

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER


Date: June 1, 2023

CAO File No. 0220-00540-1662

Council File No. 23-0467

Council District: Citywide

To: The Mayor
The Council

From: *for* Matthew W. Szabo, City Administrative Officer 

Reference: Community Investment for Families transmittal dated April 26, 2023; Received by the City Administrative Officer on April 28, 2023; Additional information received through May 30, 2023

Subject: **REQUEST FOR AUTHORITY TO APPROVE THE RECOMMENDATIONS
RELATIVE TO THE RESULTS OF THE FAMILYSOURCE CENTER OPERATORS
REQUEST FOR PROPOSALS**

RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Authorize the General Manager of the Community Investment for Families Department (CIFD), or designee, to:
 - a. Negotiate and execute contracts and amendments with the 15 contractors identified as part of the Request for Proposals (RFP) process and detailed in Attachment 1 to this report to operate FamilySource Centers (FSC) for an amount not to exceed \$1,500,000 per contractor and for a one-year term from July 1, 2023 through June 30, 2024, with two one-year renewal options, subject to the review and approval by the City Attorney as to form, funding availability, compliance with the City's contracting requirements and federal and state grant guidelines, available grant funding, and satisfactory contractor performance;
 - b. Reissue the RFP for the five service areas where an insufficient number of successful proposals were received, to provide an adequate number of competitive proposals:
 - #8 South Los Angeles III
 - #10 Panorama City
 - #18 North Hollywood
 - #19 Koreatown
 - #20 Central City

- c. Establish the FSC Replacement Operators list, to be in effect for three years commencing July 1, 2023, consisting of all proposals achieving a score of 70 or higher as a result of the 2022 RFP process, as detailed in Attachment B to the CIFD transmittal, dated April 26, 2023, and to report back to Council prior to the selection of a new FSC operator from said list;
- d. Negotiate and execute a Memorandum of Understanding with the Los Angeles Unified School District (LAUSD) for an annual cost not to exceed \$1,632,538 for a one-year term from July 1, 2023 through June 30, 2024, with two one-year renewal options and a dollar for dollar match provided by the LAUSD for co-location of Pupil Services and Attendance Counselors at the FSCs, subject to review and approval by the City Attorney as to form, compliance with City contracting requirements, and funding availability;
- e. Sign and submit the 2024-25 Community Action Plan to the State of California Department of Community Services and Development by June 30, 2023 on behalf of the City, subject to the review and approval by the City Attorney as to form;
- f. Negotiate and execute a sole-source contract with BitFocus, Inc. for an amount not to exceed \$125,000 and a one-year term from July 1, 2023 through June 30, 2024 to continue FSC case management database services, subject to review and approval by the City Attorney as to form, funding availability, and compliance with the City's contracting requirements;
- g. Conduct the solicitation process through the Information Technology Agency's (ITA) list of approved Application Professional Services bench contractors to implement a new Consolidated Plan system to track and monitor customer data and manage Consolidated Plan activities; and
- h. Prepare Controller instructions or technical corrections as necessary to the transactions included in this report to implement Mayor and Council intentions, subject to approval of the City Administrative Officer.

SUMMARY

In June 2021, the Council and Mayor authorized the Community Investment for Families Department (CIFD) to issue a new Request for Proposals (RFP) to select non-profit organizations to operate FamilySource Centers (FSC) throughout the City (C.F. 20-1433). In the transmittal dated April 26, 2023, the CIFD now requests authority for various actions related to the results of the FSC Operators RFP, including approval of the RFP results and authority to negotiate and execute contracts with the selected FSC operators; establishing an FSC Replacement Operators list; reissuing the RFP for two service areas, #8 South Los Angeles III and #10 Panorama City; and authority to negotiate and execute a Memorandum of Understanding (MOU) with the Los Angeles Unified School District (LAUSD) for the co-location of Pupil Services and Attendance Counselors at the FSCs. The CIFD also requests authority to negotiate and execute a sole-source contract with

BitFocus, Inc. to avoid a gap in services and continue providing case management database services for the FSCs, while concurrently managing a solicitation process through the Information Technology Agency's (ITA) list of approved Application Professional Services bench contractors to implement a new Consolidated Plan System to track and monitor customer data and manage Consolidated Plan activities to replace the contract with BitFocus, Inc. Lastly, the CIFD requests authority to sign and submit the 2024-25 Community Action Plan on behalf of the City.

Subsequent to the release of the CIFD's transmittal, the 2023-24 Adopted Budget added four additional FSCs to the 16 FSCs included in the Mayor's 2023-24 Proposed Budget for a total of 20 FSCs citywide. This Office recommends approval to select service providers to operate 15 FSCs as detailed in Attachment 1 of this report; authority to negotiate and execute contracts with FSC operators as detailed in Attachment 2 of this report; and reissue the RFP for a total of five service areas that either received no proposals or proposals received did not meet the minimum score of 70: #8 South Los Angeles III, #10 Panorama City, #18 North Hollywood, #19 Koreatown, and #20 Central City. The CIFD anticipates executing the additional five contracts by January 2024, which would require only six-months funding for these five FSCs. This Office concurs with the CIFD's recommendations as amended to include four additional FSCs for a total of 20 FSCs as approved in the 2023-24 Adopted Budget.

Background

The City's FamilySource System (FSS) is a network of service providers that operate the 16 current FSCs, which serve as one-stop centers located in areas with high concentrations of poverty, to provide wraparound social services targeting low- to moderate-income families using a two-generational approach to ensure that both parents and children receive support. Through the current agreement with LAUSD, Pupil Services and Attendance Counselors are also co-located at each of the FSCs to provide support for student academic achievement. The Solid Ground Homelessness Prevention (Solid Ground) Program was expanded to all 16 FSCs in 2021-22 to target individuals at imminent risk of homelessness. The new proposed contracts will integrate this program into the FamilySource System. The primary outcomes for the enhanced system are: 1) improve housing stability, 2) increase financial security and 3) improve academic achievement. The FSCs will be required to serve 1,000 unduplicated households with a minimum of 2,600 individuals annually, targeting families with children in middle and/or high school. Subsequent to the release of the CIFD transmittal, at the request of this Office, the CIFD provided an updated Scope of Work to include the integration of the Solid Ground Program (Attachment 3).

Procurement Process

The Mayor and Council authorized the CIFD to release a new RFP for FSC operators through the approval of the Program Year 47 (2021-22) Consolidated Plan. Pursuant to Charter Section 1022, the Personnel Department determined that although there are City classifications that can perform some of the duties required to operate the FSCs, there are no City classifications that can perform the full scope of work. The Personnel Department further noted that staff is fully deployed and unable to take on additional tasks.

The CIFD released the FSC Operators RFP on December 8, 2022 for 20 proposed services areas ranked by highest need. A Proposers' Conference was held on December 14, 2022, and technical

assistance was provided by posting a Question-and-Answer document on the City's Regional Alliance Marketplace for Procurement. Proposers were required to identify \$250,000 in leveraged resources and were allowed to submit proposals for up to two service areas only. There was a total of 24 proposals received by the deadline of February 1, 2023, and all proposals passed a threshold review for minimum eligibility.

The proposals were reviewed by a panel of one retired City employee and 22 current City employees, including 14 internal CIFD employees. The reviewers participated in the FSC RFP training, and were asked to review and sign the Conflict of Interest/Non-Disclosure Statement. The proposals were evaluated using the CIFD's scoring tool and based upon the following evaluation criteria as established in the RFP:

- Demonstrated Ability - 30 points
- Program Design and Framework - 40 points
- Facility - 10 points
- Cost Reasonableness and Financial Viability - 20 points

The evaluators also conducted site visits to verify facility information. Out of 100 possible points, a minimum score of 70 was required to be considered for funding. In areas with multiple proposals, scores were ranked against other proposals submitted for the same service area.

Appeals Process

On March 28, 2023, proposers were notified of the proposal review results and included instructions for the appeals process. Only one request for appeal was submitted by the deadline of March 31, 2023 from the 1736 Family Crisis Center. On April 5, 2023, an Appeals Panel, comprised of three members of the City's Community Action Board (CAB), was convened to hear and discuss the appeal for the FSC Operators RFP. At the conclusion of the hearing, the Appeals Panel upheld the Department's recommendation and denied the appeal in accordance with the provisions in the RFP. The FSC Operators RFP funding recommendations, including the summary of appeals, were presented to and approved by the CAB.

Community Action Plan

The Department administers the Community Services Block Grant (CSBG), which is a federal entitlement program administered by the State of California Department of Community Services and Development (CSD) and funded by the U.S. Department of Health and Human Services, to combat poverty and promote self-sufficiency. The City is required to submit a Community Action Plan (CAP) every two years, which outlines how the City will use the CSBG funds. The 2024-25 CAP is due to CSD no later than June 30, 2023, and the CAB is the City's advisory body providing oversight on CSBG funding and programs in conformance with the CSBG Act. Additional information on the CAP is included in the CIFD transmittal, and the draft CAP is included as Attachment 4 to this report.

Los Angeles Unified School District Memorandum of Understanding

The CIFD has an agreement with LAUSD expiring on June 30, 2023 to provide services at the FSCs through the co-location of Pupil Services and Attendance Counselors (PSAC) at each of the

16 FSCs, which will expire on June 30, 2023. The CIFD is requesting to execute a Memorandum of Understanding (MOU) to continue co-location of PSACs at the FamilySource Centers with total funding of \$1,632,538, which will cover 50 percent of the direct salaries and related costs for 20 PSACs. LAUSD will match the remaining 50 percent. This amount includes 12-month funding for 15 PSACs and six-month funding for the five PSACs recommended for a second procurement process. The PSACs will serve as the first point of contact for all youth participants from Pre-Kindergarten through 12th grade who are enrolled with the individual FSCs. The focus of their work will be the provision of student retention services and preparation for post-secondary education and career readiness, to assist the FSCs to meet and exceed the "Improve Academic Achievement" outcome.

Case Management System

The 2023-24 Adopted Budget includes \$55,000 to continue the case management system and \$150,000 to implement a new Consolidated Plan System. The Los Angeles Housing Department (LAHD) has a contract with BitFocus, Inc., which includes the provision of case management tracking and reporting for the Domestic Violence and Human Trafficking Shelter Operations Program and the FamilySource System. The contract, which the LAHD will not renew, will expire on September 30, 2023. The CIFD requests a sole-source contract with BitFocus, Inc. for a two-year term from July 1, 2023 through June 30, 2025 to provide continued case management database services as the CIFD works to procure, develop, and implement a new Consolidated Plan System. The City Attorney is in agreement with a sole-source contract for BitFocus, Inc. for a one-year term only. This Office recommends authority to negotiate and execute a contract with BitFocus, Inc. for a one-year term.

The CIFD was in the process of developing a new Consolidated Plan System through the LAHD contracted vendor, Cask NX, LLC, with a previous allocation from the Community Development Block Grant, but the CIFD determined that it is not economically feasible and has decided not to continue implementation with this vendor. The CIFD proposes to solicit a new vendor through the Information Technology Agency's Application Professional Services contract for on-call as-needed services to implement the new system and replace the BitFocus, Inc. contract.

FISCAL IMPACT STATEMENT

The recommendations in this report will have no additional impact to the General Fund. The 2023-24 Adopted Budget provides a total of \$16,815,009 from the General Fund for 20 FamilySource Centers (FSC) with co-location of the Los Angeles Unified School District Pupil Services and Attendance Counselors. Additional funding for the FamilySource System is provided in the amount of \$4,686,302 from the Community Services Block Grant and \$6,664,300 included in the Mayor's Proposed Program Year 49 Consolidated Plan Budget from the Community Development Block Grant (C.F. 22-1205-S1). The remaining funds in the General Fund allocation will be used to fund the five additional FSCs once the second Request for Proposals process is complete, which is anticipated for January 2024. Sufficient funding is also available to continue services through a new contract with BitFocus, Inc.

FINANCIAL POLICIES STATEMENT

The recommendations in this report comply with the City's Financial Policies in that budgeted funding is available to support anticipated contract expenditures.

MWS:JLJ:02230147c

Attachments

Attachment 1
2022 FamilySource Centers Operators Request for Proposals Results

Service Area No.	Service Area	Council District(s)	Proposer(s)	Score	Recommendation
1	Southeast Los Angeles II	9	Watts Labor Community Action Committee	81	Selected
2	Southeast Los Angeles I	9	All Peoples Community Center	94	Selected
3	Watts	15, 8	Watts Labor Community Action Committee	88	Selected
4	Westlake	1	Central City Neighborhood Partners	82	Selected
5	South Los Angeles I	8,9	El Nido Family Centers	87	Selected
			Central City Neighborhood Partners	75	Not recommended
6	South Los Angeles II	8	The Children's Collective, Inc.	88	Selected
7	Boyle Heights	14	El Centro De Ayuda	86	Selected
8	South Los Angeles III	10	Latino Resource Organization	63	Not recommended
			1736 Family Crisis Center	60	Not recommended
9	Wilmington-San Pedro	15	Toberman Neighborhood Center	78	Selected
			1736 Family Crisis Center	62	Not recommended
			YMCA of Metropolitan Los Angeles	53	Not recommended
10	Panorama City	6	<i>No proposals received</i>		N/A
11	Van Nuys	2,6	New Economics for Women	82	Selected
12	Northeast Los Angeles	14	Barrio Action Youth and Family Center	78	Selected
13	Pacoima	7	El Nido Family Centers	83	Selected
14	Wilshire	1,10	Koreatown Youth and Community Center, Inc.	71	Selected
15	Hollywood	10,13	P.F. Bresee Foundation	89	Selected
			YMCA of Metropolitan Los Angeles	58	Not recommended
16	Canoga Park	3	New Economics for Women	94	Selected
17	Echo Park	13	El Centro Del Pueblo	78	Selected
18	North Hollywood	2,6	Latino Resource Organization	63	Not recommended
19	Koreatown	10	Koreatown Youth and Community Center, Inc.	69	Not recommended
20	Central City	14	<i>No proposals received</i>		N/A

Attachment 2
2022 FamilySource Centers Operators Request for Proposals Funding Recommendations

	Organization	Term	CDBG	CSBG	General Fund	Total Contract Amount
1	Watts Labor Community Action Committee	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
2	All Peoples Community Center	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
3	Watts Labor Community Action Committee	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
4	Central City Neighborhood Partners	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
5	El Nido Family Centers	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
6	The Children's Collective, Inc.	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
7	El Centro De Ayuda	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
8	<i>Reissue RFP</i>	0	\$ -	\$ -	\$ -	\$ -
9	Toberman Neighborhood Center	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
10	<i>Reissue RFP</i>	0	\$ -	\$ -	\$ -	\$ -
11	New Economics for Women	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
12	Barrio Action Youth and Family Center	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
13	El Nido Family Centers	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
14	Koreatown Youth and Community Center, Inc.	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
15	P.F. Bresee Foundation	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
16	New Economics for Women	12	\$ 444,287	\$ 312,420	\$ 743,293	\$ 1,500,000
17	El Centro Del Pueblo	12	\$ 444,282	\$ 312,422	\$ 743,296	\$ 1,500,000
18	<i>Reissue RFP</i>	0	\$ -	\$ -	\$ -	\$ -
19	<i>Reissue RFP</i>	0	\$ -	\$ -		\$ -
20	<i>Reissue RFP</i>	0	\$ -	\$ -		\$ -
	FSC Total		\$ 6,664,300	\$ 4,686,302	\$ 11,149,398	\$ 22,500,000
All	Los Angeles Unified School District Pupil Services and Attendance Counselors	12	\$ -	\$ -	\$ 1,632,538	\$ 1,632,538

A. EXHIBIT G

SCOPE OF WORK AND CONTRACTOR RESPONSIBILITY

§1 GENERAL PURPOSE AND REQUIREMENTS OF STATEMENT OF WORK

A. Purpose

The Statement of Work is a general description of the services to be provided by the Contractor. If the Contractor alters significantly the services described, approval must be requested in writing. The approval must be received from the City in writing before any change is implemented and may require a contract amendment.

The Contractor shall provide contractual services as set forth below and in accordance with the Budget and FamilySource Service Plan. All work is subject to City approval. Failure to receive approval may result in withholding compensation pursuant to §301.

The scope of work shall align with the City's goal of ending child and family poverty in the City of Los Angeles by 2035 consistent with:

1. Vision

The FamilySource System (FSS) closes the widening economic and educational gap that exists in Los Angeles.

2. Mission

Move low-income City residents onto a pathway out of poverty; prepare low-income children and youth to graduate from high school and qualify for post-secondary education; provide safe, stable, and affordable housing services for those at risk of displacement; and financially empower low to moderate income City residents through asset building.

3. "No Wrong Door" Approach

The FamilySource Centers (FSC) serve as publicly accessible community centers offering a common menu of services, regardless of which FSC location a customer accesses, hence promoting a "no wrong door" policy.

4. Two-Generation Approach

Intensive Services will be delivered through a two-generation approach. This approach to poverty alleviation focuses on the well-being of the whole household and emphasizes education, economic opportunity, and meeting basic needs to achieve greater financial stability, creating a legacy of economic security that will pass from one generation to the next.

B. Project Description

The Contractor, together with collaborating agencies, shall operate a FSC and provide a continuum of core services delivered through a two-generation approach that targets low-income children and parents from the same household. Services shall be provided through a prevention continuum that addresses a family's crisis, stabilizes their economic security, and builds economic resilience by focusing on the three primary outcomes: (1) improved housing stability, (2) increased financial security, and (3) improved academic achievement. This approach to poverty alleviation focuses on the well-being of the whole household and emphasizes education,

economic opportunity, and meeting basic needs to achieve greater financial stability, preventing new cases of homelessness, and creating a legacy of economic security that will pass from one generation to the next.

C. Program Responsibilities

1. General Responsibilities

- a. Contractor shall implement, operate and carry out the project awarded funding by the City. Contractor shall comply with applicable Federal, State, and City policies, principles, ordinances, statues, rules, regulations, procedures and requirements, including current and future City Directives, information Bulletins, and any amendments.
- b. Manage day-to-day operations of the FSC;
- c. Maintain the FSC's facilities, including supplies and equipment;
- d. Oversee and monitor all FSC activities and subcontracts;
- e. Ascertain and verify that prospective and actual recipients of services provided under this Agreement are residents of the City of Los Angeles and that their income does not exceed applicable federal income guidelines for very low and low income (low- and moderate-income) persons, making them eligible for services.
- f. Safeguard and manage all funds paid to the FSC including those issued for payment to subcontractors;
- g. Implement a performance-based procurement system for the selection of subcontracts in accordance with §701; and
- h. Implement and support goals and major activities identified in the FSS strategic plan.
- i. Attend all meetings and/or training sessions as identified by the City. The Contractor may be excused from attendance only by prior written consent of the City.

2. Administrative Liaison

Contractor shall designate one position to be the Administrative Liaison to the City for this Agreement. This position must be one that is employed on a full-time basis by the Contractor and will serve as the primary liaison between the agency and the City with respect to responding to administrative issues, e.g., preparation and submission of required program data and reports, fiscal reports/requests for payment, and training. The Administrative Liaison for this Agreement is:

Title, Name
Street Address
Phone Number xxx@xxx.xx
MThF 8:00 a.m. - 5:00 p.m. TW 8:00 a.m. - 8:00 p.m. 2nd Sat 9:00 a.m.-12:00 p.m.
Program Facility Location:
Street Address
City, State, ZIP
Service Area ?

The Contractor shall provide written notice to the City within ten (10) calendar days of any change in the identifying or contact information for the Administrative Liaison.

