Vice President, Group Branch Manager, POPPY BANK

2021 – 2022

Directed 10-person sales team, analyzing financial and customer data to proactively address needs, resolve issues, and equip teams with resources to meet key business objectives.

- Effectively managed customer complaints with sound judgment, using insights from interactions to enhance operations and overall performance. **Achieved 200% business growth in Q1 2022.**
- Led successful launch of the San Francisco branch, establishing key business relationships that **secured \$17M** in new accounts during first quarter.

AVP, Business Development Branch Manager, COMERICA BANK

2017 – 2021

Strategically led and coordinated sales initiatives, leveraging deep knowledge of products and services to drive loan and deposit sales to both consumer and small business segments. Spearheaded strategies through organic sourcing methods.

- Managed a **\$56M business portfolio**, successfully attracting and retaining clients, and surpassing key performance targets by **exceeding consumer loan sales goals by 132%**.
- Cultivated and enhanced sales performance in employees and led a colleague experience initiative for the Retail Bank Division.
- Facilitated improvements to OD Report, Information Protection, and Authentication Question to mitigate risk and ensure compliance ahead of annual audit.

Assistant Branch Manager, PATELCO CREDIT UNION

2013 – 2016

Oversaw training, supervision, and support of 60 employees across 12 retail branches, fostering a collaborative environment that motivated staff to excel in sales and customer service.

- Significantly enhanced **loan growth by 26% year-over-year** and elevated branch performance, boosting revenue and sales rankings from 24th to 14th among 36 branches.
- Acted as Interim Branch Manager as needed, supporting continuity, process improvements, and quality service.

EDUCATION

Master of Science (MS), Organizational Leadership, ALLIANCE UNVERISTY

Bachelor of Art (BA), Industrial Psychology, HOLY NAMES UNIVERSITY

C-Suite Leadership Training, CREDIT UNION NATIONAL ASSOCIATION (CUNA), in progress

Customer Experience Executive Certification, THE CX ACADEMY

Agile Project Management Certification, LOUISIANA STATE UNIVERSITY ONLINE & CONTINUING EDUCATION

Community Leadership

- Executive Board Member**, Oakland African American Chamber of Commerce
- Board Member**, The Social Equity Initiative
- Committee Chair, Uplift Our Local Community**, Alpha Kappa Alpha Sorority, Inc.
- Member**, National Association of Professional Women
- Member**, Habitat for Humanity

Of Note

- Named one of *San Francisco Business Times*' "Bay Area People on The Move"
- Notary public of California
- Myers-Briggs Type Indicator (MBTI): Extraversion, Intuition, Feeling, Judging (ENFJ)
- Author of *Propelled: A 30-Day Guide to Coping with Anxiety and Depression Through the Word of God*



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1694

Agenda Date: 5/8/2025

Agenda #: 5.

Advisory Board: Economic Opportunity Council

Subject: APPROVE the EOC Business Meeting Minutes of 4-10-25.

Presenter: Victor Tiglao

Contact: Christina Castle-Barber

Information:

APPROVE the EOC Business Meeting Minutes of 4-10-25.



CONTRA COSTA COUNTY

Committee Meeting Minutes

Economic Opportunity Council

Thursday, April 10, 2025

6:00 PM

1470 Civic Court, Suite 200, Room 221,

Concord | Zoom:

[https://cccouny-us.zoom.us/j/87597737980?](https://cccouny-us.zoom.us/j/87597737980?pwd=2Xw3ua2C4luCWfnyb3copvKBVbd5uu.1)

[pwd=2Xw3ua2C4luCWfnyb3copvKBVbd5uu.1](https://cccouny-us.zoom.us/j/87597737980?pwd=2Xw3ua2C4luCWfnyb3copvKBVbd5uu.1)

| Call in: 8882780254 code: 812185

Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

1. Call to Order and Welcome

Chair Medlen called the meeting to order at 6:18 pm

Staff Present: R. Ward, M. Molina, C. Castle-Barber

2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).

No public present.

3. RECEIVE presentation on Guaranteed Income.

This item was tabled to May at the presenter's request.

4. APPROVE EOC Business Meeting Minutes of March 13, 2025.

A motion was made by Lopez, seconded by Lafrades, to approve the EOC Minutes of 3/13/25. The motion carried by the following vote: 11 ayes and 2 abstentions.

Motion: Lopez

Second: Lafrades

5. RECEIVE the February Fiscal Report for Grant # 24F-3007 including amendments.

Ward presented the February Fiscal Report for Grant #24F-3007, including amendments, and added that we're almost fully expended on the budget.

Tiglao asked when the budget year is over, to which Ward answered that it will be on April 10, 2025 and reported to the state in May 2025.

Zeimer asked if the remaining \$5700 amendment 3 is in the county's hands, to which Ward answered that it's fully executed and with the state.

This Discussion Item was received.

6. RECEIVE results of 2025 Public Hearings/Listening Sessions.

Ward presented the results from the pre-Community Action Plan Public Hearings/Listening Sessions, found in packet.

This Discussion Item was received.

7. RECEIVE update on Advocacy Day

Tiglao reported that during a visit to Sacramento, efforts were made to lobby for three key bills: SB 411, which aims to expand EBT benefits for eligible students during extended school closures; AB 249, which seeks to implement youth-specific procedures for Continuum of Care programs; and AB 722, which proposes establishing a Reentry Housing & Workforce Development Program for formerly incarcerated individuals. Meetings were held with Assemblymember Avila Farias, and the staff of Assemblymember Rebecca Bauer-Kahan and Senator Cabaldon. Avila Farias expressed support for the bills and mentioned organizing a solidarity event, while Senator Cabaldon was collaborative and voted for of SB 411. Assemblymember Bauer-Kahan's staff, however, was more skeptical, citing budgetary concerns. Overall, the legislative tone was cautious regarding increased spending. Thank you emails were sent, and plans were made to send thank you cards and monitor the bills' progress. The Advocacy Day was productive, with highlights including meeting Jason Wimbley, the new Director of the California Dept. of Community Services and Development, and Karen and Jessica testifying in support of SB 411 in behalf of EOC. Tiglao also commended the staff for organizing the event and providing name tags, polos, and jackets with Community Action branding.

Kaushal mentioned Senator Tim Grayson's full throated support for our organization.

Zeimer asked about the matching of federal funds to state funds, to which Tiglao answered that he will continue to follow up with legislators regarding this matter.

Cisneros asked the members if the EOC would like to participate to Assemblymember Avila Farias's upcoming solidarity event, to which members agreed they would follow her lead.

Lafayette shared that she enjoyed the time the EOC shared in Sacramento.

This was received.

8. APPROVE Community Action Plan Priorities and Vision and Mission Statements.

Castle-Barber presented the four priorities that came out of the listening sessions and Community Needs Assessment: Housing, Food, Underemployment, Mental Health.

Medlen mentioned that we should keep the top four.

Zeimer mentioned that we should add homelessness to housing, to which Coleman agreed that we can do Housing/Homelessness.

Medlen mentioned that we will underscore access as an important factor in our priorities in this summer's RFP planning.

A motion was made by Zeimer, seconded by Medlen, to approve the four priority areas as Housing/Homelessness, Food Insecurity, Underemployment, and Mental Health. The motion carried unanimously.

Motion: Zeimer

Second: Medlen

Approval of the Mission Statement.

A motion was made by Zeimer, seconded by Cisneros, to approve the Mission statement as revised by Nikki. The motion carried by the following vote: unanimous.

Motion: Zeimer

Second: Cisneros

Approval of the Vision Statement

A motion was made by Zeimer, seconded by Lopez, to approve Renee's version of the mission statement as amended to remove "lift themselves up and out of poverty" and replace with "overcome poverty." The motion carried by the following vote: unanimous.

