Alameda County – Oakland Community Action Partnership

2022-2023 Community Action Plan

California Department of Community Services and Development

Community Services Block Grant

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

Agency Name	**Alameda County-Oakland Community Action Partnership**
Name of CAP Contact	**Estelle Clemons**
Title	**Program Director**
Phone	**510-238-3597**
Email	**Eclemons@oaklandca.gov**

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

04/23/2021

Board and Agency Certification

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

Gladys Green		
Board Chair (printed name)	**Board Chair (signature)**	**Date**
Estelle Clemons		
Executive Director (printed name)	**Executive Director (signature)**	**Date**

Certification of ROMA Trainer/Implementer *(If applicable)*

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

NCRT/NCRI (printed name)	**NCRT/NCRI (signature)**	**Date**

CSD Use Only

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

Public Hearing(s)

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

State Statute Requirements

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

Public Hearing Guidelines

Notice of Public Hearing

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

Public Hearing

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

Guidance for Public Hearings During COVID-19

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

Public Hearing Report

Date(s) of Public Hearing(s)	June 14, 2021
Location(s) of Public Hearing(s)	Zoom Teleconference
Dates of the Comment Period(s)	May 24 – June 11, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	May 10, 2021 Save the Date sent via Constant Contact & posted on AC-OCAP website, Facebook and Twitter May 24, 2021 Announcement sent via Constant Contact & posted on AC-OCAP website, Facebook and Twitter June 1, 2021 RSVP sent via Constant Contact to Community Partners, and posted on Facebook and Twitter June 14, 2021 Day of Reminder sent via Constant Contact & posted on Facebook and Twitter
Date the Notice(s) of Public Hearing(s) was published	May 10, 2021 May 24, 2021 June 1, 2021 June 14, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)

<u>Helpful Resources</u>

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

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

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

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

Community Needs Assessment Narrative

CSBG Act Sections 676(b)(3)(C), 676(b)(9)
Organizational Standards 1.1, 1.2, 2.2, 3.2, 3.3, 3.4
State Plan

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

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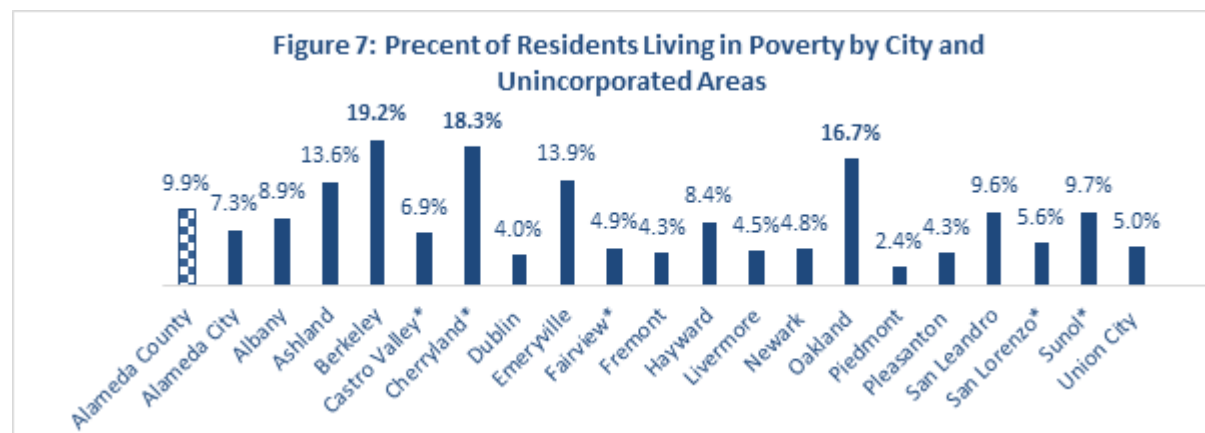- ☐ Printed copies were distributed
- ☒ Social media channels
- ☐ Other

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

AC-OCAP uses the five-year American Community Survey data to initially assess the county data as it relates to poverty. Other data collected is gathered from the state Employment Development Department, Department of Education, Department of Justice, Alameda County Public Health Department, Alameda County Community Food Bank, and CSD 295 form as reported by AC-OCAP grantees. This data is disaggregated by race and further analyzed to see how poverty breaks down by race/ethnicity, gender, age, and household type. Socio-economic disparities and inequities stratified by race become evident when looking at cities with higher concentrations of low-income individuals.

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

The Alameda County – Oakland Community Action Partnership's (AC-OCAP) service area includes Alameda County, excluding the city of Berkeley. The bar chart below shows all of the cities and unincorporated areas that AC-OCAP is funded to serve. The chart highlights the percentage of residents living below the federal poverty level for each city and unincorporated area within Alameda County. The city of Berkeley has the highest poverty rate in the County at 19.2% due in part to the high number of university students who by definition for the most part, are not low-

income households.

Figure 7: Precent of Residents Living in Poverty by City and Unincorporated Areas

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

Federal Government/National Data Sets
☒ Census Bureau
☐ Bureau of Labor Statistics
☐ Department of Housing & Urban Development
☒ Department of Health & Human Services
☒ National Low-Income Housing Coalition
☐ National Center for Education Statistics
☒ Other online data resources
☐ Other

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

Surveys
☐ Clients
☒ Partners and other service providers
☒ General public
☒ Staff
☒ Board members
☒ Private sector

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

Agency Data Sets
☒ Client demographics
☒ Service data
☒ CSBG Annual Report
☒ Client satisfaction data
☐ Other

☒ Public sector
☒ Educational institutions

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

The Insight Center for Community Economic Development: http://Insightcced.org/2018-family-needs-calculator

The California Elder Economic Security Standard Index: https://elderindex.org/

Alameda County Early Care and Education Program: https://www.acgov.org/ece/

2015-19 ACS Report: www.census.gov

Feeding America: https://www.feedingamerica.org/research/map-the-meal-gap/by-county

2019 EveryOne Counts Point in Time Count: https://everyonehome.org/wp-content/uploads/2019/05/FAQ-2019-EveryOne-Counts-County-Numbers-Release.pdf

CA Dept of Justice: https://openjustice.doj.ca.gov

Stop AAPI Hate reporting center: https://stopaapihate.org/

Oakland Equity Index: https://www.oaklandca.gov/projects/oakland-equity-indicators

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

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

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**

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

N/A

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

AC-OCAP's performs a qualitative analysis through its community survey to solicit concerns and issues that are important to the community at large and the low-income community specifically. The data collected and analyzed from the low-income individuals comes primarily from two sources, the AC-OCAP grantee programs and the community surveys. The demographic/characteristics report provides information about participant's sex, age, race, education, household size and income sources. The community surveys provided information about where survey participant's live, income level, and issues and concerns that impact Alameda County's low-income population. In addition, AC-OCAP performs a thorough quantitative analysis of secondary literature and data sets to complete its Alameda County service area data profile.