3. Operational Responsibilities

a. FSC Facility Requirements

i. Location

1. Contractor's primary facility shall be physically located within the City of Los Angeles. The primary facility shall be located at the location identified in the cover sheet of this Agreement. The site shall remain as herein designated unless the City approves relocation, in writing, to a new site within the FSC Service Delivery Area. Contractor shall provide the City at least 60 days advance notice of its intent to move or close the facility. The relocation expenditures shall not be borne by the Community Investment for Families Department (CIFD) unless previously negotiated and approved with the City.
2. The primary facility must be a minimum of 5,000 square feet with both classroom and office space for confidential, case management discussions, space available for children to be supervised while parents receive services, space for an onsite computer lab with at least four (4) computers for public usage, space to co-locate City-mandated partnerships, and must be compliant with the Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. §12101 et seq., and all subsequent amendments. Consideration may be given to the establishment of satellite offices if such action can be justified as serving the best interest of the program customers.
3. Contractor shall allocate office space for a Los Angeles Unified School District (LAUSD) Pupil Service and Attendance Counselor to: (1) conduct psycho-social educational assessments; (2) conduct student and parent workshops to support student academic success; and (3) provide direct access to student records to accurately track academic achievement. These services shall be jointly funded by LAUSD and CIFD.
4. Proposed facility costs shall not exceed \$125,000 and should be significantly less to ensure that the majority of grant funds are expended on direct services to customers. Facility costs include: rent, use allowance, depreciation, facility repair and maintenance, equipment repair and maintenance (i.e., elevator), utilities, security (alarm and security guard and/or system), janitorial service and supplies, trash service, and landscaping. The 10% flexibility rule is not allowed for this line item.
5. At minimum, each FSC shall be open: (1) Monday through Friday, nine hours daily; (2) Tuesday and Thursday, open to 8:00 pm; (3) Open on the first and third Saturday of the month, for a minimum of five hours, and at minimum from 9:00 am - 2:00 pm; and (4) During tax season, additional, expanded hours are required. Any changes to the operating hours, must have prior, written approval from the City. If there are additional program sites, the specific days and hours of operation at each must be provided to City staff.
6. All facilities shall have TTY-TDD line access and be in compliance with the Americans with Disabilities Act (ADA) 42 USC §§12101 et seq. The Americans with Disabilities Act Amendments Act (ADAAA), Pub. L. 110-325 and all subsequent regulations; the California Building Standards Code (Title 24).

ii. Property or Facility Leases

1. All leases of property or facilities procured to house a City Program under this agreement must contain a provision which allows the City, at its sole option, to assume the lease for its remaining term, under the same terms and conditions then in effect, in the event that the City terminates Contractor's City agreement or if Contractor abandons the lease.
2. All leases of property or facilities procured to house a City Program under this Agreement must contain a provision which provides that any improvements made to the facility or property by Contractor paid for with grant funds, inures to the benefit of the City, and the City may elect, at its sole option, to remove such improvements

3. It is recommended that the Contractor, during lease negotiations, request the addition of a funding out clause to the lease agreement whereby the Lessor agrees that if Lessee's grant funding for any calendar year decreases by \$500,000 or more from the previous calendar, Lessee may terminate the lease with one hundred twenty (120) days written notice.
4. Contractor shall comply with all City, State, and Federal building codes and regulations when negotiating lease Agreements.
5. A copy of all leases and lease amendments must be reviewed and approved by the City prior to signature and be on file with the City prior to the release of Grant Funds.
6. Contractor shall not sublease, assign, or amend in any manner leases paid for with Grant Funds without prior written City approval.
7. Contractor shall invoice for only that portion of the lease cost that is allocated to City programs. The Contractor is responsible for collecting any portion of the rent due to the Contractor under sublease agreements with partners or other entities.

iii. Contractor Owned Facility - Depreciation Use Allowance

1. Reimbursement for the Contractor owned facilities shall be based upon OMB circulars A-87, A-102 and A-122.
2. Building Depreciation: Building depreciation includes the costs of buildings and capital improvements through allowances for depreciation or other equivalent costs. Where the depreciation method is followed, adequate property records must be maintained, and a generally accepted method of computing depreciation shall be used. The computation of depreciation or use allowance must be based on acquisition cost and exclude the cost of land. The computation will exclude the cost of any portion of the building and improvements either donated or otherwise borne directly or indirectly by the State or Federal Government. If actual cost records have not been maintained, a reasonable estimate of the original acquisition cost may be used as the basis for the depreciation or use allowance, subject to City approval.
3. Building Use Allowance: In lieu of depreciation, a use allowance for building and improvements may be computed at an annual rate not to exceed two percent (2%) of acquisition cost.

b. Branding and Marketing

- i. Contractor shall follow all City-mandated protocols and guidelines for usage and presentation of FSC brand identity.
- ii. Contractor shall include the FSC logo, together with the City seal, CIFD logo, the Community Action Board logo, and the U.S. Department of Housing and Urban Development logo, on all marketing materials promoting FSC services.
- iii. Prominently display the FSC logo on the exterior of the FSC. The display shall be no less than 3'x4' and must be approved by the City prior to installation.
- iv. Contractor shall designate a staff person(s) to act in a liaison role regarding marketing, branding issues and public relations and shall identify this person(s) to the City and advise of any staff changes to this liaison role. The liaison may be required to attend periodic system-wide marketing and public relations coordinating meetings.

c. Personnel

All City-funded positions are deemed to be essential to the work performed under this Agreement. Prior to terminating or diverting project personnel to any other program(s), the Contractor shall notify the City of the proposed move, providing sufficient details to permit the City to evaluate the impact on the program of such

change(s) in personnel and, also, the plan for replacement of personnel. The City reserves the right to require through future City directive(s), certification of employees for certain program functions requiring special expertise. All personnel shall be qualified for their position by education and/or experience.

i. Key Personnel

For the purpose of this Agreement, the Executive Director/CEO/President or the equivalent position title, Project Director/Project Coordinator, Chief Financial Officer, and Supervising Case Manager needed in support of this Agreement shall be considered Key Personnel. Substitute or replacement personnel hired by Contractor or collaborating subcontractor agencies shall meet the same qualifications as staff identified in the proposal and during budget negotiation. Contractor warrants that it shall replace all key personnel with equally or better qualified staff and shall notify the City of any such change.

The Contractor shall employ persons meeting the qualifications for those positions as negotiated between the Contractor and the City for this Agreement.

At minimum, Contractor shall be required to comply with the following personnel requirements:

1. Contractor shall be required to hire a minimum of one, 50% Full Time Equivalent (FTE) supervising case manager with a graduate degree from an accredited college or university in social work, psychology, or sociology.
2. Contractor shall be required to hire a minimum of two 100% FTE case managers with a bachelor's degree from an accredited college or university in social work, psychology, or sociology -OR- in the absence of a bachelor's degree, the case manager must be a high school graduate with a minimum of four years demonstrated experience providing case management services to vulnerable populations. All case managers will solely focus on case management services and be responsible for coordinating services with financial coaches and housing stability advisors.
3. Contractor shall be required to hire a minimum of one 100% FTE financial coach with a bachelor's degree from an accredited college or university in finance or social service field -OR- in the absence of the bachelor's degree, the financial coach must be certified as a financial coach or be a high school graduate with a minimum of four years demonstrated experience providing financial capability programs.
4. Contractor shall hire a minimum of one 100% FTE Housing Stability Advisor with a minimum of two years' experience in housing related case management.
5. Contractor shall hire a minimum of four 50% FTE college corner staff members, one of which will be a lead coordinator. A minimum of two college corner staff members must be current college students or recent college graduates from within the past two years that can assist middle and high school students to navigate the path to the college process and provide core academic support in A-G courses.
6. Contractor shall hire a minimum of one 100% FTE Resource/Outreach worker with a minimum of two year's experience in outreach and coordinating services for customers.
7. Contractor shall hire a minimum of two 100% FTE Intake workers with a minimum of two years' experience providing clerical and/or eligibility support.
8. Contractor shall hire a minimum of two summer youth for up to 120 hours as part of the Hire LA's Youth program through leveraged resources and can count toward the \$250,000 leverage resource requirement. This position must be paid in accordance with the HIRE

LA Youth program and cannot be paid with FSC, WorkSource, YouthSource or Summer Youth Employment contract resources.

The Contractor shall employ persons meeting the qualifications for those positions as negotiated between the Contractor and the City for this Agreement.

Contractor shall ensure all FSC staff paid in full or in part with FSC funding - are paid a minimum of \$22. Living wage exemptions will not be granted for the FSC program because it does not align with the FSS's vision of lifting families out of poverty.

The Contractor shall not use grant funds provided under this Agreement to pay salaries in excess of the maximum salary designated for each position as negotiated between the Contractor and the City through the salary range form.

Deviation of the foregoing limitations shall require written City approval before becoming effective.

Contractor shall ensure the FSC is fully staffed, filling all vacancies within 90 days with experienced and trained personnel that meet FSC certification requirements. Vacancies not filled within 90 days shall be a program finding and may impact the evaluation of the FSC's administrative performance.

ii. Professional Development

1. Contractor shall actively participate in capacity building workshops and staff development workshops provided by the City.
2. Contractor shall develop and implement a tool for assessing the training needs of project-related staff from its own and all other agencies involved in the operation of this Project.
3. Contractor shall develop with input from key project personnel, implement and coordinate a plan for staff training that incorporates, at minimum, opportunities for cross-training on strategies for sharing and integrating case management functions, program services, and the development of common procedures, forms and communication methods, and an integrated system of performance evaluation.
4. Contractor shall be required to provide 20 hours of training opportunities to each staff member working directly with customers. Training topics may include, but are not limited to case management, trauma-informed care, motivational interviewing, writing effective case notes, problem solving skills, cultural competency, working with difficult customers, and compassion fatigue training (self-care).

d. Collaboration

- i. Contractor shall collaborate with organizations as required by the City and with any other organizations mandated by the State and/or Federal Government, including public and business organizations, through the use of financial and/or non-financial agreements as appropriate. Contractor shall use best efforts to increase the number and quality of collaborators.
- ii. Contractor shall coordinate and integrate program activities and services, overall program operations, and management by active participation and by encouraging cooperation among all WorkSource Centers, YouthSource Centers, Mayor's Office of Gang Reduction and the Youth Development Department, and with the City as the administrative coordinator.
- iii. Contractor shall enter into Subcontractor Agreements and/or Memoranda of Understanding (MOU) with on- and off-site collaborators in terms set forth in this Agreement. The Agreements shall contain and describe services to be provided, resource sharing, how the service and operating

costs will be allocated and/or funded, methods for referral of customers, between FSCs and collaborators, duration of the memorandum, and procedures for amending it.

iv. Contractor shall set-aside \$125,000 for funding a minimum of one subcontractor.

1. The Contractor shall ensure that the terms of this Agreement with the City are incorporated into all Subcontractor Agreements. The Contractor shall submit all Subcontractor Agreements and budgets to the City for review prior to the release of any funds to the subcontractor. The Contractor shall withhold funds to any subcontractor agency that fails to comply with the terms and conditions of this Agreement and their respective Subcontractor Agreement.
2. Contractor shall, ensure prior to the execution of a Subcontractor Agreement and, also, to the release of funds to a subcontractor, that the subcontractor agency has provided proper evidence of required insurance coverage(s), naming the City of Los Angeles as additional insured, including general comprehensive, liability, fidelity bond, property, non-owned auto(s), professional liability and workers' compensation, as required by the City.
3. Contractor shall request payment for a subcontractor agency(ies) only after the required program and fiscal documentation has been received from the agency.
4. Contractor shall utilize every resource necessary to ensure that a Customer remains engaged in prescribed service interventions and completes project-specified activities and/or demonstrates the expected outcomes.
5. Termination of Subcontractor/Collaborator Agreements

Before a Subcontractor/Collaborator is removed from the FSC collaborative because of alleged non-performance of contractual obligation(s), the Contractor shall first submit to the city substantial documentation of the Subcontractor/Collaborator's non-performance, and obtain written approval from the City to remove the partner agency. The Contractor shall submit to the City written notice of its intent to terminate the Agreement with the Subcontractor/Collaborator at minimum thirty (30) days prior to initiating any action to terminate or remove said Subcontractor/Collaborator. If approved by the City, the Subcontractor/Collaborator shall be notified in writing in accordance with § 111, Termination, Subsection A, of the pro forma Subcontractor Agreement.

Such notice shall include, but not be limited to, the reasons for termination, such as: 1) failure to fulfill contractual obligations concerning the total number of Customers served and/or the provision of Customer services as set forth in the Subcontractor Agreement; 2) persistent failure to attend regularly scheduled collaborative or consortium meetings; and 3) late submission of required programmatic and/or fiscal reports.

e. Language Accessibility

Contractor shall coordinate with the City and collaborative partners to ensure that English Language Learner (ELL) customers have access to FSC services, Contractor shall be required to provide meaningful language access in the threshold languages identified in Table 1. Meaningful access means that a non-English speaking customer:

- 1) Is given adequate information in their native language;
- 2) Can understand the services and benefits available;
- 3) Can receive the services for which they are eligible; and
- 4) Can communicate the relevant circumstances of their situation

Contractor shall also provide an accessible resource to interpret the needs of Customers fluent in other languages but who do not speak English. Said resource may be in the form of paid staff (regular or on-

call) or in the form of volunteer help. Contractor shall provide a written policy directive to the CIFD detailing its method of providing bilingual assistance to Customers.

Table 1: Threshold Languages for FY 23-24

<p>Tier 1</p>	<ol style="list-style-type: none"> 1. Spanish 2. Korean 3. Armenian 4. Chinese 5. Filipino/Tagalog 6. Farsi (Persian) 	<p>For these languages, must:</p> <ul style="list-style-type: none"> ● Provide visible, in-person and online translated written notice of the person’s right to language access services. ● Be responsive to ELL requests for language access. ● Provide translation for all vital documents. ● Ensure targeted outreach of services, programs, and events. ● Be prepared to provide interpretation in these languages at all public events, in response to advance requests submitted. ● Procure vendors who can provide services in these languages. ● Prioritize the hiring of bilingual/multilingual staff in these languages.
<p>Tier 2</p>	<ol style="list-style-type: none"> 7. Russian 8. Vietnamese 9. Japanese 10. Thai 	<p>For these languages, must:</p> <ul style="list-style-type: none"> ● Provide visible, in-person and online translated written notice of the person’s right to language access services. ● Be responsive to ELL requests for language access. ● Procure vendors who can provide services in these languages. ● Prioritize the hiring of bilingual/multilingual staff in these languages. <p>For these languages, consider:</p> <ul style="list-style-type: none"> ● Providing translation for all vital documents. ● Ensuring targeted outreach of services, programs, and events. ● Being prepared to provide interpretation in these languages at all public events in response to advance requests submitted.
<p>Tier 3</p>	<ol style="list-style-type: none"> 11. Arabic 12. Hindi 13. Bengali 14. Khmer/Cambodian 	<p>For these languages, must:</p> <ul style="list-style-type: none"> ● Provide visible, in-person and online translated written notice of the person’s right to language access services. ● Be responsive to ELL requests for language access. ● Procure vendors who can provide services in these languages. <p>For these languages, consider:</p> <ul style="list-style-type: none"> ● Providing translation for all vital documents. ● Ensuring targeted outreach of services, programs, and events. ● Being prepared to provide interpretation in these languages at all public events in response to advance requests submitted. ● Prioritizing the hiring of bilingual/multilingual staff in these languages.

f. Outreach

- i. Contractor shall conduct outreach and recruitment activities to target customers who reside in the City of Los Angeles, reflect the demographics of the primary geographic area to be served, have a

household income at or below 80% of the Area Median Income (AMI), and primarily target parents, including grandparents or legal guardians with children enrolled in middle and high school.

- ii. Contractor shall coordinate with adjacent City contractors in providing outreach, recruitment, and services to Customers in adjacent Service Delivery Areas.

g. Eligibility

To be eligible for FSC services, customers must live in the City of Los Angeles and their household income may not exceed federal guidelines for poverty, very-low and low-income for CDBG and CSBG funds. FSCs shall be required to collect, verify, and retain documentation to support customers' eligibility, annually and made available for examination. If a household is deemed ineligible, the FSC shall provide, at minimum, a referral to another program or service provider(s).

h. Presumed Eligible Clientele

Documentation shall be obtained and kept on file for all participants that appear to fall within one of the following specified categories of clientele who are generally presumed eligible, i.e., to be "very low (low-) and low (moderate-) income persons" abused children, battered spouses, elderly persons, adults meeting the definition of "severely disabled" as specified below*, homeless persons, illiterate adults, persons living with AIDS and migrant farm workers. Records of such documentation shall be subject to monitoring and/or audit at any time by the City of Los Angeles or the federal grantor source, the U.S. Department of Housing and Urban Development (HUD).

- i. Definition of "Severely Disabled"; persons are considered "severely disabled" if they:

1. Use a wheelchair or another special aid for 6 months or longer;
2. Are unable to perform one or more functional activity (seeing, hearing, having one 's speech understood, lifting and carrying, walking up a flight of stairs and walking), need assistance with activities of daily living (getting around inside the home, getting in or out of bed or a chair, bathing, dressing, eating and toileting) or instrumental activities of daily living (going outside the home, keeping track of money or bills, preparing meals, doing light housework and using the telephone);
3. Are prevented [by their severe disability] from working at a job or doing housework;
4. Have a selected condition, including autism, cerebral palsy, Alzheimer's disease, senility or dementia or mental retardation; or
5. Are under 65 years of age and are covered by Medicare or receive Supplemental Security Income (SSI).

i. Verifying Limited Clientele Income through Self-Certification

If the person is not *presumed* to be in a low-and-moderate-income group as identified above, verifying the limited clientele's low-and-moderate-income status is required.

j. Enrollment

Annually, Contractor shall be required to enroll a minimum of 1,000 unduplicated, low-income households, comprising a minimum of 2,600 unduplicated individuals, and shall primarily target parents, including grandparents or legal guardians with children enrolled in middle and/or high school. Each family member

of the 1,000 unduplicated households can be enrolled into the FSC as a universal access (UA) or intensive services (IS) customer and must be enrolled prior to services being rendered.

- i. An UA customer is defined as the FSC applicant who receives one of the services listed in the FSC Menu of Services in Table 2 and all benefiting household members. A minimum of 700 unduplicated households, comprising 1,820 unduplicated individuals, are to be enrolled through UA services.
- ii. An IS customer is defined as the FSC applicant and any household member receiving case management services, along with one or more additional services listed in the FSC Menu of Services in Table 2. A minimum of 300 unduplicated households, comprising at least 780 unduplicated individuals, are to be enrolled through case management. Up to 10% of households enrolled are reserved for non-custodial parents, foster or emancipated youth.
- iii. FSC customers shall be re-enrolled each program year before services are rendered and shall be limited to no greater than 25% of the total intensive services at any time, to ensure that the FSCs have an on-going flow of new customers.
- iv. Contractor shall include the Child Support Referral Policy as part of its enrollment process. Each year the Contractor shall inform custodial parents about the availability of child support services, refer the custodial parent to the Los Angeles County Child Support Services, and have available for all clients the California Child Support Services child support intake form and application for full child support services.

k. FSC Services

Contractor shall provide all of the services identified in Table 2 at the FSC location, either directly or through a subcontractor, as indicated in Table 2, and record data in a CIFD-prescribed data system.

If Customer is referred to another service provider, Contractor shall coordinate appropriate services and provide the service provider with a copy of Customer’s eligibility documents. Contractor shall maintain documentation on all Customer referrals indicating reason for referral, service provider referred to, and outcome of Customer referral.

i. UA Service

A UA service is a service that does not require the coordination of multiple services and is one type of service, such as food.

ii. IS Service

An IS service is intensive case management that includes one or more additional services focused on stabilizing housing and other basic needs, working with the household to build a more financially secure future, and supporting academic recovery from COVID-19 for greater academic achievement. Services shall be delivered through a two-generation approach that targets children and parents from the same household, and combines child and parent interventions to disrupt the cycle of poverty.