Motion: Zeimer

Second: Lopez

9. APPROVE plan for Community Action Month.

Castle-Barber presented the plan for Community Action Month at the Board of Supervisors, which will be on Tuesday, May 20th.

Lafrades added that a client from GRIP should come and speak at the presentation.

A motion was made by Lafrades, seconded by Cisneros, to approve the plan to have Chair Medlen and a client from GRIP to speak to the Board of Supervisors in honor of Community Action Month on May 20. The motion carried by the following vote: unanimous.

Motion: Lafrades

Second: Cisneros

10. Staff Report

Ward mentioned that she delivered 12 boxes of supplies to Brookside Shelter, and 5 boxes to GRIP, and still 4 to give to Pittsburg CORE to serve the unhoused.

This was approved.

11. Chair Report

Medlen asked the members to continue to act locally and write to legislators regarding funding, recommended the book "Poverty by America" and "White Poverty", and asked staff about low-income housing loan to share with subcontractors.

12. EOC Member Report

Zeimer announced that this Saturday, April 12th at 10:30AM, Family Economic Partnership is hosting a resource fair with 20 community partners; and a African American Wellness Hub hearing at the Board of Supervisors meeting on Tuesday, April 15th; and Leadership Council Meeting about federal changes on April 18th on Zoom. Lopez was awarded by Supervisor Shanelle Scales-Preston for Women's History Month and asked staff what the process would be if she were to come, to which Castle-Barber answered that Scales Preston's representative Kanwar would reach out to her, and additionally announced her nonprofit Caregiver OneCall, a one-step support for caregivers, and a launch in June 13th around 4PM in San Francisco or Oakland.

13. Next Steps

None noted.

14. Meeting Evaluation

Great information

The next meeting is currently scheduled for May 8, 2025 at 6pm.

Adjourn

Chair Medlen adjourned the meeting at 7:40 pm.

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 1470 Civic Court, Suite 200, Concord, during normal business hours. Staff reports related to items on the agenda are also accessible online at www.contracosta.ca.gov. If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact: Christina Castle-Barber 925-608-8819.

DRAFT



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1695

Agenda Date: 5/8/2025

Agenda #: 6.

Advisory Board: Economic Opportunity Council

Subject: RECEIVE the March 2025 Fiscal Reports for Grant #24F-3007 including amendments.

Presenter: Michael Morris and Roshunda Ward

Contact: Christina Castle-Barber 925-608-8819

Information:

RECEIVE the March 2025 Fiscal Reports for Grant #24F-3007 including amendments.

Community Services Block Grant									
Monthly Expenditures									
2024 Contract # 24F-3007									
Term: Jan 1, 2024 through April 30, 2025									
				71%	76%	82%	88%	96%	4%
Line		Sub	Original	Dec	Jan	Feb	Mar	YTD	
Item	Description	Object	Budget	2024	2025	2025	2025	Total	% Spent
	ADMINISTRATIVE COSTS:								
1	Salaries and Wages	1011	16,599	2,052.86	1,565.07	1,207.25	6,787.70	12,008.41	72%
	Comm Svcs Dir		-					-	
	Accountant		16,599	2,052.86	1,565.07	1,207.25	6,787.70	12,008.41	72%
2	Fringe Benefits		10,125	309.68	1,120.98	237.19	2,845.89	4,876.49	48%
	Deferred Comp Cty Contrib	1015						-	
	Comp & SDI Recoveries	1019						-	
	FICA	1042						-	
	Retirement Expense	1044						-	
	Employee Group Insurance	1060			82.51	76.37		-	
	State Unemployment Insurance	1063						-	
	Workers Comp Insurance	1070						-	
	Labor recd/provided-other empl	1081	10,125	309.68	1,038.47	160.82	2,845.89	4,630.45	46%
3	Other Costs-Indirect Costs		70,000	10,698.63	2,384.63	1,349.93	899.75	55,624.78	79%
	Indirect Costs	5022	70,000	10,698.63	2,384.63	1,349.93	899.75	55,624.78	79%
	Total Administrative Costs		96,724	13,061.17	5,070.68	2,794.37	10,533.34	72,509.68	75%
	PROGRAM COSTS:								
1	Salaries and Wages	1011	255,030	26,639.58	26,940.07	24,318.38	25,699.82	240,547.28	94%
	Subtotal Program		204,275	21,295.98	19,537.94	18,569.34	20,729.97	199,808.49	98%
	Division Manager		30,673	3,409.28	2,360.47	2,160.63	4,321.26	28,346.70	92%
	ASA III		104,946	9,585.43	9,585.43	9,585.43	9,585.43	97,779.32	93%
	CSM		68,656	8,301.27	7,592.04	6,823.28	6,823.28	73,682.47	107%
	Student Interns		50,755	5,343.60	7,402.13	5,749.04	4,969.85	40,738.79	80%
	95694 Tabin, A	1	9,151	1,741.07	1,811.04	1,684.70	715.99	8,416.23	92%
	93753 Acosta, C & 96457 Roman, N	2	7,151				715.99	3,441.13	48%
	95324 Colburn, C & 96000 Cano, L	3	9,151	1,629.94	1,937.40	1,684.70	7,381.27	1,769.73	81%
	95029 Caolie, Ryan	4	16,151	1,972.59	1,968.99	694.94		16,129.41	100%
	95960 Gil, S	5	9,151		1,684.70	1,684.70	1,853.17	5,370.75	59%
2	Fringe Benefits		126,006	14,534.15	13,906.26	13,342.48	14,205.91	133,933.28	106%
	Program Fringe Benefits		120,508	13,909.79	13,041.40	12,670.74	13,625.22	129,512.39	107%
	Student Interns Fringe Benefits		5,498	624.36	864.86	671.74	580.69	4,420.89	80%
3	Operating Expenses		54,408	11,121.23	257.98	9,974.93	8,066.83	50,684.42	93%
	Office Expense	2100/02	3,244					3,243.82	100%
	Communications	2110	2,000	32.41	102.44	31.77	31.65	800.07	40%
	Tel Exchange Service	2111	900	27.10	54.24	40.63	40.65	422.31	47%
	Membership Dues	2200	10,958	10,763.20				10,958.20	100%
	Local Travel Conferences/Training	2300/03	15,700		101.30	309.96	93.24	7,388.82	47%
	Meeting Meals	2150	3,418	298.52		2,265.24	825.32	3,652.48	107%
	Supplies for Outreach/Homeless	2490	18,188			7,327.33	7,075.97	24,218.72	133%
4	Out-of-State Travel		4,300	-	-	-	-	4,313.48	100%
5	Subcontractor Services		409,002	117,793.71	32,750.23	35,809.77	48,347.23	409,004.22	100%
1	Opportunity Junction, Inc	2310	37,182	-	2,098.50	2,098.50	4,197.00	37,182.00	100%
2	GRIP	2310	37,182	24,683.29	6,926.74	3,970.19	1,601.78	37,182.00	100%
3	Rising Sun Center For Opportunity	2310	37,182	24,873.03	-	7,402.38	4,906.58	37,181.99	100%
4	CC Interfaith (Hope Solutions)	2310	37,182	4,203.83	-	9,283.17	1,750.44	37,183.44	100%
5	Bay Area Legal Aid (BALA)	2310	37,182	-	2,189.08	2,560.73	12,396.30	37,182.00	100%
6	STAND!	2310	37,182	4,764.94	3,655.96	4,009.06	3,279.21	37,182.00	100%
7	Loaves and Fishes of Contra Costa	2310	37,182	37,182.00	-	-		37,182.00	100%
8	Monument Crisis Center	2310	37,182	-	8,142.03	-	7,350.85	37,182.45	100%
9	St. Vincent de Paul	2310	37,182	-	-	-		37,182.36	100%
10	Lao Family Community Development	2310	37,182	19,321.64	6,291.07	3,038.90	5,478.53	37,181.98	100%
11	Monument Impact	2310	37,182	2,764.98	3,446.85	3,446.84	7,386.54	37,182.00	100%
	Total Program Costs		848,746	170,088.67	73,854.54	83,445.56	96,319.79	838,482.68	99%
	Total Expenditures		945,470	183,149.84	78,925.22	86,239.93	106,853.13	910,992.36	96%