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

A. Community-based organizations

In 2021, AC-OCAP developed and conducted a community survey with its current and former grantees, program participants, Board members, and network of agency partners. The survey was available online to the community at large and was sent directly to 712 individuals, including: 413 individuals representing community-based organizations.

B. Faith-based organizations

In 2021, AC-OCAP developed and conducted a community survey with its current and former grantees, program participants, Board members, and network of agency partners. The survey was available online to the community at large and was sent directly to 712 individuals, including: 18 individuals representing faith-based organizations.

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

In 2021, AC-OCAP developed and conducted a community survey with its current and former grantees, program participants, Board members, and network of agency partners. The survey was available online to the community at large and was sent directly to 712 individuals, including: 150 individuals representing the private sector.

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

In 2021, AC-OCAP developed and conducted a community survey with its current and former grantees, program participants, Board members, and network of agency partners. The survey was available online to the community at large and was sent directly to 712 individuals, including: 97 individuals representing social services departments and state agencies.

E. Educational institutions (local school districts, colleges)

In 2021, AC-OCAP developed and conducted a community survey with its current and former grantees, program participants, Board members, and network of agency partners. The survey was available online to the community at large and was sent directly to 712 individuals, including: 25 individuals representing educational institutions.

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

The causes of poverty are deeply rooted in a number of systemic and social issues including low-wages, inadequate or unaffordable housing, poor health, lack of food security, inadequate access to mental/medical and social services, low educational attainment, criminal victimization, immigration status, and a history of disinvestment in low-income communities.

INCOME: According to the 2015-2019 ACS, the estimated median household income in Alameda County is $99,406. Asians earn a median income of $124,079 and Whites earn $114,427 while Latinx households earn $77,990 and Black/African Americans earn a median of $51,749. In the city of Oakland, the estimated median household income is much lower than that of the county at $73,692. Asians earn a median income of $60,434 and Whites earn $118,570, while Latinx households earn a median of $60,683 and Black/African Americans earn $43,299 in Oakland.

An annual income of less than $24,999, just below 200% of the federal poverty level ($25,760 for one person), is earned by 13.1% (75,610) of Alameda County households. Additionally, **40.1% of**

single female-headed households with children aged 0-17 years have incomes below the poverty level in Alameda County, and in Oakland it is 52.4%. In addition, 60,890 households in Alameda County received supplemental social security income (SSI), cash public assistance, and/or Food Stamps/Supplemental Nutrition Assistance Program (SNAP) benefits over the past year, according to the 2015-2019 ACS.

The Insight Center for Community Economic Development's (ICCED) Family Needs Calculator states that for 2021 in Alameda County, **a family of four, consisting of two adults with one preschooler and one school-age child, would need an annual household income of $123,080 to meet their basic needs.** This would require a 40-hour per week job earning $59.17 per hour, which is over four times the $26,500 ($12.74 per hour) poverty level for a family of four.

The California Elder Economic Security Standard Index (Elder Index) calculates that a single senior renting a one -bedroom apartment in Alameda County would need $26,043 a year to meet their basic annual expenses (housing, utilities, food, transportation, and health care) which is more than double the federal poverty level of $12,880 for a single person. **Three out of four single Alameda County seniors live below 200% of the poverty level, and well below the Elder Economic Security Index.**

EDUCATION: According to the California Department of Education, the students in Alameda County continue to show improvement in their educational achievements. **The Four-Year Adjusted Graduation rate among Alameda County high school cohorts in the 2019-20 academic year was 87.2%, an increase of 1.5% from the 2015-2016 academic year's rate of 85.7%.** Graduation rates are 94.9% for Asians, 92.7% for Filipinos, 91.3% for Whites, 90.1% for two or more races, 86.2% for Pacific Islanders, 81% of Latinx, 79.8% for Black/African Americans, and 77.3% for American Indian or Alaskan Native students.

The Four-Year Adjusted Graduation rate for Oakland Unified School District high school cohorts in the 2019-20 academic year is 72.1%, an increase of 7.2% from the 2015-2016 academic year's rate of 64.9**%. Latinx students comprise 43.5 % (839) of graduates. However, Latinx students have the highest drop-out rate at 18.9%, compared to only 3.7% of their Asian peers**. Black/African American students represent 25.9% of graduates and have a drop -out rate of 7.4%, similar to that of Whites at 7.1%. English language learners have one of the highest drop-out rates at 25%, compared to 6.6% of non- English language learners. Overall, Oakland's dropout rate fell

from 20.3% in 2015-16 to 12.5% in 2019-20.

Impact of COVID-19 Pandemic: In Alameda County, Oakland is the epicenter of the COVID-19 crisis, comprising of almost **32%** of all cases in the county as of April 2021. The reasons for this disparity are the high numbers of essential workers living in neighborhoods who do not have the option of working from home, exacerbated by crowded living conditions and lack of paid sick leave. The economic and health toll on these communities is devastating, as seen in the figure below. Alameda County is now in the state's orange tier for COVID-19 restrictions, which allows more re-openings to occur. The pace of vaccinations has been steady with approximately **730,000 (44%)** of the county's population receiving at least one dose as of April, 2021. However, it is expected that the lowest earners will continue to bear the brunt of the health and economic fallout from the COVID-19 crisis.

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

In Alameda County, the conditions/effects of poverty can be felt and seen as captured by the following indicators:

UNEMPLOYMENT - As of March 2021, the California Employment Development Department (EDD) reports Alameda County's unemployment rate is 6.5% (54,800), **two times what it was just one year ago,** a result of the COVID-19 crisis. Between February 2020 and February 2021, the total number of jobs located in the East Bay **decreased by 113,900, or 9.5%.**

HOUSING AFFORDABLITY and HOMELESSNESS - The 2021 Fair Market Rate (FMR) for a two-bedroom unit in Alameda County is $2,383 per month, which is a 13.3% increase over 2016 FMR of $2,103. Once housing costs exceed 30% of a household's total income, the household is considered to be cost-burdened. Therefore, the wage needed to rent an average two-bedroom housing unit in Alameda County is $45.67 per hour or approximately $95,000 a year. **The 2015-2019 ACS reports that 47.5% of renters in Alameda County and 49% of renters in Oakland are rent burdened.** The high cost of living and escalating rents in the county, as the result of gentrification with an inadequate supply of affordable housing, have contributed to an increase in the number of people experiencing homelessness. **The 2019 EveryOne Counts Point in Time count and survey estimated that 8,022 individuals were homeless in Alameda County, a 29%**

increase from 2017.