Table 2. FSC Menu of Services

Service	UA	IS	Provided by:
Pre-assessment —Contractor shall conduct a pre- assessment of all households seeking services. The pre-assessment tool will determine if a household needs Universal Access (UA) or Intensive Services (IS).	X	X	FSC
Comprehensive Assessment —Contractor shall conduct a comprehensive assessment for all IS households. The comprehensive assessment will expand on the information gathered in the pre-		X	FSC/LAUSD

<p>assessment to provide a broader base of knowledge needed to address the household's specific housing, financial, and educational needs. A comprehensive educational assessment of households with school-aged children shall be conducted in coordination with the LAUSD Pupil Service Attendance Counselor.</p>			
<p>Customer Service Plan (CSP)—Contractor shall prepare an annual CSP for all IS customers that identifies action steps to be taken to address the needs identified in the assessment together with goals and a corresponding timeline.</p>		X	FSC
<p>Case Management—Contractor shall provide case management services to help the household build a more financially secure future and support youth in achieving greater academic outcomes. Case management shall work in conjunction with financial coaching and housing stability services.</p> <p>Contractor shall:</p> <ul style="list-style-type: none"> a) Establish a partnership between the Case Manager and the household which supports the household's transition to stable housing, financial security, and academic achievement; b) Develop a Customer Service Plan (CSP) with the household that includes SMART goals (Specific, Measurable, Achievable, Relevant, and Time-bound) and an action plan that supports their path toward self-sufficiency; c) Conduct monthly, one-on-one follow-up meetings and update progress in Customer Service Plans after each session; d) Coordinate wraparound services, goals, and action plans with the Housing Stability Advisor and/or Financial Coach, as appropriate; and, e) Implement customer retention and engagement strategies, including but not limited to, phone calls, emails, in-person contact and mail to encourage more robust engagement with wrap-around services. 		X	FSC
<p>Financial Coaching—Contractor shall provide one-on-one financial coaching services in-person and remotely to accommodate customer needs. Services shall include, but not be limited to financial empowerment and asset building programs in savings, debt reduction, credit building, and banking. Contractor shall also arrange for the provision of curriculum-based financial literacy training and training modules that expose customers to financial concepts, terminology, and money management strategies.</p> <p>Financial coaches shall:</p> <ul style="list-style-type: none"> a) Conduct a minimum of 3 individual, one-on-one coaching sessions that are a minimum of 30 minutes each and include the completion of at least one milestone or action step in each session; b) Create an Action Plan with each customer to ensure the customer is working toward their self-identified, financial goals; 		X	FSC

<p>c) Incorporate services into the customer service plan in partnership with the case manager, including case conferences and discussions; and,</p> <p>d) Implement customer retention and engagement strategies to help customers achieve their financial goals.</p>			
<p>Housing Stability Services—Contractor shall provide a continuum of housing related services, targeting families at imminent risk of homelessness, including stabilizing housing through wraparound case management services, temporary financial assistance, and working with families to build a more financially secure future.</p> <p>Contractor shall:</p> <ul style="list-style-type: none"> (a) Conduct a comprehensive assessment of the household’s current housing crisis; (b) Develop housing stability goals as a part of the Customer Service Plan to maintain housing, in coordination with other wraparound case management services; (c) Provide landlord/tenant mediation, reviewing and negotiating leases with landlords/property managers, home visits and unit inspections to ensure units meet habitability standards; (d) Provide relocation and housing navigation services for families who need to move into alternative housing and connection to housing services provided by community partner agencies; and, (e) Provide housing-related case management services, including but not limited to: monthly face-to-face follow-up meetings with families, coordination of short-term financial assistance (through Contractor funds, leveraged funds, or other resources), and linkages to other housing resources. 		X	FSC
<p>Multi-Benefit Screening—Contractor shall conduct multi-benefit screenings and assist customers in applying for public benefits. For public benefits such as Medi-Cal, CalFresh, and CalWORKS, Contractor is required to register with BenefitsCal, an online portal that helps customers apply for, view, and renew benefits.</p> <p>Contractor shall also conduct other types of multi-benefit screenings such as subsidized health insurance, low-cost auto insurance, Department of Motor Vehicles (DMV) services, Low-Income Fare is Easy (LIFE) program, Low-Income Home Energy Assistance Program (LIHEAP) or Low-Income Household Water Assistance Program (LIHWAP), and utility discount programs or other public and private funding sources.</p> <p>Other online application tools shall be identified and training opportunities shall be made available to the FSC staff.</p>	X	X	FSC
<p>Income Tax Preparation Assistance—Contractor shall serve as a certified Internal Revenue Service Volunteer Income Tax Assistance (VITA) site and assist low-income tax filers with filing their taxes and accessing tax credits such as the Earned Income Tax Credit (EITC),</p>	X	X	FSC or Subcontractor

the California EITC (CalEITC), and Young Child Tax Credit, as well as connecting customers to the FSC's Financial Empowerment and Asset Building programs, to increase household financial security.			
Child Watch —Contractor shall provide a child watch program for children, with a 1:5 ratio and up to 5 hours in instances where such services are needed for a customer to participate in FSC appointments and/or activities.		X	FSC or Subcontractor
Pre-Employment/Employment Support Services (Adult and Youth) —Contractor shall screen customers to determine if they are eligible for referral to the City's WorkSource or YouthSource Centers for job training and placement. Contractor shall provide job readiness workshops in resume building, job search, and interviewing, as well as linkages to obtain a high school diploma, HiSET or GED, when needed.	X	X	FSC or Subcontractor
Immigration Workshops —Contractor shall coordinate and provide immigration workshops targeting traditionally hard-to-reach immigrant populations. Workshops shall include, but not be limited to: citizenship, Deferred Action for Childhood Arrivals (DACA), and general immigration services.	X	X	FSC or Subcontractor
Food Program —Contractor shall provide an on-site food program to address food insecurity. The Contractor shall: a) Provide, at minimum, weekly food distributions b) Screen households for CalFresh	X	X	FSC
Emergency Financial Assistance/Supportive Services — Contractor shall provide emergency financial assistance and supportive services to meet the emergency and supportive needs of households. Contractor shall use a financial needs assessment to determine the amount of financial assistance provided. <u>Emergency Financial Assistance</u> Contractor shall set aside a minimum of \$200,000 for Emergency Financial Assistance for rental assistance/arrears; utilities/utilities arrears; fees associated with rental applications and credit checks; security deposits; relocation services; children's bed/crib, refrigerator or stove, etc. Households must be working with a housing stability advisor or financial coach to receive emergency financial assistance. <u>Supportive Services</u> includes diapers, baby formula, public transportation, clothing, youth school supplies, document acquisition fees, employment expenses related to gaining or keeping employment, etc. Supportive Services may be used for UA and IS Customers Contractor shall be responsible for the selection of vendors, administration, payment, and documentation of costs incurred for emergency financial assistance and supportive services. Payment records must be complete and readily available for monitoring or audit	X	X	FSC

reviews. Contractor shall also document in the Customer file the emergency financial assistance and supportive services provided.			
<p>Parent Promise—The Parent Promise is a program to support a parent’s commitment to their child to offer guidance and continuous support along every step of their child’s education through college and onto career and life.</p> <p>Contractor shall:</p> <ul style="list-style-type: none"> a) Meet one-on-one with families to design a college plan that meets the needs of individual students. b) Host monthly workshops led by the LAUSD Pupil Services and Attendance Counselors and Contractor staff. Workshops shall help parents better understand their rights, roles and responsibilities to help their child succeed in school and be college ready. 	X	X	FSC/LAUSD
<p>Summer Learning Program—Contractor shall host one four-to-six-week Summer Learning Program for school-aged children to support learning recovery from the pandemic and prevent summer learning loss.</p>	X		FSC or Subcontractor
<p>Tutoring—Contractor shall provide tutoring activities for middle and high school students. Tutoring activities shall be focused on math and language arts/reading and include one-on-one instruction and/or homework assistance. Tutoring activities may also include writing activities, cognitive skill activities, and reading opportunities with the goal of increasing grade level advancement.</p>	X	X	FSC or Subcontractor
<p>College Corner— Contractor shall establish a college corner program within the FSC facility that provides the following tools and services:</p> <p>(1) College Prep Information and Resources: The College Corner shall provide information on and serve as a resource for:</p> <ul style="list-style-type: none"> a) Vocational services; b) Financial empowerment for Middle School and High School students; c) College and university admission requirements; d) College application preparation; e) The cost of tuition, fees, and living expenses; f) Financial aid—including applying for FAFSA; g) SAT/ACT preparation; and h) Campus tours, and other related information. <p>Contractor shall provide access to fee waivers such as SAT, ACT, AP tests, and college applications. LAUSD provides up to 4 waivers for each student’s college applications.</p> <p>(2) Academic Mentoring—this service is targeted to middle and high school students and is to be provided directly by college students hired by the FSC. The primary focus of this “near peer” counseling is to expose youth to college opportunities and to help them navigate the college application, financial aid, and SAT processes.</p>	X	X	FSC

I. Minimum Standards for Program Performance

The City of Los Angeles maintains certain minimum expectations for Contractor performance and shall apply these standards in assessing actual Contractor performance relative to the goals as negotiated between the parties to this Agreement, or their respective designee(s). Non-compliance with or failure in meeting contracted goals may result in sanctions as set forth herein. All contractors shall adhere to the standards specified herein. As applicable, the City may direct that contractor awarded funding under this Program to also perform the activities described herein.

m. Performance Measures and Customer Level

- i. Contractor shall be required to meet the minimum quantitative performance measures identified in Table 3.

Table 3: FSC Program Performance Goals/Customer Service Levels

Performance Measures	Annual Performance Goals
Minimum # of Unduplicated Universal Access Households/Individuals	700 Households/1,820 Individuals
Minimum # of Unduplicated Case Managed Households/Individuals	300 Households/780 Individuals
Total Minimum of Unduplicated Households/Individuals to be Served	1,000 Households/2,600 Individuals
Minimum # of Unduplicated Customers Achieving Employment or Public Benefits Indicators	100
Minimum # of Unduplicated Customers Achieving, a Minimum of Two Financial Asset Building Indicators	200
Minimum # of Unduplicated Customers completing a tax return through VITA	300
Minimum # of Unduplicated Households, at Imminent Risk of Homeless who Maintain or Obtained Safe Housing Indicator	100
Total Value of Outcome Indicators Achieved	\$1.5M
Minimum # Unduplicated Youth Customers Achieving Increased Academic Achievement	80

- ii. The City has established three (3) measures for the success of the FSC Program. Each FSC will be required to achieve three primary outcomes:
 1. Improved Housing Stability
 2. Increased Financial Security
 3. Improved Academic Achievement

- iii. The outcome for improved housing stability and increased financial security are measured through the indicators in Table 4 below. More than one indicator may be claimed for individual customers. Each outcome indicator shall have a dollar value to it so that the total value of increased income may be calculated. The dollar value for each indicator shall be established by the City.

Table 4: Outcome Indicators for Improved Housing Stability and Increased Financial Security

Housing Stability Indicators		Minimum # of Customers Expected to Achieve Outcomes
1	Preserved Rent Stabilized Housing	5
2	Obtained Safe Temporary Shelter	5
3	Obtained Safe and Affordable Housing	5
4	Maintained Safe and Affordable Housing for 90 days	10
5	Maintained Safe and Affordable Housing for 180 days	10
6	Obtained Safe Housing	10
7	Maintained Safe Housing	10
8	Avoided Eviction	20
9	Placed in Alternate Housing	10
10	Maintained Housing - Reached negotiation with the landlord	10
11	Reduced Overcrowded Housing	5
Employment or Public Benefits Indicators		Minimum # of Customers Expected to Achieve Outcomes
1	Obtained employment (Up to the living wage)	15
2	Obtained employment (With a living wage or higher)	
3	Improved Employment	
4	Obtained CalWORKS	20
5	Obtained CalFresh	
6	Enrolled in Utilities Discount Program	1
7	Obtained WIC	1
8	Obtained Low-Income Auto Insurance	1
9	Obtained Other Public Benefits	45
10	Obtained Post-Secondary Education Financial Aid	12
11	Obtained Child Support	1
12	Obtained Childcare	1

13	Obtained Health Services/Insurance	1
14	Secured Self-Employment	1
15	Secured Right-to-Work	1
Financial Security Indicators		Minimum # of Customers Expected to Achieve Outcomes
1	Open Savings, Checking Account, 529 College Savings Plan, or Individual Retirement Arrangement (IRA)	40
2	Increased Savings	30
3	Decreased total Consumer Debt by 10%	20
4	Reduce Delinquent Accounts	10
5	Reduced Debt-to-Income Ratio	10
6	Decreased Rent-to-Income Ratio	10
7	Achieved and maintained basic needs for 90 days.	40
8	Achieved and maintained basic needs for 180 days.	30
9	Improved Credit Score	10
10	Improved Financial Well-being	200
11	Purchased a Home	0

- iv. The outcome for improved academic achievement is measured through the indicators in Table 5. More than one indicator may be claimed for individual customers.

Table 5: Youth Outcome Indicators for Improved Academic Achievement

Youth Outcome Indicators		Minimum # of Customers Expected to Achieve Outcomes
1	Improved School Attendance	20
2	Improved Reading/Math Levels	60
3	Completed A-G Course	15
4	Completed an Advanced Placement Course via Tutoring	5
5	Completed SAT or ACT	15
6	Completed Summer School or Accredited Online Program	10
7	Completed a College Course while in High School	5
8	Re-entered the school system	5

9	Maintained school enrollment for students who re-entered the school system	5
10	Completed a Structured Seasonal Program/Training Activity	30
11	Graduated from High School	15
12	Entered Post-Secondary Education or Career Technical Education	15
13	Civic Engagement	25

n. Leveraged Resources

Contractors shall identify a minimum of \$250,000 in leveraged resources in their budget. A leveraged resource is defined as cash or goods and services the contractor secures on behalf of the FSC program and that are of direct benefit to Customers. These resources cannot be provided using funding provided through CIFD.

Leveraged resources may include, but are not limited to Personnel that provide direct services to customers that are paid for by the County of Los Angeles, a foundation grant or other source, physical space/facility, capped at a rate of no greater than \$1.50 per square foot, adult education or supportive services such as food, clothing, and school supplies. Any resource contributed or paid by the City may not be claimed as a leverage resource (e.g., use of a city-owned facility or the services of the LAUSD Pupil Services and Attendance Counselors).

Leveraged Resources should include any other source of funds used to support FSC program activities, aside from the Community Development Block Grant (CDBG) and Community Services Block Grant (CSBG) dollars allocated by CIFD.

o. Monitoring

i. Internal Monitoring

Contractor shall conduct quarterly objective program and fiscal monitoring reviews of the project it operates to ensure compliance with applicable federal, state and City requirements. Monitoring activities will be subject to compliance with a City Directive that will determine the frequency and topics. At minimum, Contractor shall review program performance, expenditure data, internal reports pertinent to the funded project(s), documentation on file relating to outreach efforts, Customer intake processing, eligibility verification, objective assessment, individual service plans, grievance procedures and resolution, expenditures versus cost category amounts, cost allocations, cash management practices, procurement methods and selection of subcontractors, and property management.

ii. Subcontractor Monitoring

Contractor shall conduct one objective program and one fiscal monitoring review of the project activities run by its subcontractors. Monitoring activities shall be performed in month 9 of the contract period.

1. Contractor shall conduct onsite monitoring of the Subcontractor in accordance with established monitoring procedures and/or directives from the City.
2. Contractor shall prepare and give a written program and fiscal monitoring reports to the Subcontractor(s). Fiscal monitoring review shall include but not be limited to site verification of time sheets, payroll registers, vendor invoices, canceled checks, and other documents

deemed necessary to support claims for reimbursement, and at minimum, identify successes and/or problems, make recommendations for quality improvement, and require, if applicable, the establishment of a corrective action plan to address problematic findings within a specified time frame. Contractor shall review the corrective action plan, approve in writing the acceptable corrective action(s) and follow up the implementation of corrective action by conducting an independent monitoring effort. Copies of the program and fiscal monitoring reports shall be submitted to the City and/or available for review during a program site visit fiscal audit.

3. If a fiscal review of the Subcontractor initiated by the Contractor reveals evidence of disallowed costs, Contractor shall notify the City in writing. If a fiscal review identifies evidence of fraud and/or abuse, the Contractor shall notify the City in writing within 24 hours.
4. Contractor shall require that each Subcontractor develop and implement ongoing methods to self-evaluate key subcontractor personnel and obtain Customer feedback for continual improvement of project operations.

p. Complaint Procedures

- i. The Contractor shall develop a reasonable complaint resolution procedure in accordance with guidelines prescribed by the City. Additionally, the Contractor shall obtain a copy of all subcontractors' complaint procedures, which, also, must meet City requirements. Subcontractors that do not have existing complaint procedures may adopt grievance procedures modeled after the City's. It is the responsibility of the Contractor to ensure that such procedures are in place and to monitor adherence by Subcontractors to said procedures.

The Contractor shall be responsible for compiling and maintaining a log of all complaints filed against itself and/or its subcontractors, and for providing a record of those logs to the City upon request.

ii. Administrative Hearing on Denial of Customer Benefits by Contractor

1. The Contractor has read and agrees to strictly comply with Title 22 of the California code of Regulations, Section 100751, as amended, which sets forth elements to be included in appeal procedures applicable to persons denied benefits and shall advise individuals who have been denied assistance of their right within 20 days to appeal to the State for an administrative hearing pursuant to 42 USC 8624 (b) (13), as amended.
2. A Customer may withdraw a request for appeal for administrative hearing of appeal at any time during the appeal process by rendering written or oral notice to the State. Where oral notice is given, the parties thereto shall confirm such notice in writing.

q. Performance Evaluation

- i. The performance of all FSC shall be evaluated on an annual basis in accordance with the Certification Policy & Procedures Effective April 1, 2010. The Policy requires contractors to be successful in the following categories in order to be eligible for continued funding:
 1. **Customer Satisfaction** – as formally measured through on-site and follow-up Customer satisfaction surveys.
 2. **Outcomes** – as measured by contractor success in meeting improved housing stability, increased financial stability, and improved educational attainment.
 3. **Flow** - as measured by the volume of customers availing of FSC services

4. **Administrative Capability** – as measured through formal monitoring and fiscal reviews of contractor administrative and fiscal practices.
 - ii. Contractor shall also be evaluated on a monthly basis against a “system” scorecard that measures the progress not only of contractor performance but the FSS.
 - iii. Contractor also shall be evaluated in accordance with the City’s Certification Policy. The approved policy and any amendments thereto will be forwarded to the Contractor by City Directive. All performance measures shall be used by the City to assess the Contractor’s proposed and actual performance. Noncompliance may result in sanctions, as set forth in the City’s Certification Policy and §803 of this Agreement.
 - iv. City shall conduct an evaluation of the Contractor’s performance. As required by Los Angeles Administrative Code Division 10, Chapter 1, Article 13, §10.39.2, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, compliance with budget requirements, and the expertise of personnel the Contractor assigns to the Agreement. Contractor will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other service contracts.
- r. **Continuous Quality Improvement**

As the operator of a certified FSC (or as the operator of a FSC preparing for and seeking certification) Contractor shall perform all duties detailed herein using the following quality standards as a foundation for continuous evaluating and improving current organizational and contractual performance:

- i. **Leadership Team**

The senior executive staff, FSC or other, of the Contractor and the collaborative partners (not defined as legal partnerships) shall involve themselves directly in creating and sustaining values, organizational directions, performance expectations, and Customer focus. Contractor shall facilitate the continued development of the Leadership Team or some joint direction setting process among all mandatory and voluntary partners or collaborators.

- ii. **Strategic Planning**

Contractor, in collaboration with partners, shall set strategic directions and determine key action plans for goals and objectives for the next one to three years and work toward an effective performance management system.

- iii. **Customer and Market Focus**

Contractor, in collaboration with partners, shall determine the requirements and expectations of Customers and shall gather and use relevant data to improve the center’s performance from the viewpoint of the Customer.

- iv. **Information and Analysis**

Contractor, through the Leadership Team and Continuous Quality Improvement Team or some other collaborative team-based process, which is inclusive of the partners, shall manage and effectively use data and information to support key processes and the center’s performance management system.

- v. **Human Resource Development and Management**

Contractor shall build and maintain a working environment conducive to the performance excellence, full participation, and personal and organizational growth of all employees in alignment with the performance objectives of this contract.

vi. Process Management

Contractor, in collaboration with partners, shall effectively manage and improve service delivery processes, support processes and partnership processes in order to achieve better performance.

vii. Business Results

Contractor and collaborators shall internally evaluate their performance in the areas of partner performance, human resources performance, and operational performance results using product, service and process performance measures including contractual, regulatory, legal and audit requirements.

s. Authority of the City

i. Notwithstanding any other provisions of this Agreement, Contractor agrees that the City has authority to direct implementation of this program under the terms of this Agreement as follows:

1. City shall conduct primary oversight and monitoring of the FSC that includes, but is not limited to, making physical inspections of the FSC facilities; interviewing the Contractor and subcontractor personnel and/or Customers; and examining and excerpting any books, documents, invoices, or other records concerning this Agreement at any time deemed necessary by the City.
2. Upon determination by the City that it is in the best interests of the overall FSS, at its sole discretion, the City may in accordance with the provisions set forth in §§802-805 herein, upon written notice to the Contractor, take the following actions:
 - a. At its discretion, unilaterally terminate the contract in whole or in part upon giving the other party thirty (30) days written notice prior to the effective date of such termination, which date shall be specified in such notice; and/or
 - b. Assume the day-to-day operation of the FSC; and/or
 - c. Assume the rights and responsibilities of the Contractor's lease(s) and subcontract(s) entered into pursuant to this Agreement; and/or
 - d. Direct the Contractor and subcontractor staff activities at the FSC including requiring staff to attend mandatory meetings; and/or
 - e. Require the Contractor to subcontract with City-selected specialists to provide certain services; and/or
 - f. Place materials, computers, and other electronic equipment and accessories or kiosks on the premises of the FSC; and/or
 - g. Assign City staff persons or consultants to the FSC to provide direction and assistance on the operation of the program; and/or
 - h. Require the Contractor to comply with a system of financial controls and monitoring standards provided in City Directives and Information Bulletins; and/or
 - i. Unilaterally reduce the contract budget, total dollar value, or services to be provided.