Community Services Block Grant										
Monthly Expenditures										
2024 Contract # 24F-3007 DISC										
Term: Jan 1, 2024 through April 30, 2025										
				71%	76%	82%	88%	0%	100%	
Line		sub	Original	Dec	Jan	Feb	Mar	YTD		
Item	Description	object	Budget	2024	2025	2025	2025	Total	Balance	% Spent
	Operating Expenses		25,900	5,635.41	6,039.48	-	-	17,737.41	8,162.59	68%
	Office Expense	2100/02	-					-		0%
	Communications	2110	-					-	-	0%
	Tel Exchange Service	2111	-					-	-	0%
	Membership Dues	2200	-					-	-	0%
	Local Travel Conferences	2300/03	8,711	5,635.41				11,697.93	(2,986.93)	134%
	Meeting Meals	2150	-					-	-	0%
	Supplies for Outreach/Homeless	2490	17,189		6,039.48			6,039.48	11,149.52	35%
	Out-of-State Travel		100	-	-		-	-	100.00	0%
	Total Program Costs		26,000	5,635.41	6,039.48	-	-	17,737.41	8,262.59	68%
	Total Expenditures		26,000	5,635.41	6,039.48	-	-	17,737.41	8,262.59	68%



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1696

Agenda Date: 5/8/2025

Agenda #: 7.

Advisory Board: Economic Opportunity Council

Subject: APPROVE the 2026-2027 Community Action Plan.

Presenter: Christina Castle-Barber

Contact: 925-605-8819

Information:

APPROVE the 2026-2027 Community Action Plan.

2026/2027 Community Needs Assessment and Community Action Plan

Contra Costa County Employment and Human Services Department Community Service Bureau



Contents

Introduction3

 Purpose3

 Federal CSBG Programmatic Assurances and Certification.....3

 State Assurances and Certification3

 Compliance with CSBG Organizational Standards.....4

 What’s New for 2026/2027?4

Checklist.....5

Cover Page6

Public Hearing(s).....7

Part I: Community Needs Assessment Summary9

 Narrative11

 Results.....14

Part II: Community Action Plan16

 Vision and Mission Statements16

 Causes and Conditions of Poverty17

 Tripartite Board of Directors22

 Service Delivery System23

 Linkages and Funding Coordination.....24

 Monitoring.....30

 ROMA Application.....31

 Federal CSBG Programmatic Assurances33

 State Assurances.....36

 Organizational Standards.....37

Part III: Appendices39

Introduction

The Department of Community Services and Development (CSD) has developed the 2026/2027 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. CSD requests agencies submit a completed CAP, including a CNA, to CSD on or before **June 30, 2025**. Changes from the previous template are detailed below in the “What’s New for 2026/2027?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. A completed CAP template should not exceed 65 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances is provided in this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the State Assurances.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138](#) dated January 26, 2015, CSBG agencies will comply with the Organizational Standards. A list of Organizational Standards that are met by an accepted CAP, including a CNA, are found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

What's New for 2026/2027?

Due Date. The due date for your agency's 2026/2027 CAP is June 30, 2025. However, earlier submission of the CSBG Network's CAPs will allow CSD more time to review and incorporate agency information in the CSBG State Plan and Application. CSD, therefore, requests that agencies submit their CAPs on or before May 31, 2025.

ROMA Certification Requirement. CSD requires that agencies have the capacity to provide their own ROMA, or comparable system, certification for your agency's 2026/2027 CAP. Certification can be provided by agency staff who have the required training or in partnership with a consultant or another agency.

Federal CSBG Programmatic and State Assurances Certification. In previous templates, the federal and state assurances were certified by signature on the Cover Page and by checking the box(es) in both federal and state assurances sections. In the 2026/2027 template, CSD has clarified the language above the signature block on the Cover Page and done away with the check boxes. Board chairs and executive directors will certify compliance with the assurances by signature only. However, the Federal CSBG Programmatic Assurances and the State Assurances language remain part of the 2026/2027 template.

Other Modifications. The title page of the template has been modified to include your agency's name and logo. Please use this space to brand your agency's CAP accordingly. CSD has also added references to the phases of the ROMA Cycle i.e. assessment, planning, implementation, achievement of results, and evaluation throughout the 2026/2027 template. Additionally, there are a few new questions, minor changes to old questions, and a reordering of some questions.

Checklist

- ☐ Cover Page
- ☐ Public Hearing Report

Part I: Community Needs Assessment Summary

- ☐ Narrative
- ☐ Results

Part II: Community Action Plan

- ☐ Vision and Mission Statements
- ☐ Causes and Conditions of Poverty
- ☐ Tripartite Board of Directors
- ☐ Service Delivery System
- ☐ Linkages and Funding Coordination
- ☐ Monitoring
- ☐ ROMA Application
- ☐ Federal CSBG Programmatic Assurances
- ☐ State Assurances
- ☐ Organizational Standards

Part III: Appendices

- ☐ Notice of Public Hearing
- ☐ Low-Income Testimony and Agency's Response
- ☐ Community Needs Assessment

Cover Page

Agency Name:	Contra Costa County Employment and Human Services Department Community Services Bureau
Name of CAP Contact:	Christina Castle-Barber
Title:	Division Manager
Phone:	925-608-8819
Email:	creich@ehsd.cccounty.us

Date Most Recent CNA was Completed: (Organizational Standard 3.1)	January 27, 2025
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Board and Agency Certification

The undersigned hereby certifies that this agency will comply with the [Federal CSBG Programmatic Assurances \(CSBG Act Section 676\(b\)\)](#) and [California State Assurances \(Government Code Sections 12747\(a\), 12760, and 12768\)](#) for services and programs provided under the 2026/2027 Community Needs Assessment and Community Action Plan. The undersigned governing body accepts the completed Community Needs Assessment. (Organizational Standard 3.5)

Name:		Name:	
Title:	Executive Director	Title:	Board Chair
Date:		Date:	

ROMA Certification

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan document the continuous use of the Results Oriented Management and Accountability (ROMA) system or comparable system (assessment, planning, implementation, achievement of results, and evaluation). (CSBG Act 676(b)(12), Organizational Standard 4.3)

Name:

ROMA Title:	
Date:	

CSD Use Only

Dates CAP		Accepted By
Received	Accepted	

Public Hearing(s)

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

State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. Testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP.

Guidelines

Notice of Public Hearing

1. Notice of the public hearing should be published at least 10 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice should include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 10 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP should be made available for public review and inspection approximately 30 days prior to the public hearing. The draft CAP may be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing in Part III: Appendices as Appendix A.

Public Hearing

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

Additional Guidance

For the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model based on community need at the time of the hearing.

Public Hearing Report

Date(s) the Notice(s) of Public Hearing(s) was/were published	
Date Public Comment Period opened	
Date Public Comment Period closed	
Date(s) of Public Hearing(s)	
Location(s) of Public Hearing(s)	
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	
Number of attendees at the Public Hearing(s)	

Part I: Community Needs Assessment Summary

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

A community needs assessment provides a comprehensive “picture” of the needs in your service area(s). Resources are available to guide agencies through this process.