PUBLIC SAFETY - According to the State of California Department of Justice (DOJ), Alameda County had **10,580 violent offenses** in 2019, including 96 homicides, 702 forcible rapes, 4,916 robberies, and 4,020 aggravated assaults. There were 5,944 domestic violence related calls, a reduction from 6,137 in 2018. The jurisdictions reporting the highest number of violent crimes were Oakland (5,520), Berkeley (618), Hayward (552), and San Leandro (452). Juvenile felony arrests fell to 657 and misdemeanors to 472, ten -year lows.

CHILD CARE: Finding affordable high quality child care in Alameda County is very difficult and beyond the reach even for low -income families who receive a subsidy to pay for care. According to the Alameda County Early Care and Education program, more than 115,000 Alameda County children lack access to formal child care and early education. Only **31%** of Alameda County children with working parents have a licensed child care and early education space available to them. **Estimates are that full time child care or preschool in Alameda County costs an average of $23,000 per year**. In Oakland, only 23% of families eligible for subsidized child care are receiving a subsidy.

The COVID-19 crisis has taken a toll on child care in Oakland and Alameda County. **As of December 2020, 69% of family child care providers and 60% of centers were open in Alameda County.** The resulting permanent closures could impact the cost of child care if centers and providers are in higher demand in the future, further driving up costs.

FOOD SECURITY: According to the California Department of Education, 41.7% of Alameda County students and 71.6% of Oakland students qualified for free or reduced- price lunch in the 2019-20 school year. In March of 2021, the Alameda County Social Services Agency reported that there were 130,750 individuals receiving CalFresh (SNAP), 47% (62,147) of whom reside in Oakland. **The number of individuals receiving CalFresh increased by 14.5% between February of 2020 and February of 2021.**

According to Feeding America, almost 11% of Alameda County residents were food insecure in March of 2021, a 2.5% increase from 2019. The Alameda County Community Food Bank (ACCFB), reports that it serves **1 out of every 4 Alameda County residents.** Prior to the pandemic, ACCFB distributed 380,000 meals a week through its network of 275 nonprofit agencies throughout Alameda County. However, they now provide food for approximately 1 million meals per week and

they expect to provide 53 million pounds of food this year –64 percent more than the last full fiscal year before COVID.

(IN)EQUITY: In 2018, the City of Oakland released the Oakland Equity Indicators Report. The purpose is to develop a baseline quantitative framework to better understand the impacts of race, measure inequities, and track changes in the disparities for different groups. The report features 72 indicators across six themes: Economy, Education, Public Health, Housing, Public Safety and Neighborhood and Civic Life. **Oakland's 2018 Citywide Equity score was 33.5 (out of 100).** Lowest scoring areas include education, public health, housing and public safety. These areas of concern are reflected in the results of this year's AC-OCAP Community Survey.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)
☒ No change to the response in your agency's 2020-2021 CAP.   ☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)

Table 1: Needs Table

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

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
Affordable Housing (43.6%)	community	Y	Y	Y
Education (42.2%)	community	Y	Y	Y
Public Safety (28.4%)	community	Y	N	N
Healthy Food Access (25.7%)	community	Y	Y	Y
Medical and Dental Care (26.6%)	community	Y	N	N
Job Training and Employment (21.1%)	community	Y	Y	Y
Homelessness (16.5%)	community	Y	Y	Y
Childcare (21.1%)	community	Y	N	Y

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

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

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

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

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

Table 2: Priority Ranking Table

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

Please note while the agencies priorities will remain the same, AC-OCAP's Community Economic Opportunity (C.E.O) Network of service providers will be updated based on the outcome of its 2023-2025 Request for Partnership (RFP) competitive process.

Agency Priorities	Description of programs, services, activities	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)
1. Affordable Housing	CSBG Grantees: • Downtown Streets – housing assistance available to participants through Employment Based Rental Assistance Program • Fremont Family Resource Center – emergency shelter, transitional, and permanent supportive housing for low-income families • Covenant House CA – emergency and temporary housing for houseless youth • Housing & Economic Rights Advocates – eviction assistance • St. Mary's Center – emergency shelter, transitional, and permanent supportive housing for seniors • City of Oakland's Community Housing Program – coordinates City of Oakland housing strategies and Housing Resource Center (one-stop for housing services) • Eden I&R – 2-1-1 referral services	FNPI 4a, 4b, 5f, 5g SRV 4f, 4m, 4n, 4o, 7c
2. Education	CSBG Grantees: • Hack the Hood – tutoring, mentoring, and technology training for youth age 16- 24 • Civicorps – High school diploma program • Downtown Streets – housing, job training and employment assistance for homeless individuals	FNPI 2d(3), 2f, 2g, 2h SRV 2e, 2u, 7c
3. Homelessness	Note: Priority given to families with children and seniors • Downtown Streets – housing, job training and employment assistance for homeless individuals • Fremont Family Resource Center – emergency shelter, transitional, and permanent supportive housing for families • Housing & Economic Rights Advocates – eviction assistance	FNPI 4a, 4b SRV 4f, 4m, 4n, 40, 5jj, 7c

	• St. Mary's Center – emergency shelter, transitional, and permanent supportive housing for seniors • City of Oakland's Community Housing Program – coordinates City of Oakland housing strategies and Housing Resource Center (one-stop for housing services) • Eden I&R – 2-1-1 referral services • Covenant House CA – emergency and temporary housing for houseless youth • The Alliance for Community Wellness - Provides transitional housing and emergency shelter to low-income homeless families in Alameda County. Participants receive wraparound services.	
4. Entrepreneurship/ Job Training and Employment Placement	CSBG Grantees: • Hack the Hood – internships, training, and coaching to prepare for employment in the technology sector for youth • Civicorps – paid job training for youth • Downtown Streets – volunteer work experience and employment support services for homeless adults • Chabot Las Positas Tri-Valley Career Center connects employers with qualified, skilled talent and job seekers with employment and career development opportunities to achieve economic prosperity. • Lao Family Community Development - assists diverse refugee, immigrant, limited English, and low- income U.S. born community members in achieving long-term financial and social self-sufficiency. • Renaissance Entrepreneurship Center – entrepreneurial services and business planning • Rubicon Programs, Inc. – workforce development services for adults • New Door Ventures – job training and internship placement for youth • Eden I&R – 2-1-1 referral services	FNPI 1a, 1b, 1c, 1e, 1f SRV 1a, 1d, 1e, 1f, 1m, 7c
5. Healthy Food Access	CSBG Grantees/Internal Partners: • Community Housing Services – Oakland's annual Holiday dinner for unhoused residents • Office of Children & Youth Services – Oakland Summer Lunch Program for youth	SRV 5jj, 7c