- j. City shall take corrective action hereunder, including but not limited to, termination of this Agreement should it be determined that the Contractor failed to meet performance measures under its prior agreement with City. (Contractor has been selected primarily based on prior performance. However, prior performance for the full contracts period immediately preceding this Agreement has not been fully evaluated.)
 - k. City shall control and administer all FSC system-wide activities including contracting with Grantor agencies, other FSC Areas, and system collaborators and supervise training and interactions among system components.
 - l. City shall develop and implement the electronic infrastructure for the FSS.
 - m. City shall identify a system of financial controls for the FSS with appropriate internal controls and audits. Contractor shall comply with all City Directives and Information Bulletins relating to said system.
 - n. City shall oversee implementation and monitoring of the FSS within existing rules, regulations, and guidelines.
 - o. City shall maintain City Management Information System (MIS) database, MIS certification training, and MIS reporting.
 - p. City shall monitor and assess Customer satisfaction and facilitate implementation of related best practices. Customer satisfaction shall include, but not be limited to, the job seeker, business, contractor, subcontractor, other contracting entities, and the City.
 - q. City shall administer and control the complaint resolution process for the FSC Program.
- t. Special Conditions
- i. If the City imposes additional requirements to this Agreement that the Contractor believes could cause an increase in the cost of, or the time required for, the performance of the services under this Agreement, the Contractor may request an equitable adjustment be made in the price or performance schedule, or both, and if the City concurs, the Agreement shall be amended in writing accordingly.
 - ii. Neither party shall be liable for damages or delays in performance arising out of causes beyond its control and without its fault or negligence, including, but not limited to, acts of God or of the public enemy, acts of the Government in its sovereign or contractual capacity, fires, floods, epidemics, strikes and unusually severe weather.

Attachment 4

2024/2025

Community Needs Assessment and Community Action Plan

California Department of Community Services and Development

Community Services Block Grant



**COMMUNITY
INVESTMENT
FOR FAMILIES
DEPARTMENT**

Paths to Prosperity



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Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the “What’s New for 2024/2025?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they 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 certify that they are complying.

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

Community Action Plan Workgroup (CAPWG). In summer 2022, CSD organized a workgroup to inform the development of the 2024/2025 CNA and CAP. Workgroup members were selected from the CSBG Service Provider network and the ROMA Coalition. The feedback CSD received from the workgroup has informed not only the 2024/2025 template but also the accompanying CAP training scheduled for mid-December 2022.

Public Hearings – Additional Guidance. The public hearing requirement has been modified. Two years ago, we were in an active pandemic due to the COVID-19 virus. The public health guidelines throughout the state advised communities against large gatherings. CSD advised agencies to follow public health protocols and hold public meeting virtually if an in-person meeting was not an option. For the public hearing on the 2024/2025 draft CAP, CSD requests that agencies conduct in-person, virtual, or hybrid public hearings. While transmission rates of COVID-19 remain high in many communities, agencies are requested to follow their local public health guidelines when deciding in which format to conduct the public hearing. For more information, please see the Public Hearing section of this template.

CNA Helpful Resources. The Helpful Resources section in Part I: Community Needs Assessment contains additional data sets and resources. On recommendation of the CAPWG, CSD has added data sets from the Massachusetts Institute of Technology, the University of Wisconsin, and a point-in-time data set from the U.S. Department of Housing and Urban Development. We have also added links to the Local Agencies Portal where you can find examples of completed Community Needs Assessments and project timelines from the CSBG Service Providers network.

Part II: Community Action Plan. The number of questions in the Tripartite Board of Directors, Service Delivery System, Linkages and Funding Coordination, and Monitoring sections has changed. Questions were removed because it was determined that agencies meet these reporting requirements through other CSBG work products such as monitoring and Organizational Standards. In the Service Delivery System and Linkages and Funding Coordination sections, new questions were added. These questions will be covered during the template training webinar.

Sunset of COVID-19 Flexibilities. In the 2022/2023 template, CSD allowed agencies to indicate on selected questions whether there were changes to the response provided in the 2020-2021 CAP or whether agencies would like CSD to accept the 2020-2021 response without adaptations. This option was an effort to reduce administrative burden on agencies during the COVID-19 pandemic. While

CSD has retained some of the flexibilities developed in the previous template, the option for agencies to reference responses in their prior CAP has been discontinued.

Response and Community Awareness. This section replaces the “Additional Information” section in the previous template. For 2024/2025 CSD has included questions pertaining to Diversity, Equity, and Inclusion (DEI). The questions about disaster preparedness have been retained from the previous template. While none of this information is directly mandated by statute, CSD is requesting the information to gauge where the CSBG Service Provider network is as a whole on these topics. Responses to the questions in this section are mandatory.

ROMA Certification Requirement. Under section 676(b)(12) of the CSBG Act, CSD and all CSBG agencies are required to assure that we will participate in a Results Oriented Management and Accountability System “not later than fiscal year 2001.” CSD and the CSBG Service Providers have fulfilled this requirement through various approaches. With respect to the ROMA certification of the network CAPs (Organizational Standard 4.3), CSD has allowed agencies to submit their CAP without the signature of a ROMA trainer or implementer if the agency did not have a ROMA trainer or implementer on staff. CSD staff who had the requisite training would certify those CAPs on behalf of the agencies. This process will still be in place for the 2024/2025 template. However, for the 2026/2027 template, CSD will require that CSBG Service Providers provide their own ROMA certification either by staff who have the required ROMA training or in partnership with another agency or organization. CSBG Service Providers should begin formulating a plan to fulfill this requirement.

Checklist

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

Part I: Community Needs Assessment

- Narrative**
- Results**

Part II: Community Action Plan

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis, Evaluation, and ROMA Application**
- Response and Community Awareness**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

COMMUNITY SERVICES BLOCK GRANT (CSBG)
 2024/2025 Community Needs Assessment and Community Action
 Plan
 Cover Page and Certification

Agency Name	Community Investment for Families Department
Name of CAP Contact	Maribel Ulloa
Title	FamilySource Program Manager
Phone	(213) 922-9663
Email	maribel.ulloa@lacity.org

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

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic, and State Assurances as outlined in the CSBG Act and California Government Code, respectively for services provided under the Federal Fiscal Year 2024/2025 Community Action Plan. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization. (Organizational Standard 3.5)

Angelica Frias		
Board Chair (printed name)	Board Chair (signature)	Date
Veronica McDonnell		
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.

Guidelines

Notice of Public Hearing

1. Notice of the public 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, 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 public 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 public hearing. The draft CAP can 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 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) will be held in the designated CSBG 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.

Additional Guidance

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local 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. Therefore, 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 (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	May 11, 2023 10:00am and 6:00pm
Location(s) of Public Hearing(s)	Virtual Zoom via Community Investment for Families Department
Dates of the Comment Period(s)	April 11, 2023 - May 12, 2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	Community Investment for Families Department (CIFD) https://communityinvestmentforfamilies.org CIFD social media - Instagram, Twitter and Facebook
Date the Notice(s) of Public Hearing(s) was published	April 11, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	21 attendees

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

The National Community Action Partnership has an [Assessment Tool](#) designed specifically for the community needs assessment process. Here you can select from a variety of county-specific data sets.

Examples of Community Needs Assessments and project timelines from agencies within the California CSBG Providers network can be found on the [Local Agencies Portal](#) under the CSBG – Resources tab. If you do not have an account or have not received CSD login credentials, please email CSD at ExternalAccess@csd.ca.gov.

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.

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	
Massachusetts Institute of Technology Living Wage Calculator		University of Wisconsin Robert Wood Johnson Foundation County Health Rankings	
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 Governor’s Office Covid-19 Data	California Health and Human Services Data Portal
CSD Census Tableau Data by County			Population Reference Bureau KidsData

Community Needs Assessment Narrative

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

Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4

1. 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)

The Los Angeles Community Investment for Families Department (CIFD) collects and maintains data specific to poverty and its prevalence related to gender, age, and race/ethnicity in various ways. CIFD contracted with Health Management Associates (HMA) Community Strategies, a national research and consulting firm, to collect and analyze population, demographic, and economic data from three primary sources: federal, state, and local data sets, agency data sets, and surveys to inform our Community Needs Assessment (CNA).

Federal, State, and Local Data Sets

Federal, state, and local data sets, identified in question 3, were used to create a demographic profile for our service area and included an analysis of the following data sets to help us better understand the needs of our potential customers: population, race/ethnicity, gender and age, population size, citizenship, spoken-language, household type, household income, school enrollment, poverty by age, poverty by educational attainment, and employment.

Agency Data Sets

Agency data sets were collected from participant intakes and entered into a web-based online data system that allowed CIFD to collect quantitative data sets of current low-income families served. Data collected included:

- Participant Demographics - gender, age, race/ethnicity, family type, income, veteran status
- Employment Status – Employed, unemployed, day laborer
- Public Benefits - CalWORKS, General Relief, CalFresh, Social Security, Supplemental Social Security Insurance, Section 8
- Housing Status - Homeowner, renter, homeless
- Educational Level – last grade level completed and for students (grades received)

Surveys

CIFD administered quantitative and qualitative surveys and led focus groups to gather input on community needs. The surveys were distributed widely to community members, community-based organizations, faith-based organizations, the private sector, the public sector, and educational institutions, and available in nine of the most commonly spoken languages in Los Angeles: English, Spanish, Chinese, Korean, Tagalog, Farsi, Russian, Armenian, and Thai to ensure feedback collected represented a diverse gender population of youth, adults, and older adults of various races/ethnicity.

2. 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.

CIFD uses Community Services Block Grant (CSBG) funds to serve individuals and households living within the City of Los Angeles and targets the highest need areas. In order to address the systemic barriers that families in crisis face, a comprehensive analysis was conducted that incorporated various data elements beyond the use of federal poverty. The FamilySource System (FSS) was designed to alleviate poverty through a two-generational approach. However, the use of federal poverty level data as the only measurement to rank the highest need areas does not take into account the other inequities that must be considered to truly break the intergenerational cycle of poverty. CIFD identified the twenty highest need areas by using the 2016-2020 American Community Survey (ACS) and L.A. Equity Index data. This data combined provides a better illustration of the highest need areas.

The first level of analysis was baseline data from the ACS at the Community Plan Area (CPA) level. CIFD created a scoring system using the following ACS metrics to determine highest need:

- Poverty rates for all persons
- Child (0-18) poverty rates
- Median income
- Unemployment rates
- Percentage of rent-burdened residents
- Educational attainment

These individual factors were ordinaly ranked by CPA, and the aggregate sums of all rankings were used to determine the most impacted areas, with lower scores signifying higher need. CIFD also used data from the L.A. Equity Index to refine the analysis further. The L.A. Equity Index highlights existing disparities and barriers to opportunities within identified communities by analyzing four key determinants:

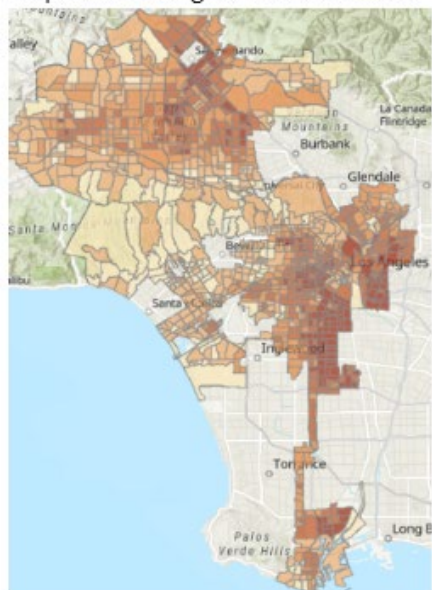
- Socioeconomic
- Environmental
- Educational
- Access to resources

These determinants include the following metrics: ethnic composition, rent burden, poverty level, homeownership, air quality, closeness to toxic releases, traffic density, education level, access to the internet, food, and health insurance. The L.A. Equity Index examines these metrics individually, scores them, and creates a composite index to score each census tract in the City on a scale of 1 to 10. See Map 3 below for a visualization of these rankings. A lower score (darker colors) indicates areas where residents experience less equity and opportunity; a higher score (lighter colors) means an area with more equity and opportunity.

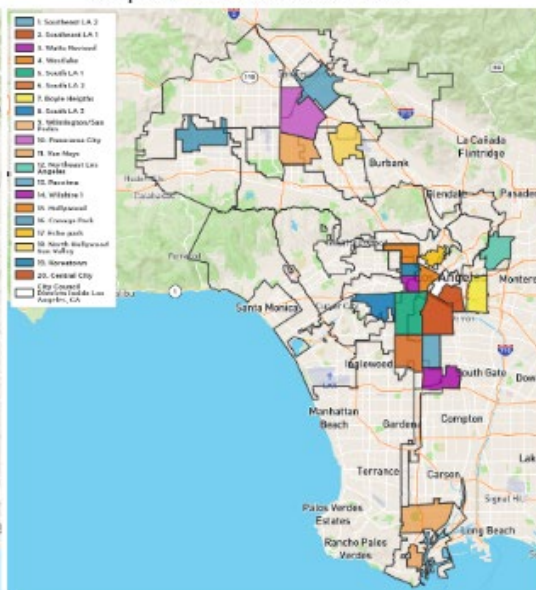
By overlaying these ACS and L.A. Equity Index datasets, CIFD was then able to more precisely identify the highest-need census tracts within individual CPAs. Service Areas were created by

grouping together contiguous census tracts of high need to ensure that FSC services are accessible to our target population.

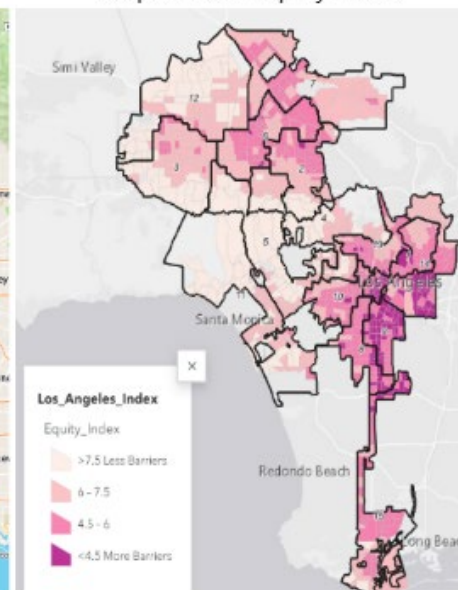
Map 1: CPA Highest Need Areas



Map 2: FSC Service Area



Map 3: L.A. Equity Index



Below are the service areas, with 1 representing the area identified as having the greatest need.

- (1) Southeast LA 1; (2) Southeast LA 2; (3) Watts; (4) Westlake; (5) South LA 1; (6) South LA 2; (7) Boyle Heights; (8) South LA 3 - West Adams/Baldwin Hills/Leimert; (9) Wilmington/San Pedro; (10) Panorama City/Mission Hills; (11) Van Nuys/North Sherman Oaks; (12) Northeast LA; (13) Pacoima; (14) Wilshire; (15) Wilshire/Hollywood; (16) Canoga Park/Winnetka/Woodland Hills/West Hills; (17) Silver Lake/Echo Park/Elysian Valley; (18) North Hollywood/Valley Village; (19) Koreatown/Wilshire; and, (20) Central City.

3. 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
- 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
- State Covid-19 Data
- Other

Surveys

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

Agency Data Sets

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

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

A Great Divide: L.A. Equity Index was created by the City of Los Angeles Controller's Office to look at socioeconomic, environment, education, and resource access. The L.A. Equity Index's goal is to illustrate the level of equity and opportunity in each neighborhood so that City leaders and all residents have a data-driven understanding of community needs throughout Los Angeles.

5. 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**

DRAFT

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

N/A

7. Describe your agency's analysis of the quantitative and qualitative data collected from low income individuals and families. (Organizational Standards 1.1, 1.2, 3.3)

CIFD contracted with HMA to analyze the quantitative and qualitative data collected from low-income individuals and families. For the quantitative analysis, HMA used three primary data sources to analyze data: federal, state, and local data sets, agency data sets, and surveys. The quantitative analysis included analyzing trends in poverty and variables representing education level, family size, and family type; demographic and service usage data of unduplicated customers participating in current CSBG programs; and a Community Needs Assessment (CNA) survey distributed to community stakeholders serving low-income individuals and families and their network of customers to provide a more robust understanding of the factors impacting poverty and client needs. HMA collected the information through online data, web-based and paper surveys, focus groups, interviews, a community forum, and a poverty summit. CIFD provided translation services for focus groups, interviews, a community forum, and the poverty summit.

In the Fall of 2021, HMA collected 1,292 CNA surveys. 40% of respondents identified as unemployed and 78% identified as renters. Respondents prioritized service needs related to increased income (including job placement and referral to job training, financial education, asset building, Volunteer Income Tax Assistance (VITA)/tax prep, and applying for government benefits), safe and affordable housing (including rental assistance, utilities, and homelessness prevention), counseling services (including mental health and domestic violence counseling), and supportive services (food and childcare). Responses regarding youth programming prioritized financial aid/scholarships, college prep, and tutoring services.

HMA collected qualitative data from low-income individuals and families through an online customer satisfaction survey. HMA emailed and texted the survey link to customers to measure their service satisfaction. The survey was available in English and Spanish. HMA collected 3,953 Customer Satisfaction Surveys during Fall 2021 and Spring 2022 and analyzed them for the continuity of services. Of the respondents, 70% were between the ages 26-55, and 76.5% identified as women. Overall, both adults, and youth expressed high levels of satisfaction with all aspects of the FSS centers, including staff, facilities, and services provided, with average scores at or above 4 out of 5.

In the summer of 2022, CIFD collected quantitative data from low-income individuals and families through an online community needs assessment survey. To better meet the access needs of the community, surveys were available via QR code links. In addition to English and Spanish, for the first time, surveys were available in Chinese, Korean, Tagalog, Farsi, Russian, Armenian, and Thai.

Of the 1,408 CNA surveys, 436 respondents identified as youth. 38.3% of youth respondents reported

to be current high school students, 54.4% of youth respondents identified as female, and 74.1% identified as LGBTQ. Youth respondents identified barriers to higher education attainment such as financial assistance, college entrance requirements, and the college application process. They prioritized youth employment, tutoring services, and college prep workshops as the most important youth programming services. Youth respondents prioritized household needs as housing stability (including utilities), increased income, and supportive services (food).

Of the 1,408 CNA surveys, 670 respondents identified as adults. 65.2% of adult respondents identified as female. Adult respondents prioritized household needs as supportive services (including food and childcare), housing stability (including utilities), youth services (including tutoring and college preparation), and increased income (including assistance with VITA/tax preparation services).

Of the 1,408 CNA surveys, 302 respondents were identified as community stakeholders. Community stakeholders prioritized housing stability services (including utilities), supportive services (including food), and increased income as the highest service needs.

All data collection provided CIFD with insight and identified common needs in the community.

8. 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)

A. Community-based organizations (CBO) - As part of our CNA, 379 respondents indicated they represented a CBO. They ranked and prioritized the following; safe and affordable housing (including rental and utility assistance), supportive services (food and childcare), and increased income (financial capability/asset building) as services most in need. For youth services, financial aid/scholarships, tutoring, and increased income (youth employment) were among the top identified needs. The information gathered from the community-based organizations was used to confirm the City-wide need for housing stability services and supportive services. Furthermore, the data supported CIFD's decision to integrate its already successful Homelessness Prevention Program pilot, Solid Ground, and increased food pantry access across the FamilySource System, to ensure service provision across the whole City.

B. Faith-based organizations (FBO) - Of the CNA surveys, 30 respondents indicated they represented an FBO. They prioritized safe and affordable housing, supportive services (childcare), mental health counseling, and financial aids/scholarships under youth services as services most in need. The information gathered from the FBOs confirmed the City-wide need for housing stability services and supportive services. Furthermore, the data supported CIFD's decision to integrate its already successful Homelessness Prevention Program pilot, Solid Ground, and prioritize child watch services across the FamilySource System.