- CSD-lead training – “Community Needs Assessment: Common Pitfalls and Best Practices” on Tuesday, September 10, 2024, at 1:00 pm. [Registration is required](#). The training will be recorded and posted on the Local Agencies Portal after the event.
- Examples of CNAs, timelines, and other resources are on the [Local Agencies Portal](#).
- [Community Action Guide to Comprehensive Community Needs Assessments](#) published by the National Association for State Community Service Programs (NASCSPP).
- [Community Needs Assessment Tool](#) designed by the National Community Action Partnership (NCAP).
- National and state quantitative data sets. See links below.

Sample Data Sets		
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report
HUD Exchange PIT and HIC Data Since 2007	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS
California Department of Education School Data via DataQuest	California Employment Development Department UI Data by County	California Department of Public Health Various Data Sets
California Department of Finance Demographics	California Attorney General Open Justice	California Health and Human Services Data Portal
CSD Census Tableau Data by County		Population Reference Bureau KidsData
Data USA National Public Data	National Equity Atlas Racial and Economic Data	Census Reporter Census Data

Sample Data Sets		
Urban Institute SNAP Benefit Gap	Race Counts California Racial Disparity Data	Rent Data Fair Market Rent by ZIP
UC Davis Center for Poverty & Inequality Poverty Statistics	University of Washington Center for Women's Welfare California Self-Sufficiency Standard	University of Wisconsin Robert Wood Johnson Foundation County Health Rankings
Massachusetts Institute of Technology Living Wage Calculator	Nonprofit Leadership Center Volunteer Time Calculator	Economic Policy Institute Family Budget Calculator

Narrative

CSBG Act Section 676(b)(9)

Organizational Standards 2.2, 3.3

ROMA – Assessment

Based on your agency's most recent CNA, please respond to the questions below.

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

CSB is funded to serve the entire county of Contra Costa. The greatest need is in East County (Bay Point, Pittsburg, and Antioch), followed by West County (Rodeo, San Pablo, North Richmond and Richmond), and then Central County (Concord). South Contra Costa County presents the area of least need, with only small pockets of poverty existing in the City of San Ramon.

2. Indicate from which sources your agency collected and analyzed quantitative data for its most recent CNA. (Check all that apply.) (Organizational Standard 3.3)

Federal Government/National Data Sets

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

Local Data Sets

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

California State Data Sets

- ☒ Employment Development Department
- ☒ Department of Education
- ☒ Department of Public Health
- ☒ Attorney General
- ☒ Department of Finance
- ☒ Other

Surveys

- ☒ Clients
- ☒ Partners and other service providers
- ☒ General public
- ☒ Staff
- ☒ Board members
- ☒ Private sector
- ☒ Public sector
- ☒ Educational Institutions
- ☐ Other

Agency Data Sets

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

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

Surveys

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

Interviews

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

Focus Groups

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

☒ **Community Forums**☐ **Asset Mapping**☐ **Other**

4. Confirm that your agency collected and analyzed information from each of the five community sectors below as part of the assessment of needs and resources in your service area(s). Your agency must demonstrate that all sectors were included in the needs assessment by checking each box below; a response for each sector is required. (CSBG Act Section 676(b)(9), Organizational Standard 2.2)

Community Sectors

- ☒ Community-based organizations
- ☒ Faith-based organizations
- ☒ Private sector (local utility companies, charitable organizations, local food banks)
- ☒ Public sector (social services departments, state agencies)
- ☒ Educational institutions (local school districts, colleges)

Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Organizational Standards 4.2

State Plan Summary and Section 14.1a

ROMA – Planning

Based on your agency's most recent CNA, please complete Table 1: Needs Table and Table 2: Priority Ranking Table.

Table 1: Needs Table					
Needs Identified	Level (C/F)	Agency Mission (Y/N)	Currently Addressing (Y/N)	If not currently addressing, why?	Agency Priority (Y/N)
Individuals lack affordable housing and many are unhoused.	F	Y	Y	Choose an item.	Y
Individuals lack access to affordable, healthy, and nutritious foods.	F	Y	Y	Choose an item.	Y
Individuals lack jobs that earn a living wage.	F	Y	Y	Choose an item.	Y
Individuals lack access to mental health services.	F	Y	Y	Choose an item.	Y
				Choose an item.	

Needs Identified: Enter each need identified in your agency's most recent CNA. Ideally, agencies should use ROMA needs statement language in Table 1. ROMA needs statements are complete sentences that identify the need. For example, "Individuals lack living wage jobs" or "Families lack access to affordable housing" are needs statements. Whereas "Employment" or "Housing" are not. Add row(s) if additional space is needed.

Level (C/F): Identify whether the need is a community level (C) or a family level (F) need. If the need is a community level need, the need impacts the geographical region directly. If the need is a family level need, it will impact individuals/families directly.

Agency Mission (Y/N): Indicate if the identified need aligns with your agency's mission.

Currently Addressing (Y/N): Indicate if your agency is addressing the identified need.

If not currently addressing, why?: If your agency is not addressing the identified need, please select a response from the dropdown menu.

Agency Priority: Indicate if the identified need is an agency priority.

Table 2: Priority Ranking Table

	Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category
1.	Housing/Homelessness	200 residents will receive emergency shelter in 2024 and 2025. 150 residents will receive affordable housing in 2024 and 2025.	SRV 4m, FNPI 4a, FNPI 4b
2.	Food Security	20,000 healthy meals will be served and 12,000 food boxes will be distributed each year in 2024 and 2025	SRV 5jj
3.	Living Wage Jobs	250 residents will receive job training leading to living wage jobs in 2024 and 2025.	FNPI 1 a, FNPI 1b, FNPI 1c, FNPI 1d
4.	Mental Health Services	350 individuals will receive Mental Health Services in 2024 and 2025	SRV 5u, SRV 5v
5.			

Agency Priorities: Rank the needs identified as a priority in Table 1: Needs Table according to your agency's planned priorities. Ideally, agencies should use ROMA needs statement language. Insert row(s) if additional space is needed.

Description of programs, services, activities: Briefly describe the program, services, or activities that your agency will provide to address the need. Including the number of clients who are expected to achieve the indicator in a specified timeframe.

Indicator/Service Category: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported on in Modules 3 and 4 of the CSBG Annual Report.

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

California Code of Regulations Sections 100651 and 100655

Vision and Mission Statements

ROMA – Planning

1. Provide your agency's Vision Statement.

Community Action Partnership of Contra Costa County envisions a vibrant, hope-filled community where all people are valued for who they are and are equipped with resources to overcome poverty.

2. Provide your agency's Mission Statement.

Community Action Partnership of Contra Costa County invests in low-income individuals and households by addressing the root causes of poverty through funding, partnerships, and community-driven solutions to create lasting change for a stronger, more resilient community.

Causes and Conditions of Poverty

Organizational Standards 1.1, 1.2, 3.2, 3.4

ROMA – Planning

1. Describe the key findings of your analysis of information collected directly from low-income individuals to better understand their needs. (Organizational Standards 1.1, 1.2)

The Economic Opportunity Council held four public hearings/listening sessions prior to completion of the Community Action Plan and after release of the Community Needs Assessment. Hearings were held at Greater Richmond Interfaith Project, Loaves and Fishes of Contra Costa County, the Head Start Policy Council, and St. Vincent de Paul, ensuring that the feedback was county-wide. The following four questions were asked at each hearing:

- What are the most pressing issues facing our community today?
- What are the biggest barriers preventing people from accessing essential services?
- What positive changes would you like to see happen in our community?
- How can we best work together to address these concerns?