	• Safe Passages – Alameda County monthly food bag distribution • Eden Information & Referral – 2-1-1 referral services	
6. Income and Asset Building	CSBG Grantees/Internal Partners: • Alameda County Earned Income Tax Credit (EITC) Coalition – promotes the State & Federal EITC for eligible taxpayers and provides access to free tax prep assistance • Housing & Economic Rights Advocates *HERA) – assists low-income residents with debt collection, credit report and access to credit issues • Renaissance Entrepreneurship Center – job training and skills building • Eden I&R – 2-1-1 referral services	CNPI 3a.2, 3b.2 FNPI 3c, 3h SRV 3b, 3c, 3f, 3m, 3o, 7c
7. Programs for Youth	CSBG Grantees: • Hack the Hood – internships, training, and coaching to prepare for employment in the technology sector for youth • Covenant House CA - Emergency Shelter & Supportive Services for Young Adults Experiencing homelessness • New Door Ventures – training and internship placements for youth • Eden I&R – 2-1-1 referral services	FNPI 1a, 2d(3), 2g, 2h SRV 1a, 1d, 1m, 2e, 2u, 7c
8. Services for Seniors	CSBG Grantees/Internal Partners: • St. Mary's Center – emergency shelter, transitional, and permanent supportive housing for seniors • Eden I&R – 2-1-1 referral services	FNPI 4a, 4b, 5f, 5g SRV 4m, 4n, 4o, 7c

Agency Priorities: Rank your agency priorities.

Description of programs, services, activities: Briefly describe the program, services or activities that your agency will provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.

Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in 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, Title 22, Division 11, Chapter 1, Sections 100651 and 100655

Vision and Mission Statement

1. Provide your agency's Vision Statement.
The *vision* of the Alameda County Community Action Partnership is: To end poverty within the City of Oakland and throughout Alameda County.

2. Provide your agency's Mission Statement.
The *mission* of the Alameda County Community Action Partnership is: To improve our community by creating pathways that lead to economic empowerment and prosperity

Tripartite Board of Directors

CSBG Act Sections 676B(a); 676(b)(10)
California Code of Regulations, Title 22, Division 11, Chapter 1, Section 100605
State Plan

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

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

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

As a public agency, the Alameda County's Community Services Block Grant (CSBG) funding is administered by the City of Oakland's Human Services Department (HSD) through the Community Action Agency's Governing Board (Oakland City Council) and the federally mandated Tripartite Alameda County – Oakland Community Action Partnership (AC-OCAP) Administering Board which includes nine (9) community members who represent the low-income community and are democratically selected, six (6) elected officials or their designees, and three (3) members who represent other groups and interests that serve the low-income community. To ensure maximum feasible participation, the AC-OCAP staff and Administering Board holds monthly board meeting, board retreat every other year, on-going community engagement process, and most recently updated the agency's 2020-2025 strategic plan.

As a part of the Board's planning process, funding priorities are determined through data analysis and data collection concerning the needs of Alameda County's low-income residents. Every three years, the agency releases it Request for Partnership (RFP) process where the tripartite Administering Board has the primary responsibility for the development and approval of all funding priorities for the AC-OCAP program. In addition, the Administering Board receives regular updates on programming at every monthly meeting, through the mid-year and annual outcomes reports, and participates in on-site monitoring visits with grantees.

During the creation of the 2020-2025 strategic plan goals, AC-OCAP utilized the Results Oriented Management and Accountability (ROMA) Cycle and Logic Model for Planning framework. The framework ensures that each goal is SMART (specific, measurable, achievable, relevant to the mission and vision, and time-oriented), and sustainable by aligning them with targeted activities,

inputs, outcomes and indicators, informed by the community needs assessment. The ROMA Cycle begins with Assessment, where community needs, resources, and agency data are assessed. Then the cycle moves to Planning, using the agency mission statement and assessment data to identify results and strategies. Following is Implementation where services and strategies produce results, and Achievement of Results occurs when progress is observed and reported out. The last element of the cycle is Evaluation, in which data is analyzed and compared with benchmarks. This final element feeds back into the Assessment stage and the cycle repeats to foster continuous improvement in achieving equitable results, improving management, and increasing accountability. During the strategic planning process, AC-OCAP modified its focus areas to narrow in and create impactful and results-driven goals that aligned with the agency's community-driven approach.

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

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

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

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

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

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

Service Delivery System

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

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

AC-OCAP administers a Request for Partnership (RFP) funding process every three years to solicit outcome-based programs and services to leverage the existing service delivery system for Alameda County's low-income residents. AC-OCAP solicits services that focus on building self-sufficiency in the areas of Entrepreneurship/Job Training and Employment Placement; Low-Income Housing; and Supportive Services. The selected AC-OCAP agencies are subcontractors and represent a unique Community Economic Opportunity (C.E.O) network of anti-poverty service providers working collectively to improve self- sufficiency among Alameda County's low-income community.

C.E.O service providers manage their own intake processes, which AC-OCAP reviews during the contracting process and at site visits which occur at least once every funding cycle. C.E.O providers are also required to describe their client intake process in the RFP.

In addition to C.E.O. partners funded through the competitive RFP process, AC-OCAP has "internal" programming that provides a range of supportive services including food security, legal assistance, financial empowerment, and information and referral services.

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

The programs described below in AC-OCAP's Community Economic Opportunity Network were selected based on the Community Needs Assessment and in alignment with the agency's updated strategic plan focus areas: entrepreneurship/job training & employment placement, low-income housing, and community development/civic engagement and capacity building.

Partner	Program Description
Entrepreneurship/Job Training and Employment	
Civicorps	Civicorps' Professional Pathway lifts families out of a life of poverty by providing an employment-focused program that

	includes paid job training, complete with a high-school diploma program, and trauma-informed wraparound services for low-income Oakland young adults age 18-26.
Downtown Streets, Inc.	Downtown Streets Team empowers unhoused low-income men and women in Alameda County to rebuild their lives. Team Members participate in volunteer work-experience projects, receive a basic needs stipend, job success and life skills support, and a 'hand-up' to achieve goals through case management and employment services.
Center for Media Change, dba Hack the Hood	Hack the Hood Boot Camp and Membership Program provides low-income youth in Oakland and throughout Alameda County ages 16-25 with technology and professional training, coaching, and support necessary to access higher education and highly-paid technology-related jobs.
Chabot Las Positas Tri-Valley Career Center	The Career Center at Chabot Las Positas Community College connects employers with qualified, skilled talent and job seekers with employment and career development opportunities to achieve economic prosperity.
Rubicon Programs Inc.	Rubicon's Eden Area America's Job Center of California provides low-income Alameda County residents experiencing significant barriers to employment an array of workforce development and education services. The AJCC supports jobseekers access employment in industries that drive regional employment in Alameda County.
Lao Family Community Development	Lao assists diverse refugee, immigrant, limited English, and low- income U.S. born community members in achieving long-term financial and social self- sufficiency.
Renaissance Entrepreneurship Center	Renaissance empowers and increases the entrepreneurial capacities of socially and economically diverse women and men, and thereby strengthen our communities through the creation of sustainable new businesses, new jobs, and the promotion of financial self-sufficiency.
New Door Ventures	New Door Youth Employment Program gives youth age 16-24 a way to get on track and achieve success. New Door uses innovative and evidence- based development strategies in a 14-week paid internship at one of their social enterprises or at an ally partner site.
Low-Income Housing	
Covenant House California	Covenant House provides emergency shelter & supportive services for young adults experiencing homelessness - provides sanctuary and support for homeless and trafficked youth, ages 18-24.