C. Private sector (local utility companies, charitable organizations, local food banks) - Of the CNA surveys, 18 respondents indicated they represented the private sector. Members of various private sectors prioritized safe and affordable housing (including rental and utility assistance), supportive services (childcare), domestic violence counseling services, increased income (financial capability/asset building), and financial aid/scholarships under youth services. The information gathered from the Private sectors was used to confirm the City-wide need for homelessness prevention and housing stability services and more outreach services under the Domestic Violence and Human Trafficking Shelter Program.

D. Public sector (social services departments, state agencies) - Of the CNA surveys, 37 respondents indicated they represented the public sector. Members of various public sector organizations prioritized safe and affordable housing, financial education, supportive services (including food), mental health counseling services, increased income (including job placement and assistance with applying for public benefits), and financial aid/scholarships under youth services. The information gathered from the Public Sector was used to confirm the City-wide need for homelessness prevention and housing stability services. CIFD will also implement financial education in all its delivery systems as a service.

E. Educational institutions (local school districts, colleges) - Of the CNA surveys, 58 respondents indicated they represented educational Institutions. Respondents representing educational institutions prioritized services related to Financial aid/scholarships, financial education, safe and affordable housing, applying for utility discounts, and food assistance. The information gathered from the Educational institutions was used to confirm youth services and financial education services. Furthermore, the data supported CIFD's decision to integrate its already successful Homelessness Prevention Program pilot, Solid Ground, across the FamilySource System.

9. "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)

Our analysis of the community needs assessment in Los Angeles has uncovered several key factors contributing to the underlying causes of poverty in the region. These factors include the high cost of living, housing insecurity and homelessness, income inequality, and educational attainment.

The cost of living in Los Angeles surpasses the national average by 51%, significantly contributing to the region's poverty. From 2018 to 2021, the cost of essential goods and services experienced a substantial increase, exceeding 20%, disproportionately affecting individuals and families with limited disposable income. For example, food insecurity became a pressing issue as food prices rose by at least 11.4% in 2022 alone. This situation led many Angelenos to rely on food assistance programs, such as food banks, CalFresh, and the Supplemental Food Program for Women, Infants, and Children (WIC). Reports from local food banks in April 2022 highlighted a significant rise in new visitors seeking assistance due to the escalating cost of consumer goods.

Housing insecurity and homelessness are critical factors that contribute to poverty as well. The exorbitant cost of housing places a heavy burden on Los Angeles residents, with rent prices continuously rising and home ownership remaining out of reach for many low-income individuals and families. To afford the average rent, renters in Los Angeles must earn 2.8 times the state minimum wage, which experienced an 11% increase in 2022. Recent survey data revealed that three out of four households spend over 30% of their income on rent and utilities. As a result, individuals and families living in insecure or inadequate housing are more susceptible to homelessness. Currently, the homeless population in Los Angeles exceeds 40,000, and the rate of people entering homelessness surpasses the rate of finding permanent housing solutions.

Income inequality is another significant factor perpetuating poverty in the region, particularly in low-income communities. Many low-income communities have limited job markets, primarily offering low-wage and precarious employment opportunities. In contrast, more affluent neighborhoods typically have a wider range of high-wage job opportunities. Additionally, Los Angeles has experienced a decline in middle-wage occupations, traditionally providing a pathway to stable income and upward mobility. Meanwhile, high-wage industries like entertainment and low-wage industries like the service sector have seen growth. For instance, in May 2022, the Bureau of Labor Statistics reported an average hourly wage of \$51.60 in the entertainment industry, while the average hourly wage in food services was \$17.89. These disparities contribute to the cycle of poverty and economic inequality within the community and require strategies for greater income equality and financial security.

Low educational attainment levels further contribute to the causes of poverty as they limit individuals to low-wage, entry-level positions with limited opportunities for career advancement and financial security. Consequently, it becomes challenging for Angelenos to secure employment that provides a livable wage, affordable housing, and other basic needs. Additionally, low educational attainment has intergenerational consequences, particularly in Los Angeles. Children growing up in households with limited education are more likely to face educational disadvantages. The family's lack of educational support and resources can hinder their academic performance, limiting their opportunities for higher education and perpetuating the cycle of low educational attainment and poverty. In 2021, individuals with a high school diploma had an average weekly earning of \$899, while those with a bachelor's

degree earned almost 50% more than their counterparts without a degree. These disparities underscore the urgent need for targeted efforts to address the educational attainment gap and provide equal opportunities for all students in Los Angeles.

10. “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)

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In Los Angeles, several interconnected challenges impede investment and growth in low-income communities, perpetuating poverty. One significant obstacle is the high cost of living, which creates neglect and disinvestment in some areas. High housing costs place a heavy financial burden on individuals and families, resulting in substandard living conditions such as overcrowding and residing in inadequate spaces like garages and sheds or doubling up with multiple families or friends. The financial strain has also contributed to a significant homelessness issue affecting over 40,000 Angelenos. The presence of bulky RVs, uncollected trash, tents, and makeshift shelters on the streets further exacerbates the environment of neglect and disinvestment in low-income communities. These conditions discourage potential investors and businesses from considering these areas for development, thus perpetuating the cycle of poverty.

Another factor that hampers investment and growth in low-income communities is public safety. Los Angeles faces an ongoing challenge with street gangs, boasting the country's largest and most established gang population, consisting of over 400 separate gangs and approximately 50,000 gang members. These gangs terrorize neighborhoods and hinder the development of future community leaders and business owners. Gangs increasingly recruit younger individuals from schools and playgrounds, enticing them with promises of easy wealth, a sense of belonging, and protection. However, involvement in gang life ultimately leads to economic isolation, crime, and violence. In 2022, Los Angeles experienced an 11% increase in overall crime, including violent crimes, property crimes, and vehicle theft, compared to previous years. This rise in crime has had a detrimental impact on investment decisions, dissuaded tourists, and diminished the City's reputation as a business-friendly and desirable location, prompting more residents to leave Los Angeles instead of investing in these communities.

Declining student enrollment is another critical issue that creates educational disparities in low-income communities and limits investment and growth. The Los Angeles Unified School District (LAUSD) has been grappling with declining school enrollment for nearly two decades, and projections indicate a further 30% decline over the next decade. A significant consequence of declining enrollment is a reduction in school funding. LAUSD, like many school districts, receives funding based on the number of students enrolled. As enrollment decreases, funding for educational programs, infrastructure improvements, and resources diminishes. This funding reduction adversely affects the quality of education in low-income communities, leading to poor student outcomes. Declining enrollment also results in a surplus of teachers and staff, leading to potential layoffs and disproportionately affecting low-income communities that struggle to attract and retain highly qualified educators. The loss of experienced teachers further contributes to the decline in educational quality and impedes growth potential. Limited funding makes it challenging for schools in low-income communities to provide essential resources and programs for students, including extracurricular activities, specialized classes, advanced placement courses, and counseling services. This limited access to resources restricts students' educational opportunities and diminishes their prospects for long-term growth, such as pursuing a higher education. Schools also play a vital role in shaping the desirability and property values of the surrounding neighborhoods. When school enrollment declines, it indicates a lack of demand for education in the area, potentially

leading to decreased property values. Lower property values make it less attractive for businesses to invest in the community, hindering economic growth and development opportunities.

11. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 1.3)

CIFD reports customer satisfaction data to the governing board annually and presents the information during a quarterly Community Action Board (CAB) meeting as part of the year-end program evaluation. For the past four years (2019-2022), HMA, the third-party evaluator, develops and conducts the survey twice yearly in the Fall and Spring. The survey is available in English and Spanish, and customers can complete a web-based or paper survey. The surveys measure overall customer satisfaction, satisfaction with center staff, satisfaction with center facilities, and satisfaction with center services. HMA conducts a comparative analysis of the data over time to inform best practices, ensure continuous improvement, identify gaps, and support service integration to ensure the system alleviates poverty. Following the analysis, HMA prepares and presents a formal report of results to the CAB, Mayor, City Council and other commissions and boards. From 2021 through 2022, 3,953 customer satisfaction surveys were analyzed.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

Complete the table below. Insert row(s) if additional space is needed.

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

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

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

Essential 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

List all needs identified as an agency priority in Table 1. Insert row(s) if additional space is needed.

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority?
1. Housing	Housing Stability Services targeting families at imminent risk of homelessness, stabilizing housing through wrap around case management, short-term financial assistance - rent/utilities - stabilize the living situation of 500 clients through financial management programs, financial coaching, and temporary, transitional and permanent housing	SRV 4b, 4c, 4d, 4m, 4n, and 4o; FNPI 4a, 4b, 4c, 4d, and 4e	The City has one of the highest rental rates in the nation with Angeleno renters making up more than 60% of the population, which means that housing insecurity is a broad and deep issue affecting hundreds of thousands of Los Angeles residents. Los Angeles is also one of the cities with the highest rent burdens in the US, 58% of Los Angeles renters spend more than 30% of their income on rent.
2. Education	K-12 support by providing tutoring/homework assistance to 2,000 students, college prep to 1,200 students.	SRV 2e, 2h, and 2s; FNPI 2d, 2d.2, 2d.3, and 2g	Adults without a high school diploma face clear barriers to success in the City of Los Angeles and are twice as likely to live in poverty as those who graduate. Studies show that students who graduate from high school have significantly higher lifetime earnings than students who achieve a GED. CIFD partners with the Los Angeles Unified School District to co-locate one Pupil Services and Attendance Counselor

			(PSA) at all FamilySource Centers to help keep children in school through graduation.
3. Employment	Job placement services to 200 individuals	SRV 1j, 1k, and 1l; FNPI 1a, 1b, and 1e	In March of 2022, the unemployment rate for Los Angeles County was 4.9 percent, a modest decline from the previous month (5.4 percent). Although employment has shown a steady recovery since the peak, evidence shows that the recovery has been uneven across industries and types of workers, specifically among low-income workers, small businesses, and minorities experiencing job loss at disproportionately high rates. Employment among lower-income workers has slightly declined over the course of 2020 and 2021. In August 2021, these residents were still nearly 30 percent below the pre-pandemic employment level.
4. Food	Provide monthly food distribution and emergency food	SRV 5jj. Food Distribution	According to A Great Divide: L.A. Equity Index, on average, 37 percent of families in L.A. earned less than 200% of the federal poverty line in

			<p>2018, equivalent to \$50,200 for a family of four. Due to the high cost of living in Los Angeles, Angelenos are struggling to afford to make investments in their future, accumulate wealth, or address their basic needs. They face impossible financial decisions, prioritizing between food, health, rent, childcare, and other necessities. In addition, 16.9% of Angelenos live at or below the Federal Poverty Level, which is \$25,100 for a family of four. That is two out of every ten Angelenos; most of them are people of color and thirty-one percent are children.</p>
<p>5. Financial Empowerment</p>	<p>Financial management programs for 400 individuals, financial coaching services for 200 clients and VITA/EITC services to 6,000 households</p>	<p>SRV 3b, 3c, and 3o; FNPI 3c, 3d, 3f, and 3h</p>	<p>Many families in Los Angeles are asset poor, lacking the resources necessary to secure a more stable financial future. According to the City's A Great Divide: L.A. Equity Index, on average, 37% of families in L.A. earned less than 200% of the federal poverty line in 2018, equivalent to \$50,200 for a family of four.</p>

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as 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: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported in CSBG Annual Report.

Why is this need a priority: Provide a brief explanation about why this need has been identified as a priority. Connect the need with the data. (CSBG Act Section 676(b)(3)(A))

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Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

To break the cycle of generational poverty by building community wealth.

2. Provide your agency's Mission Statement.

To align and augment community investments for families and neighborhoods and create opportunities for all Angelenos to prosper.

Tripartite Board of Directors

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

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

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))

The CAB is a 12-member tripartite advisory board comprising representatives from three sectors: four public, four private, and four representing underserved communities, with one representative from the Valley, East, South, and Central Los Angeles. Representatives of underserved communities must be at least 18 years of age and a low-income resident or a community representative working for a program or agency serving underserved communities in one of the targeted areas. This structure assures the adequate representation of underserved individuals to fully participate in the program's development, planning, implementation and evaluation of CSBG funds and other programs that serve low-income families.

CIFD publicly announces positions for representatives of underserved communities. Representatives of underserved communities are democratically elected. Interested representatives must complete an application, provide a statement of purpose and qualifying experience, submit two letters of support from a community leader and/or the head of a service organization representing low-income and underserved populations, and provide a nomination petition containing at least ten signatures of endorsement of residents in the Area Planning Commission (APC) they seek to represent; or must be an elected representative to a community-wide board by members of neighborhood or sub-area boards, who are themselves, selected by neighborhood or area residents. Candidates cannot be an employee or relative of an employee of the City of Los Angeles or any CSBG-funded agencies. The final selection of representative(s) of underserved communities will be vetted by the Executive Director and seated/confirmed by the CAB.

Service Delivery System

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

State Plan 14.3

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 14.3)

CIFD subcontracts with non-profit agencies to provide direct services to low-income Angelenos through the FamilySource System (FSS) and the Domestic Violence/Human Trafficking Shelter Operations (DV/HTSO).

The FSS is a place-based model consisting of twenty strategically located FamilySource Centers (FSC) that deliver essential antipoverty services and initiatives to communities in high-need areas of the City. The FSS is the City's mechanism for the delivery of anti-poverty services and initiatives. Using a two-generation approach, FSCs provide a diverse range of social, educational, workforce, and family support services that target low-income parents and guardians with children up to the age of 17. Through a prevention continuum, FSCs offer a continuum of care that addresses a family's crisis and basic needs, stabilizes their economic security, and builds economic resilience by focusing on three primary outcomes: 1) improve housing stability, 2) increase financial security and 3) improve academic achievement.

The Domestic Violence/Human Trafficking Shelter Operations (DV/HTSO) Program provides safe and secure shelter-based services, for survivors and their families. Emergency shelters provide confidential shelter for up to 30 days and supportive services to survivors. Services include telephone crisis counseling 24 hours a day, 7 days a week; hospital emergency room assistance; emergency food and clothing; transportation; psychological support; legal assistance; judicial advocacy; educational relocation assistance; and information and referral. Transitional shelters provide safe, secure confidential housing for up to 24-months. Services include case management, psychological support, financial literacy, employment assistance, and access to job readiness and placement services.

Within the scope of their work, nonprofit agencies are responsible for carrying out the process of client intake. The process involves conducting a pre-assessment and program orientation to inform customers of available services and the requirement for eligibility. To enroll, customers are required to complete an application and provide documentation to support their eligibility. To be eligible, customers must reside in the City of Los Angeles, and their household income must not exceed federal guidelines for poverty, very-low, and low-income, as defined for CSBG and CDBG funds.

On an annual basis, the staff members of the nonprofit agency collect, verify and certify eligibility of customers. Once the customer's eligibility has been determined, the relevant documentation is kept in their file, and they are enrolled in the program. They are then provided with program documents,

including information about the child support referral policy, and services are rendered, based on short-term and long-term needs. For customers deemed ineligible for program services, the nonprofit agencies offer referrals, resources, and linkages to other programs or community resources that may be of assistance to them.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part I, Question 1 informs your service delivery and strategies in your service area?

The design of CIFD's service delivery model and strategies considered the intersectionality of gender, age, race, and ethnicity in Part I, Question 1, and how these factors intersect and influence one another when designing services. The data CIFD gathered showed that women of color between the ages of 24-44 and their children were disproportionately affected by poverty. In response to this information, CIFD developed a one-stop service delivery model, FSCs, which adopts a two-generation approach.

The FSC model aims to provide a wide range of services within a single location, eliminating the need for mothers to seek assistance from multiple agencies and establishments. The services offered through this model address a family's needs at different stages, ranging from crisis intervention to stabilizing their economic situation and ultimately building economic resilience. The primary outcomes the model focuses on are: 1) improving housing stability, 2) increasing financial security, and 3) improving academic achievement. By adopting this approach, FSCs aim to promote the well-being of the entire household. The model recognizes the importance of education, economic opportunities, and meeting basic needs in achieving greater financial stability. The ultimate goal is to prevent new cases of homelessness, establish a foundation of economic security, and break the cycle of poverty.

To ensure that FSC locations are situated in areas with the highest need, CIFD analyzed demographic data and equity indices such as rent burden, education level, air quality, proximity to toxic releases, traffic density, and access to the internet, food, and health insurance. By overlaying this information, CIFD could identify census tracts with the greatest need and group together contiguous tracts with high need levels. This design ensures that the FSC services are accessible to the target population and contributes to breaking the intergenerational cycle of poverty.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 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)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

CIFD coordinates funding and service delivery across the City of Los Angeles. This creates an acute need to ensure that service providers are able to establish and maintain strong linkages with other service organizations and governmental entities. Comprehensive client services that integrate workforce development, social services, and/ educational development require case management as an essential service delivery mechanism.

An example of how CIFD has coordinated funding is the partnership with the Los Angeles Unified School District (LAUSD). Through a joint investment, LAUSD co-locates one Pupil Service Attendance Counselor (PSAC) at each of our twenty FSCs. The PSAC serves as the initial point of contact for enrolled youth. The PSAC conducts psychosocial and educational assessments; provides parent, student and crisis intervention workshops; serves as a mental health consultant to FSC staff; provides expertise in threat assessment and risk management; provides case management services focused on academic issues; serves as a liaison between the FSS and LAUSD area schools; and, facilitates the process of releasing confidential information from schools to help document youth academic achievement.

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)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

CIFD has a Memorandum of Understanding (MOU) with the City's Economic and Workforce Development Department (EWDD). EWDD operates the City's WorkSource Centers located throughout Los Angeles. WorkSource Centers provide Job Training Programs and Career Building Services for high-demand, high-salary jobs in growing industries. The MOU outlines work-related activities and supports for FSS, DV/HTSO, and Workforce Innovation and Opportunity Act (WIOA) co-enrolled clients. EWDD also provided funding to establish a Domestic Violence Employment Navigator position. The Employment Navigator shall act as a liaison between domestic violence agencies and WorkSource Centers to assist survivors of domestic violence in navigating employment services through co-location, direct client services and will support WorkSource Center staff in improving services rendered to those who have experienced domestic violence.

CIFD partners with the Internal Revenue Service to coordinate and certify the FSCs as VITA sites.

Our VITA sites are also part of Free Tax Prep L.A., an outreach and education campaign sponsored by CIFD, Los Angeles County Department of Consumer and Business Affairs, Citi Community Development, United Way of Greater Los Angeles, and Korean Youth and Community Center. FTPLA is a campaign to spread awareness about refundable tax credits and to provide free tax preparation to low-income families in the City by claiming cash-back credits such as the Federal Earned Income Tax Credit (EITC) and California's EITC credit. The campaign launched in Spring of 2016, with the focus of helping families claim the federal EITC.

CIFD and Los Angeles Unified School District (LAUSD) partners to provide one Pupil Services and Attendance Counselor at each of the 20 FSC locations. The FamilySource Partnership Program is designed as a collaborative effort between LAUSD and CIFD to provide services to students and families from low-income communities in the City of Los Angeles through FamilySource centers.

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), State Plan 9.3a, California Government Code 12760)

CIFD uses a central database to collect all data on service delivery and outcomes. Given that all eligible customers may be serviced at any center within the City of Los Angeles, each center reviews and verifies data entry to ensure services are not duplicated.

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

CIFD leverages Community Development Block Grant (CDBG) and General Funds to ensure that program designs complement each other and leverage services to optimize the work to support the service delivery program. CIFD will collaborate with public and private sector agencies to submit joint proposals to support both systems, as well as host training and conferences that will increase the programmatic and operational capacity of our service providers. Additionally, CIFD requires funded agencies to leverage a minimum of \$250,000 to support the delivery of program services.

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

The City has faced decreased funding for both CSBG and CDBG in previous years, and in response, the City has taken several steps to mitigate the impact. The City has strongly encouraged collaboration among its funded agencies to place emphasis on limiting administrative costs, space costs, and related overhead expenses in order to maximize programmatic funding. The program design incorporates features such as co-location and shared resources at the service delivery level. In addition, the service delivery model reduced the number of contracts to be processed and allowed the City CAA to reduce some administrative staff through attrition. Additionally, CIFD requires funded agencies to leverage a minimum of \$250,000 to support the delivery of program services.

The Mayor and City Council have provided solid leadership on the importance of coordinating and streamlining all City services and encouraging collaboration among City departments and programs as well as funded agencies and other governmental and private partners.