The testimony was very compelling and highly emotional for those in attendance. Emerging as the top issue was the lack of affordable housing and homelessness. Second, was food insecurity as a result of the high cost of food and areas of the communities where food deserts exist. Third, there exists a lack of jobs that pay a living wage, with many participants having to work multiple jobs and still cannot make ends meet. Finally, all listening session participants shared the need for mental health services to help cope with the everyday stressors of life leading to poor quality of life, lack of motivation, and substance abuse. Encompassing all of these issues and others like the need for laundry and shower services, is the pervasive issue of access to services for a variety of issues such as lack of transportation, lack of knowledge of where to find resources, lack of assistance in applying for services.

2. Describe your agency's assessment findings specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area(s). (Organizational Standard 3.2)

8.25% of the population for whom poverty status is determined in Contra Costa County, CA (95k out of 1.15M people) live below the poverty line, a number that is lower than the national average of 12.4%. In terms of age, 5.3% of those in poverty are under 5, 21.7% are people under 18 years of age, and 17.7% are people 65 years and older. Females represent 50.9 percent of the population living in poverty, with the remaining 49.1 percent being male. In terms of race/ethnicity of people living in poverty, 62.4% are white alone, 9.3% are black alone, 1.1% are American Indian/Alaskan Native alone, 20.7% are Asian alone, .6% are Native Hawaiian and Other Pacific Islander alone, and 5.9% are two or more races. In terms of Hispanic Origin, 27.8% are Hispanic

or Latino, and 38.7 are Non-Hispanic or Latino.

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

The Economic Opportunity Council concludes that the main factors of poverty in Contra Costa County are as follows. 1. Lack of affordable housing, shelters, and rental assistance; 2. Food insecurity; 3. Underemployment and living wage jobs; and 4. Lack of Mental Health Services.

These priority areas have increased in scale and intensity resulting in difficulties accessing services, negative stereotyping, fragmentation of care and loss of COVID19 safety-net protections and supports that expired in early 2023.

The EOC also recognizes the organizational disruption within the county and among agency partners who are working to rebuild capacity and service delivery systems in the aftermath of the pandemic, which persists in 2025.

Exogenous factors such as supply chain issues, lack of broadband infrastructure, the unpredictable, exponential, yet consistent rise in the cost of fuel, housing, utilities, and other basic necessities makes it difficult for low-income people to make gains toward self-sufficiency. The goal posts keep changing.

In the next two years, we will ensure that CSBG funded services address these contextual issues that were consistent themes of the public hearings/listening sessions. These are highlighted in the 2026-27 Community Action Plan and will be emphasized in the RFP for CSBG funding in the next two-year period:

- Accessing services so that agencies demonstrate efforts to ensure clients have fair and consistent connections to services.
- Assisting in reducing/eliminating barriers to service so that clients know that someone will be there at the other end of the line to help address their pressing concerns.
- Integrating services so that individuals are served holistically.

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

Backed up by the data, we have selected these four priority areas as the main causes of poverty:

1. Lack of affordable housing, shelters, and rental assistance: In 2022, 15% of county homes are affordable to a median income household, down more than 9 points from 24% in 2021. The 2023 median monthly rent for a 2-bedroom unit in the county rose 6% or \$131 to \$2,405. Monthly owner-occupied housing costs also rose 6% to \$2,396, with 80,133

(29%) units unaffordable in the county. Monthly renter housing costs rose 7% or \$133 to \$2,061, with 68,092 (51%) rental units unaffordable in the county. In 2021, 9,119 people of 6,816 households, including 31% with children, accessed homeless-related services from providers, down 7% since 2020. In 2020-21, 1,889 county students are homeless, with 38% of these attending West Contra Costa Unified schools. The 2023 Point-In-Time Count reports that 2,372 people experienced homelessness on a given night in Contra Costa County, a 4% increase from 2020; only 30% were sheltered and 70% were unsheltered.

2. Food insecurity: In 2019, 27% of Contra Costa seventh graders, 34% of ninth graders and 39% of eleventh graders report they did not eat breakfast on the morning surveyed. About 30% of low income 0-5 year olds in the county had a recent dental visit in 2023, compared to 31% in the prior year and 34% in California. Infant mortality in the county rose to 3.6 per 1,000 in 2022, compared to 3.9 in the state. About 7% of county and state births are low birthweight in 2022, 90% of pregnant women in the county receive first trimester prenatal care, but 26% of women with live births had inadequate weight gain during pregnancy, up from 25% in the prior year. About 14% of Contra Costa women with births experienced food insecurity during pregnancy, up from 13%.
3. Underemployment: In 2021, 65% (605,752) of Contra Costa's 16 and over residents participate in the civilian labor force, up 9,273 (2%) since 2020, with notably gains in Antioch (up 3%), Pittsburg (up 5%), Richmond (up 7%) and San Ramon (up 5%). EDD data indicates the county has 555,800 civilian workers in January 2023, up 12,800 workers or 2% since January 2022. Contra Costa has 21,800 residents unemployed in January 2023, down 1,100 or 5% from January 2022. The unemployment rate in Contra Costa (3.9%) continues lower than the state (4.3%) with both significantly improved since January 2022. About 62% of married and 72% of unmarried women with births work, and 70% (19,244) of women with 0-5 year olds work in 2021, down 14,812 or 44% since 2020. About 50% (226,381) of Contra Costa males worked full time in 2021, up 1%, compared to 35% (164,593) of females, up 2%. And yet, in Contra Costa, 8% (94,523) of residents live below the FPL, up 2% or 1,502. About 26,509 children live below the FPL in 2021, up 5% or 1,222 children in poverty. About 12% (9,097) of children less than 6 live below FPL, up 9% or 742. About 6% of families and 9% of families with children live below the FPL. The number of 60-84 year olds in poverty rose 4% to 15,217. About 8% of all county residents, 8% of native-born, 6% of naturalized citizens and 14% of non-citizens lived below the FPL. About 33% (2,282) of married couples below FPL have children less than 5, up 30% or 531 since 2020. About 31% (566) of single male-headed families below FPL have children less than 5. About 37% (3,085) of single female-headed families below FPL have children less than 5, up 4% or 114. Job training that leads to attainment of living wage jobs necessary.
4. Mental health access: Suicide is the third leading cause of death every year among Contra Costa County residents ages 15 – 34. In 2017, 107 Contra Costa residents died by suicide; so far in 2023, there have been 339 suicides. Although rates of depression are lower in Blacks (24.6%) and Hispanics (19.6%) than in Whites (34.7%), depression in

Blacks and Hispanics is likely to be more disabling and persistent. In 2018, Asian Americans were 60% less likely and Hispanic Americans 50% less likely to have received mental health treatment than non-Hispanic Whites. Psychiatric and behavioral problems among BIPOC youth often result in school punishment or incarceration, but rarely mental health care.

5. Describe your agency's data and findings obtained through the collecting, analyzing, and reporting of customer satisfaction data.