Fremont Family Resource Center	Fremont Family Support Services for the Homeless provide housing for unemployed families and individuals.
Operation Dignity	Operational Dignity provides shelter, transitional housing, and supportive services to help veterans and their families escape the crisis of homelessness and regain stability. Veterans receive one-on-one case management to help them create a self-sufficiency plan and secure permanent housing.
The Alliance for Community Wellness	The Alliance provides transitional housing and emergency shelter to low-income homeless families in Alameda County. Participants receive wraparound services including housing assistance, case management, life skills/parenting classes, employment training and job search assistance, mental health assessments, children's activities, and linkages to benefits and mainstream resources.
St. Mary's Center	St. Mary's provides critical basic needs to low-income Oakland residents age 55+ including winter shelter, health assessments, psychiatric care, an outpatient addiction recovery program, a daily meal, social stimulation, and permanent supportive housing.
Community Development, Civic Engagement & Advocacy, and Capacity Building	
Alameda County Food Bank	Alameda County Community Food Bank has passionately pursued a hunger-free community for over 30 years. The Food Security Initiative strives to increase food security for Alameda County's low-income families.
Housing and Economic Rights Advocates (HERA)	HERA supports Bank On Oakland (BOO) and provides financial counseling to promote financial empowerment for low-income individuals.
Eden Information & Referral	Eden I&R's 2-1-1 Service provides telephone information and referrals for social services, housing, Bank On Oakland, and EITC tax referrals to low-income Alameda County residents.
The Alameda County Earned Income Tax Credit (ETIC) Coalition	The EITC coalition promotes the use of the Earned Income Tax Credit (EITC) for eligible taxpayers and provides access to free tax preparation assistance.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C), (3)(C) and (D), 676(b)(4), (5), (6), and (9)
California Government Code Sections 12747, 12760
Organizational Standards 2.1, 2.4
State Plan

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

AC-OCAP will continue to coordinate and mobilize public and private resources to maximize the leveraging capability of CSBG funds as a public community action agency. Housed within the Human Services Department of the City of Oakland, AC-OCAP works closely with the local Head Start Program, Adult and Aging Program, and the Community Housing Program. AC-OCAP's Director is a member of various local poverty alleviation efforts such as Alameda County's All-In Commission, Tri-Valley Anti-Poverty Collaborative, the Bay Area Regional Health Inequities Initiative (BARHII) RISE Together collaborative, and the Ashland Cherryland Healthy Communities Collaborative (ACHCC). The AC-OCAP Director is also the chair of the Alameda County Earned Income Tax Credit (EITC) Coalition.

Community Partners – As Needed Partnerships

In order to help AC-OCAP address the needs of Alameda County's underserved low- income communities, AC-OCAP works diligently to establish and build strong partnerships with other organizations aimed at alleviating poverty within Alameda County's low-income communities. Community partners include:

- EveryOne Home's mission is to end Homelessness in Alameda County
- United Way of the Bay Area, works toward health, education and financial stability of every individual
- Spectrum Community Services mission is to improve the health and safety of seniors and low-income residents in Alameda County
- All In Alameda County employs proven strategies that combine self-reliance, community engagement and government support to end poverty.

- Alameda County Community Food Bank distributes 380,000 meals a week through its network of 275 nonprofit agencies throughout Alameda County.

- Alameda County First Five supports the comprehensive development of children from 0 to 5. Passed by voters in 1998, Proposition 10 added fifty cents to cigarettes to fund early childhood care for Alameda County children, otherwise known as First 5 Alameda County.

- Alameda County Public Health Department provides health assessments, disease prevention, community outreach, policy development, education, and access to quality medical and health care services.

- Alameda County Social Services Agency is responsible for promoting the economic social well-being of residents and families in Alameda County.

- EASTBAY Works is a public workforce development network of job centers, economic developers, support service providers and educational entities. The network and its partners provide benefits and services to employers, job seekers and youth, aged 16-24 – at no cost.

- Alameda County Workforce Investment Board ensures that Alameda County's workforce development system benefits employers and job seekers through quality jobs, high skills, and high wages.

- Oakland Workforce Investment Board oversees the implementation of Oakland's Federal workforce training and employment program.

- Oakland Fund for Children and Youth (OFCY) was established in 1996 as a voter approved program to support direct services to youth under 21 years old.

- Oakland Head Start focuses on early child development, fostering social skills and school readiness for low-income families.

- Oakland's Office of Park and Recreation aims to encourage educational excellence through recreational experiences.

- Oakland Unite is a Violence Prevention initiative approved by Oakland voters in 2004, to fund violence prevention programs, additional police officers, and fire services for the City of Oakland.

- Tri-Valley Anti-Poverty Collaborative supports a community where struggling residents across the region can achieve a basic standard of living in housing, health care, nourishment, education and sustainable financial resources.

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

The following are executed contracts and service agreement with sub-grantees:

Entrepreneurship/Job Training & Employment Placement:

Hack the Hood, Inc.; Civicorps; Downtown Streets, Inc.; Rubicon Programs, Inc.; Chabot Las Positas Community College District, Lao Family Community Development, New Door Ventures, Renaissance Entrepreneurship Center

Low-Income Housing:

St. Mary's Center; Alliance for Community Wellness; Covenant House CA, Fremont Family Resource Center, Operation Dignity, Inc.

Information & Referral:

Eden Information & Referral, Inc.