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

CIFD's nonprofit agencies are responsible for recruiting and tracking volunteers and volunteer hours for the FSC and DV/HTSO programs. In the past, these agencies tracked volunteer hours and submitted the information annually as part of their program report. However, CIFD has designed a Google form for nonprofit agencies to report this information monthly to improve the recording of volunteers, volunteer hours, and accuracy. Volunteers use a time tracking sheet to record their volunteer hours, and nonprofit agencies enter the data monthly as part of their regular monthly reporting. The form captures the program name, nonprofit agency name, volunteer's name, volunteer date, volunteer hours, and activity type. CIFD reviews data monthly for accuracy and completeness. If there are any discrepancies or missing information, CIFD follows up with the agency to resolve these issues. CIFD shares the results with non profit agencies, the CAB, City Council and Mayor.

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 14.1b)

CIFD's service delivery model will provide a wide range of youth development activities, such as tutoring, mentoring, youth leadership, and promotion of vocational training or higher learning attainment. Required tutoring activities include one-on-one instruction and/or homework assistance for youth participants. Tutoring activities may also include writing activities, cognitive skill activities, and reading opportunities with the goal of increasing grade level advancement. Mentoring is defined as a structured and trusting relationship that brings young people together with caring individuals who offer guidance, support, and encouragement, aimed at developing the competence and character of the mentee. Mentoring focuses on improving academic performance and behavior and helping youth develop skills needed in a chosen occupational or career path. Personal development mentoring helps youth during times of personal or social stress and provides guidance for decision-making. All of the City's FamilySource System Centers operate College Corners programs. This program offers college resources and services to students and their families to help them with college readiness, admission, and completion. The College Corner provides current and accessible information on college requirements (college prep classes, A-G subject requirement, etc.), standardized examinations (SAT and ACT test), financial aid (FAFSA and CA Dream Act Application), and scholarships. Each center's College Corner is also equipped with computers and materials for students and parents to research college requirements and apply for college admissions and financial aid. They may also be used to enroll in and complete college classes.

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 childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

FamilySource Centers provide quality afterschool activities to ensure thousands of Los Angeles youth have structured activities while not in school. FamilySource Centers offer (out-of-school) youth services, including: college prep information and resources; vocational services; financial empowerment for middle school and high school students; college and university admission requirements; college application preparation; the cost of tuition, fees, and living expenses; financial aid—including applying for FAFSA; SAT/ACT preparation; campus tours, and other related information; access to fee waivers such as SAT, ACT, AP tests, and college applications; academic mentoring; tutoring activities; and, a child watch program for children in instances where such services are needed for a customer to participate in appointments and/or activities. Through a partnership with LAUSD, middle school students and guardians are offered a transition to high school workshops to better prepare youth for high school and higher education attainment. All FSS centers coordinate with the City's YouthSource Center (funded with Workforce Innovation and Opportunity Act funds) contractors to place youth ages 14-24 in a summer job. Additionally, each FSS center will employ youth during the summer to work at their centers.

9. 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 9.4b)

Since 2009, all contractors have worked with nearby Workforce Innovation and Opportunity Act (WIOA) funded City WorkSource and YouthSource Centers and/or other job training/job placement providers to ensure eligible clients are connected to job training and placement services.

The FamilySource Center and Domestic Violence/Human Trafficking Shelter Operation will continue to strengthen these WIOA center relationships with a Memorandum of Understanding (MOU) which outlines the work related activities and support for FSS center and WIOA co-enrolled clients.

FSS centers shall screen customers to determine if they are eligible for referral to the City's WorkSource or YouthSource Centers for job training and placement. FSS centers shall provide job readiness workshops in resume building, job search, and interviewing, as well as linkages to obtain a high school diploma, HiSET or GED. Following these services, a warm hand-off will be made to the City's WIOA providers for job training and/or job placement assistance.

CIFD has also secured EWDD funding to establish a Domestic Violence Employment Navigator position. The Employment Navigator shall act as a liaison between domestic violence agencies and WorkSource Centers to assist survivors of domestic violence in navigating employment services through co-location, direct client services and will support WorkSource Center staff in improving services rendered to those who have experienced domestic violence.

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 14.4)

All FSC are required to partner with food banks or subcontract for food distribution services to address and combat the increased food insecurities that resulted from the pandemic. FSS centers will also leverage with other private or nonprofit organizations to provide additional emergency resources,

such as baby formula, diapers, transportation assistance, clothes, hygiene supplies, etc., to ensure wrap-around supportive services are meeting the needs of the communities.

11. 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))

The FSS centers partner with the Los Angeles Department of Water and Power (LADWP) for the LADWP CARES Grant, which helps low-income families receive \$500 toward utility arrears and upcoming bills and the Low Income Home Energy Assistance Program (LIHEAP), which offers up to \$3,000 in assistance to pay heating or cooling-related costs and emergency or energy crisis situations, such as a utility disconnection.

FSS centers distribute and post flyers for the programs and help FSS customers apply online to receive the assistance.

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

LIHEAP and LADWP provide ongoing presentations, training, and support to the FSS to ensure that all materials, program updates are provided to ensure all residents receive the support.

13. 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)

CIFD uses funds to support different initiatives, including fatherhood and other initiatives which increase effective parenting. All FSS centers shall operate a Parent Promise program to support a parent's commitment to their child. The program shall offer guidance and continuous support along every step of their child's education through college and onto career and life. FSS centers shall: a) Meet one-on-one with families to design a college plan that meets the needs of individual students; b) Host monthly workshops led by the LAUSD Pupil Services and Attendance Counselors and FSS centers' staff. Workshops shall help parents better understand their rights, roles and responsibilities to help their child succeed in school and be college ready.

The FSS centers support the Teen Parent Prosper program. This program is a paid internship funded with California (CA) Volunteers for Youth Employment Program. The program in partnership with the City YouthSource Center, serves low-income, unemployed pregnant or parenting teens. The FSS centers will provide part-time subsidized job opportunities and on-site job training to provide economic stability for their family. The FSS will connect the pregnant or parenting teen with a caseworker that will help them with services needed to study, work and take care of their child/pregnancy, including case management, supportive services, coaching sessions and workshops on topics such as family dynamics, parenting classes, financial empowerment and work/family/school life balance with the

goal of empowering teen parents with job skills and achieving a high school diploma.

14. 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)

FSS centers provide case management services to help the household build a more financially secure future and support youth in achieving greater academic outcomes. Case management may work in conjunction with financial coaching and housing stability services. FSS centers shall prepare an annual Customer Service Plan for all Intensive Service customers that identifies action steps to be taken to address the needs identified in the assessment together with goals and a corresponding timeline.

FSS centers shall establish a partnership between the Case Manager and the household which supports the household's transition to stable housing, financial security, and academic achievement, including developing a Customer Service Plan (CSP) with the household that includes SMART goals (Specific, Measurable, Achievable, Relevant, and Time-bound) and an action plan that supports their path toward self-sufficiency.

Case management will include coordinated wraparound services, goals, and action plans with the Housing Stability Advisor and/or Financial Coach, follow-up meetings that include progress updates towards achieving goals, customer retention and engagement strategies including but not limited to, phone calls, emails, in-person contact and mail. If FamilySource Center resources are not sufficient to provide the full range of supportive services that are identified in the Customer Service Plan, the center shall make every effort to connect and link customers to other community based organizations through warm hand-offs and follow-ups to track outcomes. Such referrals shall be tracked and documented on the Customer Service Plan, case notes and database. FSS centers shall establish partnerships, leverage other community partners, and utilize City Department resources to fill gaps in service provision and reduce duplication of services across City and County programs. FSS centers shall advocate for services on behalf of families and conduct warm hand-offs to ensure service delivery. CIFD will also continue to be a resource to the FSS by presenting resources and training at director meetings to meet the gap in services.

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.

Using the Results Oriented Management and Accountability (ROMA) principles, CIFD conducts monitoring activities to ensure the CSBG-funded programs operate effectively and maintain integrity through the following: 1) Ensure staff administering the program understands the program requirements, regulations, and guidelines to effectively guide subcontractors on compliance, reporting, financial management, and program evaluation; 2) Assess the program for potential risks and vulnerabilities by reviewing documentation and conducting program and fiscal site visits; 3) Effectively assess the performance of CSBG funded programs in achieving their goals using a scorecard and Malcolm Baldrige's standards for performance excellence; and 4) Provide technical assistance and capacity-building training to improve performance and maintain the integrity of the program.

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.

CIFD engages in subcontracting with nonprofit organizations to provide services, and it closely oversees their performance based on the guidelines outlined in the policies and procedures manual. On an annual basis, CIFD carries out a risk assessment to evaluate the level of risk associated with each subcontractor. The results of this assessment determine the frequency of program and fiscal monitoring visits, which can involve a desk review, an on-site visit, or a combination of both. During these visits, CIFD assesses various aspects such as performance, progress, documentation in files, invoicing, expenditures, insurance status, licenses, registration on SAM.gov, general observations, and facility conditions. Within 30 days of the site visit, contractors receive a summary that includes any findings or concerns identified, along with recommendations for corrective action if necessary. CIFD also follows up to ensure that corrective actions are implemented. If contractors require assistance, they can avail technical support through Zoom, phone, or email.

CIFD subcontracts with nonprofit organizations for the delivery of services and monitors performance in accordance with a policies and procedures manual. The frequency of monitoring is determined through an annual risk assessment. and conducted at minimum twice yearly and may include a desk review, on-site visit or a combination of the two and culminate in a year-end performance evaluation.

Data Analysis, Evaluation, and ROMA Application

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)

CIFD uses monthly performance reports, semi-annual customer satisfaction surveys, an annual performance scorecard and an annual economic impact report to evaluate the effectiveness of the FSS program and its services. To gather information on program performance, nonprofit agencies enter customer demographic data, services provided, and outcomes achieved into an online platform called Clarity Bitfocus. CIFD then extracts this data, reviews it for accuracy and completeness, and generates a monthly performance report. This report visually presents key performance indicators alongside contract goals, allowing for easy tracking of performance. It is shared with all contractors on a monthly basis.

In addition to the performance reports, customer satisfaction surveys are conducted twice yearly by a third party evaluator. The results of these surveys are compiled into a report that is shared with the CAB, subcontractors, and the general public. This helps to assess the level of satisfaction among the program's customers and provides valuable feedback for improvement.

Additionally, CIFD produces a performance scorecard known as the **S**atisfaction, **O**utcome, **F**low, and **A**dministrative Capability (SOFA) scorecard. It provides a comprehensive overview of the program's performance in these areas and assists in identifying areas of strength and areas that may require improvement.

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)

Housing stability and financial security are crucial factors in determining a family's ability to achieve self-sufficiency. Sold Ground is a homelessness prevention program that addresses these measurements by providing comprehensive support and services. The program begins by conducting a thorough assessment of the household's current housing crisis. Based on this assessment, housing stability goals are developed as part of a Customer Service Plan, which includes coordinating with other wraparound case management services. Solid Ground offers various interventions to ensure housing stability, such as landlord/tenant mediation, lease negotiation with landlords/property managers, home visits, and unit inspections to ensure habitability standards are met. Additionally, the program assists families in relocating to alternative housing and provides housing navigation services through community partner agencies. Housing-related case management services are also offered, including regular face-to-face meetings, coordination of

short-term financial assistance, and connections to other housing resources.

1) Assessment of Need - CIFD identified a 65% increase in the number of families experiencing homelessness and financial instability during the pandemic and launched a pilot Homelessness Prevention Program, Solid Ground.

2) Planning - Solid Ground was initially funded through the City's General Fund and involved collaboration with the California Policy Lab. Together, CIFD and the California Policy Lab developed a preventive targeting tool to identify families at imminent risk of homelessness. Training was provided on how to use this tool, along with housing navigation and stabilization services, and financial coaching to promote housing stability and improve families' financial security.

3) Implement - Eight FSCs were selected to implement the program with 500 households. These agencies were trained on using the tool and providing the necessary services.

4) Achievement of Results - The program's results exceeded expectations, as it served 617 households, provided \$851,755 in rental assistance, and boosted collective income by \$1M, surpassing the eightfold. Moreover, all households that had to vacate their units were successfully rehoused.

5) Evaluation - The evaluation of the program was initially conducted by the California Policy Lab. Given its success, the Solid Ground program expanded to include 16 FSCs, and funding was secured for a third-party evaluator to conduct further assessments. This expansion and involvement of an external evaluator demonstrate the program's effectiveness and commitment to ongoing improvement.

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)

1) Assessment of Need - Expansion of FamilySource System (FSS) from 16 to 20 FSC locations. The FSS was designed to alleviate poverty through a two-generational approach. However, the use of federal poverty level data as the only measurement to rank highest need does not take into account the other inequities that must be considered to truly break the intergenerational cycle of poverty. The first level of analysis was baseline data from the 2016-2020 American Community Survey (ACS) and L.A. Equity Index data. CIFD used ACS metrics to determine the areas of highest need:

- Poverty rates for all persons
- Child (0-18) poverty rates
- Median income
- Unemployment rates
- Percentage of rent-burdened residents
- Educational attainment

These individual factors were ordinarily ranked by CPA, and the aggregate sums of all rankings were used to determine the most impacted areas, with lower scores signifying higher need. CIFD also used data from the L.A. Equity Index to further refine the analysis. The L.A. Equity Index highlights existing disparities and barriers to opportunities within identified communities by analyzing four key determinants:

- Socioeconomic
- Environmental
- Educational
- Access to resources

These determinants include the following metrics: ethnic composition, rent burden, poverty level, homeownership, air quality, closeness to toxic releases, traffic density, education level, access to internet, food, and health insurance.

2) Planning - In December 2022, CIFD released a Request for Proposal (RFP) to solicit proposals from qualified, community-based, non-profit organizations to operate FamilySource Centers (FSC) in areas identified as having the greatest need based on data from the 2016-2020 American Community Survey (ACS) and L.A. Equity Index data.. The core services to be provided are based on a community needs assessment and feedback from over 1,200 community surveys.

3) Implement - CIFD intends to continue with its place-based model but refine it to better respond to the evolving needs of Angelenos by integrating the Solid Ground Homelessness Prevention Program into the FSS. CIFD intends to expand the FSS from 16 to 20 FSCs, and recommends an increase in the contract award to expand services by providing emergency financial assistance for rent, utilities, and other basic needs; and, address pay equity by ensuring FSC staff are paid a living wage and are not themselves experiencing poverty wages.

4) Achievement of Results - City's expectations of each provider, is to serve 1,000 unduplicated households, comprising a minimum of 2,600 individuals annually.

5) Evaluation - The evaluation of the program expanded to include 20 FSCs, and funding was secured for a third-party evaluator to conduct further assessments. This expansion and involvement of an external evaluator demonstrate the program's effectiveness and commitment to ongoing improvement.

Response and Community Awareness

Diversity, Equity, and Inclusion

1. Does your agency have Diversity, Equity, and Inclusion (DEI) programs in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures, and sexual orientations?

Yes
No

2. If yes, please describe.

Within the FSS, no person shall on the grounds of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief be excluded from participation in, be denied the benefit of, or be subjected to discrimination under the program/project.

The department's current familiarity with the needs of the immigrant communities will be enhanced through the development of the Office of Immigrant Inclusion and Language Access (OIILA) within CIFD . OIILA will collaborate closely with the Mayor's Office of Immigrant Affairs to greatly enhance the ability of current staff and contractors to respond to the needs of immigrants. OIILA will remain current on applicable government legislation and policies, financial assistance through public and private resources, provide or identify training to staff and contractors, and identify credible resources allowing informed referral to services to the communities identified as high need and underrepresented: Afghanistan, Ukraine, Africa, Haiti, and Dominican Republic.

In order to further secure language accessibility for immigrant communities, CIFD has procured FamilySource Center (FSC) operators (subcontractors) who shall provide services in English, Spanish, Korean, Armenian, Chinese, Filipino/Tagalog, Farsi (Persian), Russian, Vietnamese, Japanese, Thai, Arabic, Hindi, Bengali, Khmer/Cambodian. For these languages, FSS centers must: provide visible, in-person and online translated written notice of the person's right to language access services; be responsive to English Language Learners' (ELL) requests for language access; provide translation for all vital documents; ensure targeted outreach of services, programs, and events; be prepared to provide interpretation in these languages at all public events in response to advance requests submitted; procure vendors who can provide services in these languages; and, prioritize the hiring of bilingual/multilingual staff in these languages.

3. Does your agency have Diversity, Equity and Inclusion (DEI) policies in place that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations?

Yes

No

4. If yes, please describe.

People of color experience poverty at higher rates, and experienced disproportionate impacts of the pandemic. Prior to the pandemic, Angelenos in poverty struggled to meet rent, basic needs, and lacked the resources to endure a financial setback. Now, many Angelenos are still unable to make payments on their debt, utilities, rent or mortgage; and, many are still struggling to secure food for themselves and their families. In order to help reverse decades of economic and racial inequality that marginalize low-income people of color, CIFD has established the Office of Community Wealth to focus on initiatives that can point the way towards a more equitable and prosperous future, including advancing policies for economic justice, providing tools for asset building, and adding professional financial coaches to the City's FamilySource Centers whose clients are primarily BIPOC communities.

CIFD will provide standardized 1:1 financial coaching at 100% of the FSS centers; create tools and outreach to increase FSS center client banking connections by 20%; apply to state CDSS Request For Proposal (RFP) to secure a second Guaranteed Basic Income pilot; increase the number of families receiving financial coaching at FSS centers from 5% to 25%; incorporate racial equity in the City's annual Poverty Summit; and, establish a process to disaggregate financial coaching data by race to inform outreach and curriculum development.

In accordance with the City's Executive Directive No. 32, CIFD has established a new Office of Immigrant Inclusion and Language Access (OIIA) to oversee Represent L.A., a new program which will ensure services are reaching a diverse network of immigrant populations. OIIA shall increase in-person and written translation availability services, create standards for contracted translation services, and track the utilization of translation services.

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? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.

Yes

No

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

CIFD last updated its Continuity of Operations Plan (COOP) and Department Emergency Plan

(DEP) on January 31, 2023.

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

The Emergency Management Department leads the City's efforts to ensure departmental essential functions continue to resume or operate within 12 hours. CIFD plans to maintain these essential functions until normal operations resume or for a period of up to 30 days. Essential Functions as defined by national COOP guidance are those critical functions of the City. All additional functions not deemed essential shall remain suspended until normal operations can resume.

In addition to respective department essential functions, all non-sworn employees are Disaster Service Workers (DSWs). Supporting the DSW program after a significant City emergency is an essential function for all departments. Those departments declaring no identified essential functions will utilize their staffing, expertise and skill set throughout the City to assist overall City continuity efforts. DSWs will be assigned to support functions throughout the City through coordination with the Personnel Department.

CIFD has identified FSS programming as a critical function to be immediately restored after a disruption of normal activities.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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.

- 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.**

For MSFW Agencies Only

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

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

Organizational Standards

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.

Standard 1.3 (Private) The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

Standard 1.3 (Public) The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.

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

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 4.1 (Private) 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.

Standard 4.1 (Public) 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.

Appendix A

Post on April 11, 2023 on CIFD Website, <https://communityinvestmentforfamilies.org/>



City of Los Angeles Community Action Board (CAB) NOTICE OF PUBLIC HEARING

Community Action Plan 2024-2025
Thursday, May 11, 2023
6:00 p.m.

Meeting Held Via Zoom Teleconferencing

Join Zoom Meeting

[Click Here to Join](#)

Meeting ID: 695 112 4591

Passcode: 895520

Call in: 669-900-6833, press * 895520 #

Public comment and input is solicited for the draft Community Action Plan (CAP) for the City of Los Angeles. The CAP is submitted to the State of California to receive Community Services Block Grant (CSBG) funds. CSBG funds provide services for low-income families and individuals throughout the City of Los Angeles most affected by poverty. This draft plan will be implemented for Program Year 2024-2025.

Comment period open Wednesday, April 26, 2023 through Thursday, May 11, 2023

The draft Community Action Plan is available for review as of Tuesday, April 11, 2023 on www.communityinvestmentforfamilies.org

To submit written public comments about the Community Action Plan, or to receive a copy of the draft CAP to your email, please contact CIFD.info@lacity.org or submit to the mailing address below. Public comment must be received on or before May 11, 2023.

Community Action Plan Public Comments
c/o Community Action Board
1200 W. 7th Street, 4th Floor
Los Angeles, CA 90017

The final plan will be presented to the Community Action Board May 18, 2023.