The Community Assessment process involves a highly collaborative assimilation of input from and engagement with numerous sources, stakeholders, community members and County staff. CSB Senior Management works with program managers and active parents to revise or refine the process, develop and implement surveys to identify emerging needs and issues, and compile and maintain demographic and referral information about CSB enrollment. The Head Start Policy Council and EOC participate in the assessment process throughout the year providing input through regular meetings, reviewing planning data in the context of shared governance and engaging in other outreach and dialog opportunities. Each March, the EOC and Head Start Policy Council receives a full presentation of the Community Assessment and exercises its mandate to evaluate, discuss and pose questions about its findings. Then in May of each year when a CAP is due, the EOC approves the current Community Assessment as an attachment to the CAP. A wide variety of data techniques and sources are used to conduct Community Assessment. Federal and state agencies, such as the U.S. Census and the Departments of Finance, Education, and Employment Development, provide reliable and regularly updated estimates of residents and conditions that may be compared over time. Internal data sources include parent and family partnership data, parent planning sessions and self-assessment surveys. Program Information Reports (PIR) and data compiled by program managers throughout the year provide a profile of the demographics and needs of Head Start families and children. Local committees, commissions and community-based entities serving low income and at-risk children and families, such as First 5 Contra Costa, the United Way, CalWORKs, the County Health Department, Contra Costa County Local Planning Council for Child Care, and the County Office of Education, also maintain on-the-ground utilization data. Community Care Licensing reports provide information about the demand for and utilization of childcare, as well as the number and location of licensed providers and childcare slots available. In collaboration with McKinney-Vento Local Education Agency Liaisons, the assessment process also helps identify the number and location of age-eligible children experiencing homelessness. Finally, and perhaps most importantly, the Economic Opportunity Council conducts four public hearings/listening sessions throughout the community to hear directly from the low-income community. We incentivize community participation through raffle prizes, giveaways, and food.

Through this compilation of community knowledge, the assessment process helps identify and communicate the emerging needs and interests of community members. It helps determine the population of eligible children and where their families live, and it describes eligible children and families by age, race and ethnicity, primary language, income, family size, social service needs,

educational attainment, employment status, work and job training needs, health factors, nutritional needs, special educational needs, foster care status and housing needs. The assessment process also helps program planners recognize and integrate other community strengths and resources.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b), 676(b)(10)

Organizational Standards 1.1. 3.5

ROMA – Evaluation

1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), Organizational Standard 1.1)

Contra Costa is governed by a five-member Board of Supervisors elected to represent residents of our County. County government also includes a variety of citizen commissions, committees and other entities formed to advise the Board of Supervisors and County staff on issues and policy. County committees are created because of State and Federal legislation, agreements with public or private agencies, and local needs. They serve as links to our community, expanding the dialogue between the public and the County government, and enhancing the quality of life for our residents.

The County's Maddy Book lists all advisory bodies and commissions, their seats and qualifications, and scheduled vacancies. A member of the public may apply online, by email, or mail.

The county's CSBG tripartite board, called the Economic Opportunity Council (EOC), is an advisory body to the Contra Costa County Board of Supervisors (BOS). If any of the entities listed in CSBG Act Section 676(b)(10) wish to petition the board for adequate representation, they would address the Board of Supervisors via public comment at any Board of Supervisors meeting in adherence to the Contra Costa County Better Government Ordinance. In addition, any of these parties can also address the EOC with their petition for adequate representation for action by the Board of Supervisors.

2. Describe your process for communicating with and receiving formal approval from your agency board of the Community Needs Assessment (Organizational Standard 3.5).

CSB's Community Needs Assessment is communicated to the EOC in February of each year that a Community Action Plan is due via email. A presentation on key findings of the Community Assessment is included on the EOC agenda in March of that year. In May, the EOC approves the Community Action Plan in its entirety, including the Community Assessment which is part of the appendices.

Service Delivery System

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

State Plan 14.3a

ROMA - Implementation

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3a)

Contra Costa County has a no wrong door policy meaning that clients can walk into any of our offices throughout the county and be served or provided a warm handoff to a community partner or county department. For CSB specifically, we allow walk-ins, and we provide scheduled appointments utilizing our confidential interview rooms. Our childcare units, both directly operated childcare and alternative payment programs, can be accessed for intake electronically as well. We have a Centralized Eligibility Unit that enters all data into our CLOUDs database, which ranks applicants via the state and federally mandated selection criteria and places them on the waitlist as ranked. Our childcare services are delivered directly by the county and through several high-quality subcontractors. Our CSBG services are also provided directly, in the form of a Clerical On-the-Job Training program, and by 11 subcontractors. Our subcontractors each have their own service delivery system, which is a subject to annual monitoring.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part II: Causes and Conditions of Poverty, Question 2 will inform your service delivery and strategies in the coming two years?

Response to be crafted with EOC input.

Linkages and Funding Coordination

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

California Government Code Sections 12747(a), 12760

Organizational Standards 2.1

State Plan 9.3b, 9.4b, 9.5, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(9); Organizational Standard 2.1; State Plan 14.1c)

The EOC and CSB coordinate funding with public and non-profit agencies through a Request for Proposal (RFP) process to serve the needs of low-income residents. It is through these partnerships that we ensure CSBG funding continues to support the already successful programs that are vital to our most vulnerable populations. Successful methods used by our subcontractors to coordinate services are through the initial referral process where clients are screened and assessed while working collaboratively with organizations within the consortium to ensure clients are provided with the vital services they are lacking. Another method used by our subcontractors to coordinate services and funding is by delivering food to the partner agencies that provide dining halls for residents. This allows our subcontractors to leverage funding and best meet the needs of the community. Several coalitions and advisory groups attended by staff and board members help to inform our conclusions of needs and best practices in our communities when responding to the needs of our low-income community. They are:

- Family Economic Security Partnership – EOC Member and CSBG Program Director attends.
- Ensuring Opportunity – CSBG Program Director attends and is on leadership team.
- Head Start Policy Council – EOC Member and CSBG Program Director attends meetings.
- Head Start Health, Mental Health and Nutrition Advisory Council – CSBG Program Director attends.

There is no CSBG funding currently attached to these efforts.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(3)(C), Organizational Standard 2.1, State Plan 9.7)

In the spirit of cooperation and collaboration, CSB, City of Richmond Workforce Development Board and America's Job Centers of California (AJCC)/CalJobs have entered into an agreement that will assist clients in the county with the following services:

- Looking to find a job
- Building basic educational or occupational skills
- Earning a postsecondary certificate or degree
- Obtaining guidance on how to make career choices
- Seeking to identify and hire skilled workers.
- Referral of EHSD clients for participation in AJCC Workforce development services
- AJCC partner sharing of service information via brochures and/or flyers.
- Provide annual cross training for AJCC staff regarding Contra Costa EHSD Services, policies, and procedures.

CSB also has numerous MOUs and Interagency Agreements that facilitate the work we do with pregnant women, children 0-5 years of age, and their families such as:

- School Districts
- Family, Maternal and Child Health Programs
- Family Development Credential
- Women, Infants, and Children (WIC)
- Children and Family Services
- Bay Area Discovery Museum
- Regional Centers of the Bay Area
- Special Education Local Planning Area
- Department of Child Support Services

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), California Government Code 12760)

All services are targeted to low-income individuals and families by a wide dissemination of opportunities made available through CSBG funds. The Request of Proposal (RFP) process used to obtain request for funding explicitly requires applicants to demonstrate no duplication and leveraging of existing funds. A Service Provider Roundtable is convened each year and outreach materials are shared so that the subcontractors are advertising the services. Service providers learn the scope of

the collective work we are doing and ensure there is no duplication of services. Staff attend multiple community meetings and share this information and the county's 211 information and referral hotline includes these programs in its offerings. CSB participates in numerous large community fairs and includes information on programs. Our EOC members are excellent at sharing information at the various events and activities they are involved in and are the very best at targeting this information to the low-income community.

Ensuring there is no duplication of services is of utmost importance when determining our services, which are all targeted to low-income individuals and families. For example, our job-training program is unique in the county as it is paid, includes online training in addition to on-the-job training, and leads to county employment, and is considered the "gold standard" in job placement circles.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (CSBG Act Section 676(b)(3)(C))

Employment and Human Services Department (EHSD) is part of a broad-based coalition called the Funders Forum that looks to private foundations for funding to ensure safety net services remain intact in the event of reduced or eliminated state and/or federal funding. The Economic Opportunity Council has also engaged the CSBG sub-contractors in advocacy efforts to prevent elimination of funding by sharing success stories and by banding together to form a cohesive group of service providers with a shared mission of serving the poor.