Financial Empowerment:

Housing & Economic Rights Advocates

Memorandums of Understanding

Safe Passages (Food Security); City of Oakland Department of Human Services Community Housing Services Division (Food Security); Oakland Summer Food Program (Food Security); Alameda County and Oakland Workforce Development Board (Workforce Development)

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

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

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

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

AC-OCAP will continue, as part of its infrastructure and governance, to implement and revise its fund development plan. Since AC-OCAP is embedded within the City of Oakland's Human Services Department, AC-OCAP uses its funding to leverage additional programming and services specifically aimed at addressing the identified needs and gaps in services that impact Alameda County's low-income population. As part of this comprehensive strategy, AC-OCAP will continue to seek opportunities to collaborate with other organizations and agencies in order to leverage existing funds such as Community Development Block Grant (CDBG), Workforce Innovations and Opportunity Act (WIOA), Housing and Urban Development (HUD), and Head Start funding streams, to expand capacity, and increase efficiencies of the programs and services provided to Alameda County's low-income communities.

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

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

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

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

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

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

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

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

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

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

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

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

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

AC-OCAP will continue to fund programs to help Alameda County's low-income community secure and retain meaningful employment and provide wraparound services that include life skills training, educational enhancement, improves literacy skills, vocational training, job search and resume building, job placement assistance, case management services and mentoring so families and individuals can obtain economic security through meaningful employment. AC-OCAP is dedicated to supporting employment and training programs that create pathways for economic security for Alameda County's low-income community. AC-OCAP continues to participate with the Oakland and Alameda County Workforce Investment Board (WIB); and collaborate with Oakland's Private Industry Council, local Chamber of Commerce, community colleges, and other organizations to address employment and job training needs of Alameda County's low-income community. As a mandated partner of the Workforce Innovation and Opportunity Act (WIOA), AC-OCAP has signed MOU agreements with both Alameda County and the City of Oakland Workforce Development Agencies.

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

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

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

11. Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan)
☒ No change to the response in your agency's 2020-2021 CAP. ☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan)
☒ No change to the response in your agency's 2020-2021 CAP. ☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

Monitoring

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

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

Monitoring is an on-going process of evaluating the programmatic and fiscal compliance amongst the agencies/programs with which AC-OCAP contracts. The purpose of AC-OCAP's monitoring process is to ensure that programs and services are being operated in alignment with federal Community Services Block Grant regulations, and the terms and conditions of both the State and city contracting process. Monitoring also serves as a means for identifying program challenges early on and taking the necessary corrective action. Evaluation is intended to help determine what programs work and why they work in order to identify best practices. As part of AC-OCAP's monitoring protocol, the agency will continue to review and assess information documented in the mid-year and annual reports submitted by contractors, bi-monthly review of request for funds, and conduct on site fiscal and programmatic monitoring visits.

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

Alameda County-Oakland Community Action Partnership has a comprehensive monitoring and evaluation plan for subcontractors/sub-grantees with a strong emphasis on fiscal and program accountability. Overall, AC-OCAP's evaluation plan is designed to gauge the progress of clients and identify successful programs that are effective in moving Alameda County's low-income residents toward self-sufficiency.

Throughout the contract period each funded AC-OCAP program is required to: 1) complete a desk audit; 2) submit bi-monthly Request for Fund payments; 3) submit a midyear progress and annual report that provides grantees an opportunity to share program accomplishments, collaborations, other related issues, and demographic data; and 4) make an annual presentation with program recipients to provide a program update and highlight achieved outcomes. Presentations made by AC-OCAP grantees enhance the program's accountability to the AC-OCAP Administering Board.

In addition, AC-OCAP's grantees conduct a customer satisfaction survey from their clients to evaluate their performance. AC-OCAP captures this information in its Request for Proposal application, CSBG Progress Reports, and through survey monkey.

Data Analysis and Evaluation

CSBG Act Section 676(b)(12)
Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)
AC-OCAP funded grantees gather and track client data based on their Scope of Work, outcomes and goals, in alignment with the agency's strategic plan. Monitoring visits/desk audits are conducted and program information is assessed and reported to AC-OCAP twice a year in a mid-year and annual progress report. Progress reports share the program summary, outcomes, accomplishments to-date, demographics, case studies, collaborations, and challenges related to running the program. This data is then analyzed and evaluated and if the agency is not meeting their performance objectives, the agency is required to provide a corrective plan of action or stand the possibility of losing funding due to a breach of contract.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)
☒ No change to the response in your agency's 2020-2021 CAP. ☐ Adaptations to the response in your agency's 2020-2021 CAP are described below.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2) (Optional)
AC-OCAP thought its strategic planning process and needs assessment identified and re-affirmed one of the highest levels of poverty exist within the unincorporated area of Ashland and Cherryland within Alameda County. Working with the Alameda County Board of Supervisors and the local Ashland Cherryland Healthy Communities Collaborative (ACHCC), a new low-income community representative was democratically selected to join the AC-OCAP Board. In addition, the area is identified as having one of the high unemployment rates coupled with a lack of assets and

investment into the community. In direct response to meeting the needs identified by the community, AC-OCAP and its C.E.O Network partner Rubicon are working to establish a remote job center in the area in connection with the Alameda County Eden Area Once Stop career center managed by Rubicon. The outcomes and evaluation of this potential effort will be presented to the AC-OCAP Board and the ACHCC, which is the final phase of the ROMA cycle.

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?
☒ Yes ☐ No

2. If so, when was the disaster plan last updated?
2009

3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
The agency's main strategy to remain operational during and after a disaster is to allow for Temporary Telecommuting, an agreement between the City and local unions that permits staff to work in a designated area outside the office, including from home. As public employees, AC-OCAP staff are mandated emergency service workers who are part of the City of Oakland's Office of Emergency Services (OES)

Agency Capacity Building

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

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

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

    ii.   to secure and retain meaningful employment;

    iii.   to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;

    iv.   to make better use of available income;

    v.   to obtain and maintain adequate housing and a suitable living environment;

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

    vii.   to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots

    viii.   partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to

        –

        I.   document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and

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

Needs of Youth

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

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

    II.   after-school childcare programs.

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

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

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

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

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

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

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

Category Six: Strategic Planning

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response (TBD)	B
AC-OCAP 2020-2025 Strategic Plan One Pager	C
AC-OCAP 2020-2025 Strategic Plan Report	D
2021 Community Needs Assessment Survey	E

Thank you for participating! Please take a few minutes to fill out this 12-question survey about your experience living in Alameda County. Your answers will help impact what services and programs are funded in your community. Near the end of the survey, you will also have the opportunity to enter a drawing for a gift card.

1) Please indicate if you are partnering organization staff or community member?

⭕ Partner ⭕ Community Member

2) Please indicate the number of people living in your **household**: _____

3) Please indicate your total **household** annual income:

⭕ $ 0 – 20,000 ⭕ $20,001 – 40,000 ⭕ $40,001 – 60,000 ⭕ $60,001 – 80,000 ⭕ $80,001 and over

4) Please enter your city: _____

5) Please enter your zip code: _____

6) Please indicate your gender: ⭕ Male ⭕ Female   ⭕ Prefer to self-describe: _____

7) Please indicate your race:

⭕ Black   ⭕ American Indian & Alaska Native   ⭕ Hispanic/Latino

⭕ White   ⭕ Native Hawaiian & Other Pacific Islander   ⭕ Asian

⭕ Other/Multi Race: _____

8) Has your family been **directly*** or **indirectly**** impacted by COVID19? Mark one answer below.