City of Los Angeles Community Action Board (CAB) NOTIFICACIÓN DE AUDIENCIA PÚBLICA

Plan de Acción Comunitaria 2024-2025
jueves 11 de mayo 11 del 2023
6:00 p.m.

Reunion sera por teleconferencia Zoom

[Haga clic aquí para acceder a la junta](#)

Meeting ID (Identificación de junta): 695 112 4591

Passcode (Contraseña): 895520

Número para asistir a la junta por teléfono: 669-900-6833, presione * 895520 #

Comentario público y sugerencias son solicitadas para el informe preliminar del Plan de Acción Comunitaria (CAP por sus siglas en inglés) para la Ciudad de Los Angeles. El CAP es sometido al Estado de California para recibir fondos del Subsidio en Bloque para Servicios Comunitarios (CSBG por sus siglas en inglés). Los subsidios CSBG proveen servicios para familias e individuos de bajos ingresos más afectados por la pobreza en la ciudad de Los Angeles. Este informe preliminar será implementado durante el Año de Programa 2024-2025.

El periodo de comentario será del Miercoles 26 de abril al jueves 11 de mayo del 2023

El informe preliminar del Plan de Acción Comunitaria está disponible para su revisión a partir del martes 11 de mayo 2023 en www.communityinvestmentforfamilies.org

Para someter comentarios y sugerencias por escrito, o para recibir una copia del informe preliminar CAP por correo electrónico, por favor contacte a CIFD.info@lacity.org o mande sus comentarios a la dirección a continuación. El comentario público debe ser recibido antes de o el 11 de mayo de 2023.

Community Action Plan Public Comments
c/o Community Action Board
1200 W. 7th Street, 4th Floor
Los Angeles, CA 90017

El plan final será presentado a la Junta de Acción Comunitaria el 18 de mayo de 2023.



Maribel Ulloa <maribel.ulloa@lacity.org>

CAP Public Hearing 2024/2025

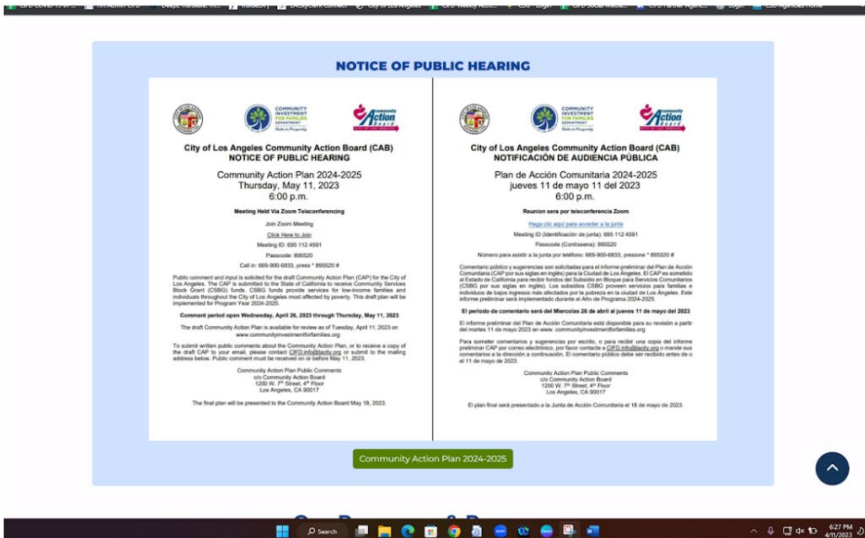
5 messages

Maribel Ulloa <maribel.ulloa@lacity.org>

To: Maribel Ulloa <maribel.ulloa@lacity.org>

Cc: Sofia Zavala <sofia.zavala@lacity.org>

Tue, Apr 11, 2023 at 6:27 PM



6:26



communityinvestmentforfamilies.org

Posted on 03/21/2023

See More

NOTICE OF PUBLIC HEARING

6:26




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Posted on 03/21/2023

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NOTICE OF PUBLIC HEARING

   <p>City of Los Angeles Community Action Board (CAB) City of Los Angeles</p> <p>Community Action Plan 2024-2025 Thursday, April 11, 2023 6:00 p.m.</p> <p>Meeting Information: Meeting Location: Board Room Meeting Address: 100 N. Main Street, 10th Floor Los Angeles, CA 90012</p> <p>Meeting Agenda: 1. Call to Order 2. Approval of Agenda 3. Presentation and Public Comment on the Draft Community Action Plan 2024-2025 4. Public Hearing 5. Public Comment 6. Board Discussion and Action 7. Meeting Adjourns</p> <p>For more information, please contact: CAB Secretary: Sofia Zavala Phone: (213) 473-8300 Email: sofia.zavala@lacity.org</p>	   <p>City of Los Angeles Community Action Board (CAB) City of Los Angeles</p> <p>Plan de Acción Comunitaria 2024-2025 jueves 11 de abril de 2023 6:00 p.m.</p> <p>Información de la Reunión: Ubicación de la Reunión: Sala de Reuniones Dirección de la Reunión: 100 N. Main Street, 10th Floor Los Angeles, CA 90012</p> <p>Orden del Día: 1. Llamada de Orden 2. Aprobación del Orden del Día 3. Presentación y Comentarios Públicos sobre el Proyecto de Plan de Acción Comunitaria 2024-2025 4. Audiencia Pública 5. Comentarios Públicos 6. Discusión y Acción del Consejo 7. Cierre de la Reunión</p> <p>Para más información, por favor contacte: Secretaria del CAB: Sofia Zavala Teléfono: (213) 473-8300 Correo Electrónico: sofia.zavala@lacity.org</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Community Action Plan 2024-2025

Our Program Resources

On May 1, 2023 an additional time slot was added to the Public Hearing



Sofia Zavala

to me

Hi Maribel,




Sharing the screenshot of the updated website.

Sofia

One attachment • Scanned by Gmail



NOTICE OF PUBLIC HEARING



City of Los Angeles Community Action Board (CAB)
NOTICE OF PUBLIC HEARING

Community Action Plan 2024-2025
Thursday, May 11, 2023
10:00 a.m. & 6:00 p.m.

Meeting Held Via Zoom Teleconferencing

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c/o Community Action Board
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City of Los Angeles Community Action Board (CAB)
NOTIFICACIÓN DE AUDIENCIA PÚBLICA

Plan de Acción Comunitaria 2024-2025
jueves 11 de mayo 11 del 2023
10:00 a.m. & 6:00 p.m.

Reunion sera por teleconferencia Zoom

[Haga clic aquí para acceder a la junta](#)
Meeting ID (Identificación de junta): 695 112 4591
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Community Action Plan Public Comments
c/o Community Action Board
1200 W. 7th Street, 4th Floor
Los Angeles, CA 90017

El plan final será presentado a la Junta de Acción Comunitaria el 18 de mayo de 2023.

Community Action Plan 2024-2025



4:06 PM 5/1/2023

Social Media Posting, CIFD Instagram



English and Spanish Public Hearing Flyers Distributed to 16 FamilySource Centers



Maribel Ulloa <maribel.ulloa@lacity.org>

Executive Directors Meeting Deliverables - April 27, 2023

1 message
 Janice Tucker <janice.tucker@lacity.org>
 Cc: Jacqueline Rodriguez <jacqueline.rodriguez@lacity.org>, Olivia Mitchell <olivia.mitchell@lacity.org>, Maribel Ulloa <maribel.ulloa@lacity.org>, Maria Gomez <maria.gomez@lacity.org>, Sandra Cervantes <sandra.cervantes@lacity.org>, Amanda Leal <amanda.lea@lacity.org>, Madelyn Molina <madelyn.molina@lacity.org>, Patrice Thomas <patrice.thomas@lacity.org>, Tammy Tong <tammy.tong@lacity.org>, Claudia Castillo <claudia.castillo@lacity.org>, Daisy Guerra <daisy.guerra@lacity.org>
 Tue, May 2, 2023 at 3:44 PM

Good Afternoon,

Thank you all for joining us at the FSC Executive Directors' meeting.
 Please find the attached deliverables that were discussed at the meeting.

- Here is what is included:
1. LAUSD Powerpoint
 2. LAUSD PSA Progress Report
 3. [Community Action Month Toolkit Link](#)
 4. Community Action Hearing on Zoom May 11, 2023
 5. Fall and Spring Satisfaction Survey
 6. Corrected HPP Scorecard
 7. [Mad City Money Financial Skills Registration Link and Flyer](#)

Please let us know if we left out any information or if you have any additional questions.

Thank you,

Janice Tucker | She, Her, Hers
 Community Investment for Families Department
 1200 W. 7th St., 4th Floor, Suite 410
 Los Angeles, CA 90017
 ☎: 213.645.9283 | ✉: janice.tucker@lacity.org



- 7 attachments
- FamilySource Center Fall 2022 Customer Service Surveys.pdf (123K)
 - FamilySource Center Spring 2023 Customer Service Surveys.pdf (124K)
 - Com Action Plan Public Posting Final-Remediated (update) (1).pdf (209K)
 - FSC_PSA Assessment Chart_Feb 2023.pdf (87K)
 - FSC Director's Meeting April 27th_PSA Updates.pptx

Janice Tucker
to Jacqueline, Olivia, me, Maria, Sandra, Daisy, Amanda, Madelyn, Patrice, Tammy ▾

📧 Wed, May 10, 2:43 PM (4 days ago) ☆ ↶ ⋮

Good Afternoon,

Hope everyone is having a great week!!!

This is a friendly reminder that the **Community** Action Plan Notice of Public Hearing is scheduled for this Thursday, May 11, 2023 at 10:00 a.m. and 6:00 p.m.

A copy of the **Community Action Plan** is available on the **Community** Investment for Families website. The plan can be found if you scroll to the next image.

Please find the attached PDF and I have inserted a link for your convenience.

Thank you,

--
Janice Tucker | She, Her, Hers
Community Investment for Families Department
1200 W. 7th St., 4th Floor, Suite 410
Los Angeles, CA 90017
📞: 213.645.9283 | ✉️: janice_tucker@lacity.org



One attachment • Scanned by Gmail ⓘ



Appendix B

Low-Income Testimony and Agency's Response

Low-Income Testimony & Agency Response (10AM Public Hearing)

Name	Time Stamp	Verbatim Testimony
Pablo Escobar, 1736 FCC	0:13:10	Hello. Good Morning. My Name is Pablo Escobar from 1736 Family Crisis Center, and I was wondering what is going to be done with the FSC specifically in the map 8 that doesn't have a provider at this time. So that is a specific question related to I believe our FSC RFP. Right. What we're doing today is actually looking at the Community Action Plan that we're submitting to our funder. That mapping is a question that I don't think that we could speak about because the topic today is about our community action plan and the prioritization of services and deliveries that we intend to do moving forward. But I'm happy to reach out to you specifically. Ok. I would appreciate that very much. Sure. You have my contact information? Yes. Yeah. Thank you Maribel.

<p>Julio Ramos, APCC</p>	<p>0:14:49</p>	<p>Yes! Good Morning. I was trying to click on the video but it won't allow me. But that's ok. So just to be clear. So is this the final report that will be submitted? I mean, this is it? Right? That has been collected and submitted to the funders? No. This is the draft. So this is an opportunity for us to gather public comment if there's anything that we've missed with our data collection. If there's any other services, any other needs that you've observed or you would like to provide any feedback on the plan, this is an opportunity to do so at this time. Well just to comment. I'm kinda surprised that we don't have, like you said, childcare was not one of the needs that people actually suggested and I'm surprised that it didn't make it to the plan. I don't know what else we can do but I know that it's a much needed. I mean it's a need in the community but it just didn't make it. So that's just a comment. Thank you. Appreciate that. Anyone else? Jackie.</p>
<p>Jacqueline Rodriguez, CIFD</p>	<p>0:16:12</p>	<p>Hi Everyone. I'm sorry I'm off camera. Julio, for your question on childcare, I will just kinda go a little step further. I didn't...I believe we identified the top 4 needs in the community. Childcare was ranked, but it was lower down on the list, so it is a strong...it is still a strong need in the community. As a matter of fact, our department has a new childcare initiative program, which we will be happy to share more information. There's some on our website but we can provide that to all of the FSCs and anybody of the members of the public. That would be great. Thank you.</p>
<p>(Madelyn, CIFD, reading the chat for Stephanie Taylor, Veteran Social Services Inc.)</p>	<p>0:17:00</p>	<p>And we received a question in the chat from Stephanie Taylor. "Hi I'm Stephanie Taylor I work for Veteran Social Services Inc. as the only state certified Non Profit Veteran Social Services, what is the homeless Veteran families plan?" And then there was a link to veteran social services. So when...and specifically, our information in our surveys did not specifically ask about specific veteran services, and this didn't come up, and there was a space for other on several of the information in the data collected. Also when we look at our data from our providers, we get less than 1%. I'd have to double-check but we don't serve a veteran population either. That doesn't mean that they aren't eligible for the services, but that was not something that has come up. So as far as what the homeless veteran family plan is, I don't know if we can speak about that because it doesn't come up in our ranking.</p>

<p>(Madelyn, CIFD, reading the chat for Leticia Ortiz Gonzalez, APCC)</p>	<p>0:18:33</p>	<p>We have an additional comment in the chat from Leticia Ortiz Gonzalez to everyone, "Glad to see housing is one of the priorities."</p>
<p>Maribel Ulloa, CIFD</p>	<p>0:18:44</p>	<p>Thank you. And I invite Stephanie Taylor, if you're on, if you would like to speak a little bit more about that?</p>
<p>Stephanie Taylor, Veteran Social Services</p>	<p>0:19:03</p>	<p>My apologies, I have my grandson today so I'm working from home , so if you hear movement in the background that's only because he's here. So, yes. I'm the COO of Veteran's Social Services. We are actually the only certified in VSA so we could ask for the block grant specifically, directly to the state, but we're trying to join in a community aspect and unfortunately, we didn't get an opportunity to respond in the survey, but we have all of our qualifications. We have tons of masters agreements in all the places where we're supposed to. Now I do understand that most people at most organizations in most places believe that the VA takes care of the veterans. There are some veterans who do not qualify for VA benefits and those are the ones that are within the County's responsibility and the City's responsibility. So, if Maribel, we can talk another time and get some more logistics and then we can see how we can interact and build that coalition and partnership, especially because we are the only state certified and with our 25% that we get from state funding, it would allow the block grant to expand in those places for those homeless veteran women and children, and men whose have children as well and raising them solely and need some extra help. So, but thank you guys for giving me this opportunity to even speak on it. I look forward to our conversation.</p> <p>Thank you. And thank you for sharing your website. I'll make sure to follow up and provide you with more information and resources, not just on our FamilySource Centers, so you can connect any veterans that you have within your system who meet the eligibility criteria, but also to give you additional information on how to sign up to get information when procurement does come up for any programs in the city, so that you're at least connected and well informed.</p>

		Ok. anyone else? Seeing no other comments at this time and I don't see anyone else in the waiting room. Madelyn do you see anyone else waiting? I don't either. Oh, Julio.
Julio Ramos, APCC	0:20:48	<p>Okay. Are we getting copies of this report though, eventually?</p> <p>Absolutely. So, that's a great question. So, the report is due at the end of June. So once the report has been finalized, so right now like I mentioned, this is a draft, so once the report, the Community Action Plan has been finalized, we will share that with all of our providers, and we will also post it on our website so that it is available to the community as well. So we will have that available. That's a really great point. Ok. And the meeting today at 6 o'clock, will that be a repeat of this meeting? That will be a repeat of today.</p> <p>Correct. Ok. Thank you. Thank you.</p>

Low-Income Testimony & Agency Response (6:00 PM Public Hearing)

Name	Time Stamp	Verbatim Testimony
[Lori Calvillo]	18:37:34	So my name's Lori, and I just wanted to share. That was very informative, and I really liked seeing just a whole overview of being able to see the bigger picture of everything and just the high need to better understand the trends that we're seeing. So thank you for that.
[Stephanie Taylor]	18:38:49	Good evening. I was looking at the statistics, and when there were the black, indigenous people of color. I believe that was the so. How is that determined? Is that African Americans and inclusive, and everyone's included in that. Or is there an actual breakdown of races? So, we do have a breakdown of races, but the data points vary. What is collected in our database, in the needs assessment, and client satisfaction surveys all vary, so it made better sense for us. With the Community Action Plan, as well as for this meeting, to be

able to demonstrate the minority population that we serve within the city, and who was also surveyed. I have a follow-up question. Okay, so when you're talking about communities, because we do know that collectively, communities can be kind of alert. And so when there's a particular need for a particular demographic, especially in the city of Los Angeles, then how is it determined that the majority of the minority gets the attention. How is that rectified? So we looked at our heat map to determine the areas, and that we target those high need areas and let me go back to those areas. And let me pull it up again, as I mentioned about our LA index. The LA Equity Index looked at social, economic, environmental, education, and access to resources. But I'd have to check the LA index to see if there is something specific about race in regards to what is collected. I know that when we were analyzing it, like I mentioned, because of the variation in the different data collection, we put it together as a black, indigenous people of color. Yes, thank you. I wouldn't love to have that information. Of course, do you have our website? That was where we posted information on the public hearing. If you reach out to that email, we can make sure that we get this information out to you. Yeah, I was on the 10:00 o'clock call as well. Oh, perfect! Stephanie, thank you, I wasn't sure if it was the same person. Yes. Okay, perfect. Thank you so much for joining us again. I will get that out to you, I'll get that information out, and I think that any questions that we may have we may need to post as well publicly, we'll have that on the website but I'll make sure to get that out. Okay perfect. That's a great question. Thank you.

[Tammy Membreno]

18:42:34

Hi Maribel. Yes, we have a question here. If you could please state your name. Oh! Hi! Tammy! Membreno. So we have a question here regarding the map. Yes. Is there another website? Is there a website where we can get it a little bigger? So that folks here, they were just asking to see where. We are streaming this for some of our families. So we're like they're asking if the map cause they they can't see the map. Got it. I tried my copy, but it's too small. Of course. Sure. Could you tell us, could you share how many families you have at your center that are also participating today? We have 3 families that are here. Perfect, I'm more than happy to share this information with you. I'll have to look for the link, and I can provide that as well. It is through the LA Equity Index that is done by the Controller's office. Okay. So that actually, provides a little bit more layers of information as well. Yeah. talked broad strokes,, but it does provide a bit more details. And you can actually interact with the map. Yeah, yeah, they just want to see where instead, I know, sort of

like wasn't, and what layers and all of that. So, Thank you. Yes, absolutely. I completely agree. It's a really great map. Thank you.

Appendix C

Youth Programming Survey Flyer



5/31/22, 10:01 AM

City of Los Angeles Mail - [TEST EMAIL] Make a Difference in your Community! Fill out our Survey!



Maribel Ulloa <maribel.ulloa@lacity.org>

[TEST EMAIL] Make a Difference in your Community! Fill out our Survey!

3 messages

CIFD FamilySource <cifd-familysource@lacity.org>
Bcc: maribel.ulloa@lacity.org

Mon, May 30, 2022 at 10:40 AM

[Hi all! This email is a test to make sure the surveys are working properly before we send them to the full email list. Please feel free to scan the QR code, follow the link, and fill out the survey to make sure it is working. If you encounter any issues, please let us know by responding to this email and we will address them before sending out the official email. Thanks in advance!]

Hello!

Interested in making a change in your community? Please take 2 minutes to fill out this short survey!

Currently, the Community Investment for Families Department is collecting information to redesign the services we offer. Feel free to forward this to any peers or friends who may be interested!

Fill out the survey here (or using to QR code below): [Youth Center Survey](#).



SCAN ME

*This survey is completely anonymous, and we appreciate any and all opinions or thoughts you would like to share!

**If you need this survey in a different language, please feel free to email us at: cifd-familysource@lacity.org and we would be happy to send the survey to you in another language.

Thank you in advance!

The Community Investment for Families Department
La4families.org

Youth Programming Survey

Thank you for taking the time to fill out this form! Your answers will be anonymous, and will be used to help us improve our centers to better serve you!

1. Are you familiar with the FamilySource Center's youth programs and the services they offer?

- a. Yes
- b. No
- c. I don't know

2. If yes, how did you first hear about the FamilySource Center's youth programs?

- a. School
- b. Community organization / Non-profit
- c. Faith-based organization
- d. Family and friends
- e. Social media
- f. Other:

3. What services do you need the most from a youth program?

- a. College Prep Workshops
- b. Tutoring / Homework Assistance
- c. Mentoring
- g. Other:

- d. Art and Cultural Activities
- e. Youth Employment
- f. Financial Education

4. What is your biggest technological need?

- a. Computer Access
- b. Internet
- c. Software (e.g. excel, powerpoint, etc.)