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

CSB is 100% grant funded by the state and federal government. If funding is reduced, we would attempt to fill the gaps with funding from foundations and when not possible, we would undertake lean management measures to ensure that safety net services are funded first and scale back on any non-essential costs. We would also seek funding from the county general fund to fill the gaps as appropriate.

6. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

CSB utilizes sign-in sheets that are entered into the CLOUDs data system to track the number of volunteers we have each year. Our family handbooks identify the many ways our clients can volunteer. The Head Start Program Information Report (PIR) provides year-end totals and the CSBG Annual Reports and Subcontractor Monitoring Forms are utilized to collect volunteer data.

7. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

Increased community coordination and collaboration in serving the needs of youth is achieved through the post pandemic re-emergence of the Children's Leadership Council. The Children's Leadership Council strives to serve as the 'Big Tent' for our children—a space for all child- and youth-serving organizations to connect and innovate solutions to local issues. The Children's Leadership Council aims to intentionally develop and strengthen the ecosystem that recognizes and supports child, youth, family, and community resilience and wellbeing.

The Council is led by First 5 Contra Costa, the Employment and Human Services Department, the Health Services Department, the county's Resource and Referral Agency, CoCoKids, and the Contra Costa County Office of Education. Currently, First 5 Contra Costa is serving as the backbone organization coordinating the work of the Children's Leadership Council.

8. Describe your agency's coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

CSB offers employment and job-training program using CSBG and Head Start funds. CSBG funds seven student interns who are low-income in a 12-month paid program. These interns work directly in CSB. Once selected by an interview panel, the intern is placed in a job and assigned a mentor coach. The onboarding process includes soft skills training, such as professionalism, as well training to become a clerical assistant via an evidence-based online training program called Matrix. Over the course of 6 months, the intern is trained on-the-job via Matrix and the assigned supervisor and evaluated by the supervisor at the 6-month mark. If the intern is performing satisfactorily, they continue for the final 6 months where completion of Matrix and job placement occurs. Interns are also connected with the AJCCs/CalJobs Centers to enhance resume writing and engage in job placement activities if they choose to work outside the county. If they wish to work inside the county, we train them to pass the test for full-time employment as a county clerk. CSBG funds are also used to fund a job-training program called Opportunity Junction. This program combines computer skills training with life skills, paid work experience, and case management in 12-week full-time training and job placement assistance.

9. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

All CSB operated facilities have emergency supplies, including emergency food for up to 72 hours after a disaster. For the wider community, there CSBG funds several multi-purpose agencies who meet the needs of the community by providing emergency supplies and services: Monument Crisis

Center, Greater Richmond Interfaith Program, and St. Vincent de Paul. Emergency food and other supplies are readily available at these sites. CSBG also funds Loaves and Fishes of Contra Costa County that operates five kitchens to feed the hungry with hot, prepared meals as well as emergency food bags. In addition to these directly operated and subcontractor-based provision of emergency services, CSB also utilizes CSBG funding to provide emergency backpacks to the unhoused that included necessary items to survive the cold in the winter and the heat in the summer. EHSD and other county departments also operate cooling centers around the county during heat waves. During emergencies, such as national disasters, the county works with the Office of Emergency Services and the American Red Cross to set up multi-purpose emergency shelters. Mock set up events are held annually to ensure that we are always prepared.

10. Is your agency a dual (CSBG and LIHEAP) service provider?

☒ Yes

☐ No

11. For dual agencies:

Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under Title XXVI, relating to low-income home energy assistance (LIHEAP) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan 9.5)

For all other agencies:

Describe how your agency coordinates services with your local LIHEAP service provider?

CSB is the low-income home energy assistance program (LIHEAP) provider. We conduct community training throughout the year and attend community resource fairs where we establish partnerships with other service providers. We've established formal partnerships with Salvation Army, Crisis Center (211), Monument Crisis Center, St. Vincent de Paul and many others for referrals, sharing resources and program news. Our menu of services includes home energy assistance, weatherization, childcare (directly operated and alternative payment vouchers) and the full array of services provided by our CSBG subcontractors.

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

CSB implements the following programs in-house:

- Make Parenting a Pleasure: a research- and evidence-based group parenting curriculum by Parenting Now built on a foundation of 40 years of experience in working with highly stressed families with children ages newborn to eight. Based in the same theoretical foundation as the original curriculum, the updated Make Parenting A Pleasure, Second Edition was field-tested in each phase of development to ensure that the new 12-session configuration is effective and

well-received by parenting educators and parents when classes are conducted within a real-world

- 24-7 Dad: an evidence-based fatherhood program used by hundreds of organizations across the nation to improve the knowledge, behavior, and skills of dads of all races, religions, and demographics. The program is built on the basis that fathers can be nurturers, and for men, nurturing is a learned skill.

CSB also collaborates with the following organizations with the goal of strengthening families and encouraging effective parenting:

- C.O.P.E. Family Support Center: C.O.P.E.'s mission is to strengthen family relationships through counseling options and parent education programs. We provide a safe space and supportive environment that nurtures families and encourages healthy relationships. They offer Triple P (Positive Parenting Program) and trained 1,245 clients in 2022. They also provide therapy personalized to the family's situation and provided these services to 811 clients in 2022.

Contra Costa First 5 Centers: offers events and classes (both in-person and virtually) to support families with young children to co-create the best possible environments for them to learn and grow. Those environments include homes, neighborhoods, classrooms, and communities. There are five centers throughout the county.

13. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

CSB operates a student intern program funded by CSBG that provides a 12-month on-the-job training program, which most often results in permanent employment in the field of human services within the county. The students begin by mastering Microsoft Office Suite and office environmental skills to receive and enter data into our CLOUDS management information systems. In the second half of the year, they work to fill the gaps in services to our families by providing information, referrals, case management, and follow-up. CSB and its partners also utilize the 211 databases to develop linkages and fill gaps presented by our clients. The database allows us to provide maps to locate services and offers translations into many different languages. It is operated by the Contra Costa Crisis Center, which also has a crisis hotline. Finally, there are numerous coalitions in which staff and board members participate that offer excellent opportunities to develop linkages to serve the needs and interest of the low-income community. This foregrounds a main focus of our CAP – access to services.

Monitoring

ROMA – Planning, Evaluation

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

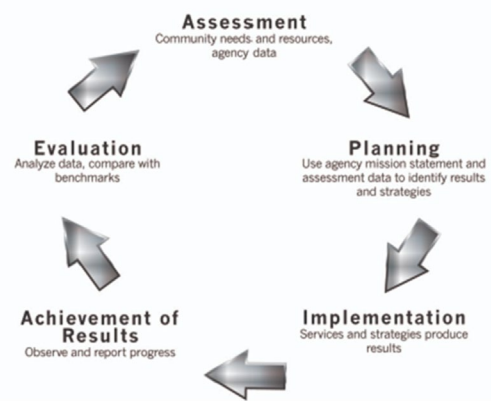
Prior to monitoring visit: CSBG staff schedule a visit with subcontractors for both a site visit and file review annually. We analyze service levels, performance indicators, evaluation tools, quality of interaction with customers, accuracy of information provided, adherence to established procedures, and the accuracy of data collected in each file. If we determine our subcontractors are not utilizing their funding, their quarterly report data is off target, or we obtain information about service issues such as a client complaint, an emergency monitoring event will take place by staff. In all instances, If staff find a non-compliant item, a corrective action plan will be given to the subcontractor with a date of completion and will request documentation to support the correction.

ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

ROMA – Planning, Evaluation



1. Describe how your agency will evaluate the effectiveness of its programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

CSB has a Quality Management Unit charged with monitoring its programs to ensure that they meet, and in most cases, exceed, the requirement of local, state, and federal regulations. The ongoing monitoring system utilized is part of CSB's award-winning and state and federally recognized management information system called CLOUDS. Monitoring is conducted quarterly by a team of program monitors, using tools developed by the agency based on regulatory requirements in service areas such as health and safety, education, health, eligibility and enrollment, nutrition, mental health, and disabilities. Once a monitoring visit is completed, the report is uploaded into the CLOUDS system. If there are corrective actions required, they are noted in the report, and it is sent to the staff person responsible. The corrective action must be completed immediately for anything that is related to health and safety, and within 30 days for other items. The completed corrective action plan is submitted in CLOUDS and the monitor returns to evaluate the correction within two weeks to certify the action was completed. Agency and site level monitoring reports are presented to Senior Managers twice annually and include trend and root cause analyses.

2. Select one need from Table 2: Priority Ranking Table and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (Organizational Standard 4.2)

Housing/Homelessness has been one of the greatest needs in Contra Costa County. CSB will utilize CSBG dollars to collaborate with non-profits that specialize in assisting the unsheltered. We will begin by defining clear objectives and measurable goals to create a plan. We will regularly assess performance through quarterly reports, annual reports and annual onsite visits. During our visits we will collect quantitative and qualitative data to determine progression of programs as well as identify areas for improvement. These steps will allow us to effectively implement and monitor progress, and make sure we are on track to achieve set goals.

Optional

- 3 . Select one community level need from Table 2: Priority Ranking Table or your agency's most recent Community Needs Assessment and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

Not applicable.

Federal CSBG Programmatic Assurances

CSBG Act Section 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

676(b)(9) An assurance “that the State and eligible entities in the state will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.”

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

State Assurances

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

For MSFW Agencies Only

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

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

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

Part III: Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing, the Low-Income Testimony and the Agency’s Response document, and a copy of the most recent community needs assessment as appendices A, B, and C, respectively. Other appendices as necessary are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Notice of Public Hearing) or separated by divider sheets and submitted with the CAP.

Document Title	Appendix Location
Notice of Public Hearing	A
Low-Income Testimony and Agency’s Response	B
Community Needs Assessment	C



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 25-1697

Agenda Date: 5/8/2025

Agenda #: 8.

Advisory Board: Economic Opportunity Council

Subject: APPROVE EOC Attendees to the NCAP Conference in Detroit.

Presenter: Roshunda Ward

Contact: Christina Castle-Barber 925-608-8819

Information:

APPROVE EOC Attendees to the NCAP Conference in Detroit.

2025 ANNUAL CONVENTION



[REGISTRATION](#) | [NEW EXECUTIVE DIRECTOR'S INSTITUTE](#)
[SPONSOR, ADVERTISE, EXHIBIT](#) | [CODE OF CONDUCT](#) | [SPONSORS](#)

2025 ANNUAL CONVENTION

Detroit, MI | August 27th – 29th (Pre-Con: Aug. 25th – 26th)

Join Community Action Agencies and other human services providers from across the country at NCAP's **2025 Annual Convention**, taking place **August 27th – 29th** in **Detroit, Michigan!**

ABOUT THE EVENT

Community Action Agencies (CAAs) and other human services providers are trusted, and they have both the expertise and dedication it takes to serve families and communities best. Agencies in attendance at NCAP's Annual Convention will have the opportunity to learn from their peers' innovative efforts and receive updates on the latest federal standards.



What’s more, the Annual Convention will provide CAAs and other human services providers with timely information, training, and resources to increase their efficiency and impact. The Convention acts as a learning hub to share approaches and access proven strategies to move families and communities forward – with topics ranging from education to job training that assists the whole family to advance together.

Everyone should be able to take care of their families and have an opportunity at success. NCAP’s Annual Convention supports CAAs and other human service providers as they work to ignite economic growth and ensure hard working families can move into the middle class.

LOCATION

Marriott Detroit Renaissance Center
400 Renaissance Drive, Detroit, MI 48243

REGISTRATION FEES

Registration Timing	2025 Member	2025 Non-Member	Deadline
Early Bird	\$840.00	\$1,140.00	Ends May 29
Regular	\$1,005.00	\$1,300.00	Ends July 31
Last Call	\$1,170.00	\$1,470.00	Ends August 15

CANCELLATION POLICY

Per our cancellation policy, cancellation requests received in writing to registration@communityactionpartnership.com by 5pm ET on Thursday, July 31 will incur a \$130 cancellation fee. Refund requests after this time will not be accepted. No shows will be required to pay the full registration fee.

[Register Here](#)

[How to Register](#)

[Book a Room](#)

[Download Agenda](#)

PRE-CON: NCAP’s New Executive Director’s Institute

Are you a newly appointed Executive Director or CEO at a Community Action Agency? The New Executive Director's Institute is designed specifically for leaders like you—those who are new to the role and seeking a solid grounding in the Community Action model, approach, and leadership expectations.

This training and peer learning experience will help you build the knowledge, connections, and confidence needed to lead effectively in today's Community Action environment.

What you'll explore:

- The Community Action Landscape: Understand the foundational principles of Community Action, its network structure, and your agency's role within it.
- Governance and Board Relations: Learn how to work effectively with a tripartite board, clarify roles, and support good governance.
- Financial Leadership: Strengthen your ability to oversee agency finances, work with your fiscal team, and ensure accountability.
- Organizational Culture and Leadership: Explore core leadership practices that support ethical decision-making, accountability, and a healthy workplace culture.
- Peer Support and Connection: Engage with fellow new Executive Directors, share challenges, and build a supportive professional network.

Format:

This Institute will be held as a full-day, in-person pre-conference session at the NCAP Annual Convention in Detroit, Michigan on August 26, 2025, with an additional virtual follow-up session (date to be announced) to reinforce key takeaways and continue the conversation.

Who should attend:

This Institute is exclusively for new Executive Directors or CEOs of Community Action Agencies, particularly those who have been in the role for five years or less.

[Click Here to Register](#)



Sponsorship, Exhibit, and Advertising Opportunities

Interested in extending your brand and marketing capabilities with a strong visual presence at NCAP's Annual Convention? NCAP's Annual Convention is the largest gathering of regional, state, and local Community Action Agencies and other human services providers in the United States, drawing more than 1,300 attendees each year. Take advantage of this great opportunity to tie your brand to a culture of innovation and excellence by becoming an advertiser, sponsor or exhibitor!

[Click Here to Register & Learn More!](#)

Sponsor / Exhibitor Registration Guide



Event Code of Conduct

NCAP event participants are expected to foster an environment where all are welcomed, open dialogue is encouraged, and all perspectives are appreciated.

Every event participant is expected to act in a professional, responsible, and respectful manner while engaged in NCAP events and activities. Unprofessional behavior, including disparaging comments and unwelcome conduct will not be tolerated.

If any event participant engages in unprofessional behavior, NCAP leadership may take any action it deems appropriate, ranging from a simple warning to the offender to expulsion from current and future activities. NCAP's intent is to foster the respectful behavior embodied in the Code of Conduct.

NCAP staff will be happy to help event participants with Code of Conduct concerns. You may reach out to NCAP staff at registration@communityactionpartnership.com.

Thank You, Sponsors!

CONTACT

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X FEED

Twitter feed is not available at the moment.

COMMUNITY ACTION PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

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