⭕ **Directly*** - someone in your household tested positive for COVID-19.

⭕ **Indirectly**** - your household was financially impacted due to: caretaking for someone outside of your household with COVID-19, decrease in employment hours or became unemployed, decrease in revenue or closed a business as a result of shelter in place, increased in medical bills due to COVID-19.

9) Please indicate the **THREE (3)** most important concerns for **YOU and/or YOUR FAMILY:**

○ Affordable Housing	○ Eviction Prevention	○ Programs for Youth
○ Alcohol & Drug Treatment	○ Foreclosure Prevention	○ Public Safety
○ Banking Services	○ Healthy Food Access	○ Services for Seniors
○ Child Care	○ Homelessness	○ Services for Veterans
○ Debt Management/ Credit Repair	○ Immigration & Citizenship	○ Transportation
○ Disability Access	○ Job Training & Employment	○ Entrepreneurship/ Small Business Creation
○ Education	○ Medical & Dental Care	○ Access to Wi-Fi & Technology
○ Energy & Other Utility Costs	○ Mental Health Services	○ Other:

10) **Please rate how you feel the following services are being provided in your COMMUNITY?**	Excellent 3	Average 2	Poor 1	Don't Know 0
Affordable Housing	3	2	1	0
Alcohol & Drug Treatment	3	2	1	0
Banking Services	3	2	1	0
Child Care	3	2	1	0
Debt Management/Credit Repair	3	2	1	0
Disability Access	3	2	1	0
Education	3	2	1	0
Energy & Other Utility Costs	3	2	1	0
Eviction Prevention	3	2	1	0
Foreclosure Prevention	3	2	1	0
Healthy Food Access	3	2	1	0
Homelessness	3	2	1	0
Immigration & Citizenship	3	2	1	0
Job Training & Employment	3	2	1	0
Medical & Dental Care	3	2	1	0
Mental Health Services	3	2	1	0

Programs for Youth	3	2	1	0
Public Safety	3	2	1	0
Services for Seniors	3	2	1	0
Services for Veterans	3	2	1	0
Transportation	3	2	1	0
Entrepreneurship/ Small Business Creation	3	2	1	0
Access to Wi-Fi & Technology	3	2	1	0
Other:	3	2	1	0

11) Contact Information

If you are interested in entering the drawing for a gift card, please complete the information below.

Name:

Email Address:

Phone Number:

Text Message Phone Number:

12) Please indicate how you found out about this survey?		
O Covenant House CA	O Fremont Family Resource Center	O City of Oakland Head Start
O St. Mary's Center	O Alliance for Community Wellness	O Alameda County Community Food Bank
O City of Oakland Free Tax Site	O Eden Information and Referral/2-1-1	O City of Oakland Human Services Department
O Housing and Economic Right Advocates (HERA)	O Hack the Hood	O Chabot Los Positas Community College
O Civicorps	O Downtown Streets	O Lao Family Community Development
O New Door Ventures	O Operation Dignity	O Renaissance Entrepreneurship Center
O Rubicon Program	O Facebook	O Twitter
O Constant Contact	O AC-OCAP Website	Other:

Thank you for your time!

¡Gracias por participar! Tómese unos minutos para completar esta encuesta de 12 preguntas sobre su experiencia de vivir en el Condado de Alameda. Sus respuestas ayudarán a impactar qué servicios y programas se financian en su comunidad. Cerca del final de la encuesta, también tendrá la oportunidad de participar en el sorteo de una tarjeta de regalo.

1) Indique si es miembro del personal de una organización asociada o miembro de la comunidad.

⭘ Socio ⭘ Miembro de la comunidad

2) Indique el número de personas que viven en su **hogar**: _____

3) Indique el ingreso anual total de su **hogar:**

⭘ $ 0 – 20,000   ⭘ $20,001 – 40,000   ⭘ $40,001 – 60,000   ⭘ $60,001 – 80,000   ⭘ $80,001 y más

4) Ingrese su ciudad: _____

5) Ingrese su código postal: _____

6) Indique su género:

○ Hombre ○ Mujer ○ Prefiero describirlo por mí mismo: ____

7) Indique su raza:

○ Negro

○ Indio americano y nativo de Alaska

○ Hispano/latino

○ Blanco

○ Nativo de Hawái y de otras islas del Pacífico

○ Asiático

○ Otra/multirracial: _____

8) ¿Su familia se ha visto **directamente*** o **indirectamente**** afectada por el COVID19? Marque una respuesta a continuación.

⭘ **Directamente*** - alguien en su hogar dio positivo al COVID-19.

⭘ **Indirectamente**** - su hogar se vio financieramente afectado debido a lo siguiente: cuidar de alguien fuera de su hogar con COVID-19, disminución de las horas de empleo o quedó desempleado, disminución de los ingresos o cerró un negocio como resultado del refugio en el lugar, aumento de las facturas médicas debido al COVID-19.

9) Indique las TRES (3) principales inquietudes que USTED o SU FAMILIA tiene:

O Vivienda asequible	O Prevención de un desalojo	O Programas para jóvenes
O Tratamiento contra el alcohol y las drogas	O Prevención de ejecución hipotecaria	O Seguridad pública
O Servicios bancarios	O Acceso a alimentos saludables	O Servicios para personas de la tercera edad
O Cuidado infantil	O Desamparo (sin hogar)	O Servicios para veteranos
O Reparación de crédito/ gestión de deudas	O Inmigración y ciudadanía	O Transporte
O Acceso por discapacidad	O Empleo y capacitación laboral	O Creación de pequeños negocios/emprendimiento
O Educación	O Atención médica y dental	O Acceso a Wi-Fi y tecnología
O Costos de energía y de otros servicios públicos	O Servicios de salud mental	O Otro: _____

10) **Califique cómo siente que se brindan los siguientes servicios en su COMUNIDAD**	Excelente 3	Promedio 2	Deficiente 1	No sé 0
Vivienda asequible	3	2	1	0
Tratamiento contra el alcohol y las drogas	3	2	1	0
Servicios bancarios	3	2	1	0
Cuidado infantil	3	2	1	0
Reparación de crédito/gestión de deudas	3	2	1	0
Acceso por discapacidad	3	2	1	0
Educación	3	2	1	0
Costos de energía y de otros servicios públicos	3	2	1	0
Prevención de desalojo	3	2	1	0
Prevención de ejecución hipotecaria	3	2	1	0
Acceso a alimentos saludables	3	2	1	0
Desamparo (sin hogar)	3	2	1	0
Inmigración y ciudadanía	3	2	1	0

Empleo y capacitación laboral	3	2	1	0
Atención médica y dental	3	2	1	0
Servicios de salud mental	3	2	1	0
Programas para la juventud	3	2	1	0
Seguridad pública	3	2	1	0
Servicios para personas de la tercera edad	3	2	1	0
Servicios para veteranos	3	2	1	0
Transporte	3	2	1	0
Creación de pequeños negocios/emprendimiento	3	2	1	0
Acceso a Wi-Fi y tecnología	3	2	1	0
Otros:	3	2	1	0

11) Información de contacto

Si está interesado en participar en el sorteo de una tarjeta de regalo, complete la información a continuación.

Nombre:

Dirección de correo electrónico:

Número de teléfono

Número de teléfono para mensaje de texto:

12) Indique cómo se enteró de esta encuesta.		
○ Covenant House CA	○ Centro de recursos para familias de Fremont	○ Head Start de la Ciudad de Oakland
○ St. Mary's Center	○ Alliance for Community Wellness	○ Banco de comida comunitario del Condado de Alameda
○ Sitio libre de impuestos de la Ciudad de Oakland	○ Eden Information and Referral/2-1-1	○ Departamento de Servicios Humanos de la Ciudad de Oakland
○ Defensores de los Derechos Económicos y de Vivienda (Housing and Economic Right Advocates, HERA)	○ Hack the Hood	○ Colegio Comunitario Chabot-Los Positas
○ Civicorps	○ Downtown Streets	○ Lao Family Community Development
○ New Door Ventures	○ Operation Dignity	○ Renaissance Entrepreneurship Center
○ Rubicon	○ Facebook	○ Twitter

○ Constant Contact	○ Sitio web de la Asociación de Acción Comunitaria del Condado de Alameda/Oakland (AC-OCAP)	○ Otro

¡Gracias por su tiempo!

感謝您的參與！請花幾分鐘時間填寫有關於您在阿拉米達縣居住體驗的12個調查問題。您的答案將影響您的社區有哪些服務和計劃將獲得資助。並且在此調查問卷的尾頁填寫資訊后，您將有機會參與禮品卡抽獎活動。

1) 請問您是夥伴組織的工作人員還是社區成員？

O 夥伴 **O** 社區成員

2) 請註明您的家庭住著多少人：＿＿＿＿＿＿＿＿＿＿

3) 請選擇**您的家庭**年收入：

O ＄0 –
20,000

O ＄20,001 –
40,000

O ＄40,001 –
60,000

O ＄60,001 –
80,000

O ＄80,001及以上

4) 請填寫您的所在城市：＿＿＿＿＿＿＿

5) 請填寫您的郵政編碼：＿＿＿＿＿＿＿

6) 請填寫您的性別：

○ 男性   ○ 女性   ○ 決定自我描述：＿＿＿＿

7) 請填寫您的種族：

○ 黑人

○ 美洲印第安人和阿拉斯加原住民

○ 西班牙裔/拉丁美洲裔

○ 白人

○ 夏威夷原住民和其他太平洋島民

○ 亞裔

○ 其他/多族裔：＿＿＿＿＿＿＿＿＿

8) 請問您的家庭是否曾 **直接*** 或**間接****受COVID19影響?請選擇下列一項。

O 直接* —您的家庭中曾有人COVID-19檢測呈陽性。

O 間接**—您的家庭在財務方面遭受了影響，因為：照顧非您家庭中的COVID-19患者、上班時間減少或失業、就地避疫導致收入減少或企業關閉、受COVID- 19影響導致醫療費用增加。

9) 請選擇三 (3) 個**您和/或您的家庭**最關心的事：

○ 經濟的住房	○ 預防被驅逐	○ 針對青少年的計劃
○ 酒精和藥物治療	○ 預防喪失抵押品贖回权	○ 公共安全
○ 銀行服務	○ 獲取健康食品	○ 為年長者提供的服務
○ 托兒服務	○ 無家可歸	○ 針對退伍軍人的服務
○ 債務管理/信用修復	○ 移民和國籍	○ 交通
○ 殘障服務	○ 工作培訓和就業	○ 創業/開辦小型企業
○ 教育	○ 醫療和牙科護理	○ 獲取無線上網和技術服務
○ 能源和其他公用事業費用	○ 心理健康服務	○ 其他：

10) **請就以下內容為您社區的服務評級**	極好	一般	糟糕	不知道
	3	**2**	**1**	**0**
經濟的住房	3	2	1	0
酒精和藥物治療	3	2	1	0
銀行服務	3	2	1	0
托兒服務	3	2	1	0
債務管理/信用修復	3	2	1	0
殘障服務	3	2	1	0
教育	3	2	1	0
能源和其他公用事業費用	3	2	1	0
預防被驅逐	3	2	1	0
預防喪失抵押品贖回权	3	2	1	0
獲取健康食品	3	2	1	0
無家可歸	3	2	1	0
移民和國籍	3	2	1	0
工作培訓和就業	3	2	1	0
醫療和牙科護理	3	2	1	0
心理健康服務	3	2	1	0

針對青少年的計劃	3	2	1	0
公共安全	3	2	1	0
為年長者提供的服務	3	2	1	0
針對退伍軍人的服務	3	2	1	0
交通	3	2	1	0
創業/開辦小型企業	3	2	1	0
獲取無線上網和技術服務	3	2	1	0
其他：	3	2	1	0

11) 聯繫資訊

如果您有興趣參與禮品卡抽獎活動，請在下方填寫資訊。

姓名：_____

電子郵箱：_____

電話號碼：_____

可接發短訊的電話號碼：_____

12). 請問您是從何處得知此調查問卷？		
○ 加州的Covenant House	○ Fremont Family Resource Center（家庭資源中心）	○ 屋崙市啟蒙教育
○ St. Mary中心	○ Alliance for Community Wellness	○ 阿拉米達縣 Community Food Bank（社區食物銀行）
○ 屋崙市免費稅收網站	○ Eden Information and Referral/2-1-1	○ 屋崙人力資源服務部
○ 住房與經濟權利倡導者 (Housing and Economic Rights Advocates, HERA)	○ Hack the Hood	○ Chabot-Los Positas 社區大學
○ Civicorps	○ Downtown Streets	○ Lao Family Community Development
○ New Door Ventures	○ Operation Dignity	○ Renaissance Entrepreneurship Center（文藝復興創業中心）
○ Rubicon	○ Facebook	○ Twitter
○ Constant Contact	○ AC-OCAP網站	○ 其他

感謝您貢獻寶貴的時間！