- d. Personal Computer
- e. Other:

5. What are your top 2 biggest roadblock when thinking about applying to college? (select 2)

- a. Financial assistance (scholarships, grants, loans, work)
- b. Application process
- c. Requirements (grades, activities, specific classes, letters of recommendation)
- d. Other:

6. When applying to jobs, what are your 2 biggest challenges? (select 2)

- a. Finding a job
- b. Selecting a job
- c. Application Process
- d. What I should consider in selecting a job (working hours, conditions, transportation, duties/responsibilities, benefits)

- e. Interviewing
- f. LinkedIn
- g. References
- h. Other:

7. Which 2 of the following financial-related subjects would you like to learn more about? (Select 2)

- a. Investing
- b. Filing taxes
- c. Budgeting and saving
- d. Student loans
- e. General borrowing (other types of loans)
- f. Credit Score and Debt

- g. Opening a savings/checking account
- h. Direct deposit
- i. Information and cautions on debit and credit cards and the differences

8. What have been you or your family's top 3 biggest needs over the past 12 months? (Select 3)

- a. Access to food
- b. Housing/rental assistance
- c. Reducing utility costs
- d. Help to pay utility bills
- e. Increasing income
- f. Help with accessing public resources and benefits
- g. Parenting support and education
- h. Child care
- i. Learning English (Speaking, reading, and writing)

- j. Locating translation services
- k. Help with Immigration services
- l. Legal services
- m. Medical, dental and/or vision care
- n. Mental health services
- o. Individual/family counseling
- p. Drug/alcohol abuse counseling
- q. Other:

9. If you could design your own youth center, what would it include?

- a. Snacks
- b. Workshops (college applications, financial literacy, navigating family dynamics, role and responsibilities in family/home, etc.)

- c. Space for Physical Activity
- d. Game Room
- e. Other:

10. What level of school are you in?

- a. Elementary School
- b. Not attending
- c. Middle school

- d. High School
- e. College or career

11. Which of the following race or ethnic groups do you identify with? (Mark all that apply)

- a. Black/African American/African
- b. White/Caucasian/European
- c. Asian American/Pacific Islander/Asian
- d. Hispanic/Latino/Latina/Latinx

- e. Native American/American Indian/Indigenous/Alaskan Native
- f. Prefer not to answer
- g. Other:

12. What gender do you identify with?

- a. Male
- b. Female
- c. Nonbinary

- d. Prefer not to answer
- e. Other

13. Do you identify as LGBTQ+?

- a. Yes
- b. No

- c. Prefer not to answer
- d. Other:

14. Is there any additional feedback you would like to share?

Community Stakeholders Survey Flyer



The flyer is a colorful graphic with a purple and yellow background. At the top left, it says "SHARE Your Feedback" in white and yellow text. To the right, a teal circle contains the text "Responses Requested by: Aug 19th". Below this, there are two circular photos: one of a woman and a young girl looking at a piggy bank, and another of a woman and a young girl smiling together. The text in the center reads: "The City of Los Angeles Community Investment for Families Department wants to design programs to meet your family's needs. Please complete the survey to share your thoughts." At the bottom, there is a row of ten QR codes, each with a small icon and a language label: English, Español, 中国人 (Chinese), 한국어 (Korean), Tagalog, తెలుగు (Telugu), فارسی (Farsi), русский (Russian), and Գարեբեկ (Armenian). The bottom of the flyer features logos for "family", "COMMUNITY INVESTMENT DEPARTMENT", and "Action Center", along with social media icons for LAAfamilies.org, @CIFDLA, and @CIFDLA.

English Español 中国人 한국어 Tagalog ไทย ภาษาไทย فارسی русский հայերեն




LA4Families.org @CIFDLA @CIFDLA @CIFDLA

Community Stakeholders Survey

Thank you for taking the time to fill out this form! Below you will find questions about our FamilySource Centers so that we can improve the services we offer.

1. Are you familiar with the City's FamilySource Center and the services they provide?
 - a. Yes
 - b. No

2. What has been your family's biggest need over the past 12 months?

<ol style="list-style-type: none"> a. Access to food b. Housing/rental assistance c. Reducing utility costs d. Help to pay utility bills e. Increasing income f. Help with managing money g. Help with opening a checking or savings account h. Help with credit card or loan debt i. Help with completing tax return j. Help with completing an Individual Taxpayer Identification Number (ITIN) application k. Help with accessing the California Earned Income Tax Credit, Federal Earned Income Tax Credit, Young Child Tax Credit, Child Tax Credit or other tax credits l. Help with accessing public benefits m. Parenting support and education 	<ol style="list-style-type: none"> n. Child care o. Tutoring/homework assistance for child p. Programs for youth/teens q. Youth leadership r. College preparation s. Paying for college/higher education t. Finding a job u. Job training v. Learning English w. Locating translation services x. Immigration services y. Legal services z. Medical, dental and/or vision care aa. Mental health services bb. Individual/family counseling cc. Drug/alcohol abuse counseling dd. Other:
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2. Which three items from the list below are the most important needs for you and your family?

<ol style="list-style-type: none"> ee. Access to food ff. Housing/rental assistance gg. Reducing utility costs hh. Help to pay utility bills ii. Increasing income jj. Help with managing money kk. Help with opening a checking or savings account ll. Help with credit card or loan debt mm. Help with completing tax return nn. Help with completing an Individual Taxpayer Identification Number (ITIN) application 	<ol style="list-style-type: none"> oo. Help with accessing the California Earned Income Tax Credit, Federal Earned Income Tax Credit, Young Child Tax Credit, Child Tax Credit or other tax credits pp. Help with accessing public benefits qq. Parenting support and education rr. Child care ss. Tutoring/homework assistance for child tt. Programs for youth/teens uu. Youth leadership vv. College preparation ww. Paying for college/higher education
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- xx. Finding a job
- yy. Job training
- zz. Learning English
- aaa. Locating translation services
- bbb. Immigration services
- ccc. Legal services

- ddd. Medical, dental and/or vision care
- eee. Mental health services
- fff. Individual/family counseling
- ggg. Drug/alcohol abuse counseling
- hhh. Other:

3. What agencies do you use to access services and what type of services?

4. What age group do you fall under?

- a. 19 and younger
- b. 20-29
- c. 30-39
- d. 40-49
- e. 50-59
- f. 60-69
- g. 70+

5. Which of the following race or ethnic groups do you identify with? (Mark all that apply)

- a. Black/African American/African
- b. White/Caucasian/European
- c. Asian American/Pacific Islander/Asian
- d. Hispanic/Latino/Latina/Latinx
- e. Native American/American
- f. Indian/Indigenous/Alaskan Native
- g. Prefer not to answer
- h. Other:

6. What is your gender?

- i. Male
- j. Female
- k. Nonbinary
- l. Prefer not to answer
- m. Other:

6. Do you identify as LGBTQ+?

- a. Yes
- b. No
- c. Prefer not to answer
- d. Other:

7. Is there any additional feedback you would like to share?

First page of Community Stakeholders Survey in additional languages

Armenian

Chinese



Community Stakeholders



Community Stakeholders



Համայնքային Շահագրգիռ Կազմակերպությունների Հարցում

Շնորհակալություն այս ձևաթուղթը լրացնելու նպատակով ժամանակ ընձեռնելու համար! Ստորև ներկայացված են մեր FamilySource-ի Կենտրոնների վերաբերյալ այն հարցերը, որոնց պատասխանների միջոցով մենք կկարողանանք բարելավել մեր կողմից առաջարկվող ծառայությունները:

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. Դուք ծանոթ ե՞ք Զաղաքապետարանի FamilySource Կենտրոնին, և նրանց կողմից տրամադրվող ծառայություններին:

- a. Այո
- b. Ոչ

2. Ո՞րն է եղել Ձեր ընտանիքի ամենաառաջնահերթ կարիքը վերջին 12 ամիսների ընթացքում:

- a. Անուկը ձեռք բերելու կարիքը
- b. Բնակարանային/վարձակալության հարցում աջակցության կարիքը
- c. Կոմունալ ծառայությունների գների նվազեցման կարիքը
- d. Կոմունալ ծառայությունների վարձերը վճարելու հարցում օգնության կարիքը
- e. Եկամուտներն ավելացնելու կարիքը
- f. Դրամական միջոցները կառավարելու կարիքը
- g. Չեջային կամ ինստիտուցիոնալ բանկային հաշիվներ բացելու հարցում օգնության կարիքը

社区权益人问答卷

感谢您花时间填写这份表格！以下是相关你们家庭资源中心的问题，以便我们可以改善我们提供的服务。

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. 你是否熟悉市的家庭资源中心以及它们提供的服务？

- a. 是
- b. 否

2. 过去12个月你们家最大的需求是什么？

- a. 获取食物
- b. 房屋或租金协助
- c. 减少水电费开销
- d. 帮助支付水电费
- e. 增加收入
- f. 帮助管理金钱
- g. 帮助开支票或储蓄账户
- h. 帮助信用卡或贷款欠债
- i. 帮助完成税务申报
- j. 帮助完成个人纳税识别号(ITIN)申请

Farsi



Korean

Community Stakeholders



Community Stakeholders



نظر سنجی ذینفعان جامعه

ما پیدا خواهیم کرد تا بتوانیم خدمات ارائه شده را FamilySource از اینکه برای پر کردن این فرم وقت گذاشتید متشکریم! در زیر سؤالی درباره مراکز بهبود بخشیم.

Email *

Valid email

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커뮤니티 이해관계자 설문조사

시간을 내어 본 양식을 작성해 주셔서 감사합니다! 이어지는 질문은 패밀리소스 가정지원 센터에서 제공하는 서비스를 개선하기 위해 준비되었습니다.

Email *

Valid email

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1. کانون منبع خانواده شهر (و خدماتی که ارائه می دهد آشنا هستید؟) Center FamilySource آیا یا .

بله. a

خیر. b

1. 당신은 시의 패밀리소스 센터 및 제공 서비스에 대해 잘 알고 있습니까?

2. بزرگترین نیاز خانواده شما در طول 12 ماه گذشته چه بوده است؟

b. مسکن / کمک اجاره

c. کاهش هزینه های آب و برق و گاز

d. کمک به پرداخت صورتحساب آب و برق و گاز

e. افزایش درآمد

f. کمک به مدیریت پول

g. کمک به باز کردن حساب جاری یا پس انداز در بانک

h. کمک با کارت اعتباری و یا بدهی وام

i. کمک به تکمیل اظهارنامه مالیاتی

j. کمک در تکمیل درخواست شماره شناسایی مالیات دهندگان فردی (ITIN)

k. کمک به دسترسی به اعتبار مالیات بر درآمد فرزند، اعتبار مالیاتی کودک خردسال، اعتبار مالیات بر...

2. 지난 12개월 동안 귀하의 가족에게 가장 필요한 한가지는 무엇이었습니까?

Russian

Spanish



Опрос Мнений Заинтересованных Сторон среди Населения

Спасибо Вам за то, что Вы нашли время, чтобы заполнить данную анкету! Ниже предлагаются вопросы, ответы на которые помогут нам улучшить качество услуг, которые мы предлагаем в нашем Центре помощи семьям.

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. Знакомы ли Вы с городскими Центрами помощи семьям (FamilySource Center) и услугами, которые в этих Центрах предоставляют?

a. Да

b. Нет

2. За последние 12 месяцев, в чем Ваша семья испытывала нужду больше всего?

a. Доступные продукты питания

b. Помощь в оплате жилья/помощь с квартирной платой

c. Снижение стоимости коммунальных услуг

d. Помощь в оплате коммунальных услуг

e. Увеличение дохода

f. Помощь в экономии денег

g. Помощь с открытием чекового или сберегательного счёта

h. Помощь в ликвидации долгов по кредитным картам или по ссудам



Encuesta de partes interesadas de la comunidad

¡Gracias por tomarse el tiempo para completar este formulario! A continuación encontrará preguntas sobre nuestros Centros FamilySource para que podamos mejorar los servicios que ofrecemos.

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. ¿Está familiarizado con el Centro FamilySource de la Ciudad y los servicios que brinda?

a. Sí

b. No

2. ¿Cuál ha sido la mayor necesidad de su familia en los últimos 12 meses?

a. Acceso a alimentos

b. Asistencia para vivienda/alquiler

c. Reducción de los costos de servicios públicos

d. Ayuda para pagar las facturas de servicios públicos

e. Aumento de ingresos

f. Ayuda con la administración del dinero

g. Ayuda para abrir una cuenta de cheques o de ahorros

h. Ayuda con la tarjeta de crédito o la deuda de préstamo

i. Ayuda para completar la declaración de impuestos

j. Ayuda para completar una solicitud de Número de Identificación de Contribuyente Individual (ITIN)





Survey ng mga Stakeholder sa Komunidad

Salamat sa paglalaan ng oras upang punan ang form na ito! Sa ibaba ay makikita mo ang mga tanong tungkol sa aming Mga FamilySource Centers upang mapabuti namin ang mga serbisyong inaalok namin.

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. Pamilyar ka ba sa FamilySource Center ng Lungsod at sa mga serbisyong ibinibigay nila?

- a. Oo
- b. Hindi

2. Ano ang pinakamalaking pangangailangan ng iyong pamilya sa nakalipas na 12 buwan?

- a. Access sa pagkain
- b. Tulong sa pabahay/paupa
- c. Pagbawas ng mga gastos sa utility
- d. Tulong sa pagbabayad ng mga utility bill
- e. Pagtaas ng kita
- f. Tulong sa pamamahala ng pera
- g. Tulong sa pagbubukas ng checking o savings account
- h. Tulong sa credit card o utang
- i. Tulong sa pagkumpleto ng buwis o tax return
- j. Tulong sa pagkumpleto ng aplikasyon ng Individual Taxpayer Identification Number (ITIN).

แบบสำรวจผู้มีส่วนได้ส่วนเสียในชุมชน

ขอขอบคุณที่คิดจะเวลารอกแบบฟอร์มนี้ ด้านล่างนี้เป็นคำถามเกี่ยวกับศูนย์ FamilySource Centers ของเราเพื่อให้เราสามารถปรับปรุงบริการต่าง ๆ ที่เราเสนอให้

Email *

Valid email

This form is collecting emails. [Change settings](#)

1. คุณรู้จักศูนย์ FamilySource Center ของเมืองและบริกรต่าง ๆ ที่ทางศูนย์เสนอให้หรือไม่

- a. ใช่
- b. ไม่ใช่

2. สิ่งที่คุณต้องการมากที่สุดในการมาคืออะไร

- a. การเข้าถึงอาหาร
- b. ความช่วยเหลือด้านที่พักอาศัย/ค่าเช่า
- c. การลดค่าใช้จ่ายด้านสาธารณูปโภค
- d. ความช่วยเหลือในการชำระค่าสาธารณูปโภค
- e. การเพิ่มรายได้
- f. ความช่วยเหลือในการบริหารจัดการด้านการเงิน
- g. ความช่วยเหลือในการเปิดบัญชีกระแสรายวันหรือบัญชีออมทรัพย์
- h. ความช่วยเหลือในเรื่องบัตรเครดิตหรือหนี้เงินกู้
- i. ความช่วยเหลือในการกรอกแบบแสดงรายการภาษีเงินได้

Thank you for taking the time to fill out this form! Below you will find questions about our FamilySource Centers so that we can improve the services we offer.

Here is a list of services we offer for reference throughout the survey:

- | | | |
|----------------------------------|------------------------|--------------------------------------------|
| Public Benefit Screening | Credit Building | English as a Second Language (ESL) Classes |
| Information and Referral | Income Tax Preparation | Food (food, diapers, etc.) |
| Case Management | Saving Programs | Microloans |
| Financial Education and Coaching | Adult Education | Leadership Training |
| | College Prep | Art & Cultural Activities |
| | | Emergency financial assistance (|

1. What FamilySource Center do you receive services from? (Select all that apply)

1736 Family Crisis Center	El Nido Family Centers – South LA
All Peoples Community Center	Latino Resource Organization
Barrio Action Youth and Family Center	New Economics for Women (NEW) – Canoga Park
Bresee Foundation	New Economics for Women (NEW) – Van Nuys
Central City Neighborhood Partners (CCNP)	The Children’s Collective, Inc.
El Centro de Ayuda	Toberman Neighborhood Center
El Centro del Pueblo	Volunteers of America Los Angeles
El Nido Family Centers – Pacoima	Watts Labor Community Action Committee (WLCAC)

2. What initially brought you to a FamilySource Center? (Select all that apply)

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| a. Access to food | o. Tutoring/homework assistance for child |
| b. Housing/rental assistance | p. Programs for youth/teens |
| c. Reducing utility costs | q. Youth leadership |
| d. Help to pay utility bills | r. College preparation |
| e. Increasing income | s. Paying for college/higher education |
| f. Help with managing money | t. Finding a job |
| g. Help with opening a checking or savings account | u. Job training |
| h. Help with credit card or loan debt | v. Learning English |
| i. Help with completing tax return | w. Locating translation services |
| j. Help with completing an Individual Taxpayer Identification Number (ITIN) application | x. Immigration services |
| k. Help with accessing the California Earned Income Tax Credit, Federal Earned Income Tax Credit, Young Child Tax Credit, Child Tax Credit or other tax credits | y. Legal services |
| l. Help with accessing public benefits | z. Medical, dental and/or vision care |
| m. Parenting support and education | aa. Mental health services |
| n. Child care | bb. Individual/family counseling |
| | cc. Drug/alcohol abuse counseling |
| | dd. Other: |

3. What FamilySource Center services have you found most helpful? (Select all that apply)


- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| a. Access to food | n. Child care |
| b. Housing/rental assistance | o. Tutoring/homework assistance for child |
| c. Reducing utility costs | p. Programs for youth/teens |
| d. Help to pay utility bills | q. Youth leadership |
| e. Increasing income | r. College preparation |
| f. Help with managing money | s. Paying for college/higher education |
| g. Help with opening a checking or savings account | t. Finding a job |
| h. Help with credit card or loan debt | u. Job training |
| i. Help with completing tax return | v. Learning English |
| j. Help with completing an Individual Taxpayer Identification Number (ITIN) application | w. Locating translation services |
| k. Help with accessing the California Earned Income Tax Credit, Federal Earned Income Tax Credit, Young Child Tax Credit, Child Tax Credit or other tax credits | x. Immigration services |
| l. Help with accessing public benefits | y. Legal services |
| m. Parenting support and education | z. Medical, dental and/or vision care |
| | aa. Mental health services |
| | bb. Individual/family counseling |
| | cc. Drug/alcohol abuse counseling |
| | dd. Other: |

4. If you have a child or children, what FamilySource Center service(s) have you found most helpful for your child/children?
- | | |
|---------------------------------|-------------------------|
| a. Childcare | e. Job training |
| b. Tutoring/Homework assistance | f. Finding a job |
| c. Youth leadership | g. Not Applicable (N/A) |
| d. College preparation | h. Other: |
5. Has the service(s) you and your family received improved your family's situation?
- | |
|--------|
| a. Yes |
| b. No |
6. If yes, how did the services change or improve your family's situation, and which services?
7. If not, how can services be improved to better help your family's situation, and which services?
8. Is there a service not offered at the FamilySource Centers that you would like to see offered for you and your family? If so, what service(s)?
9. If you are no longer a FamilySource Center customer, why did you stop using services?
10. What services do you receive outside of the FamilySource Center? (Select all that apply)
- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| a. Access to food | n. Child care |
| b. Housing/rental assistance | o. Tutoring/homework assistance for child |
| c. Reducing utility costs | p. Programs for youth/teens |
| d. Help to pay utility bills | q. Youth leadership |
| e. Increasing income | r. College preparation |
| f. Help with managing money | s. Paying for college/higher education |
| g. Help with opening a checking or savings account | t. Finding a job |
| h. Help with credit card or loan debt | u. Job training |
| i. Help with completing tax return | v. Learning English |
| j. Help with completing an Individual Taxpayer Identification Number (ITIN) application | w. Locating translation services |
| k. Help with accessing the California Earned Income Tax Credit, Federal Earned Income Tax Credit, Young Child Tax Credit, Child Tax Credit or other tax credits | x. Immigration services |
| l. Help with accessing public benefits | y. Legal services |
| m. Parenting support and education | z. Medical, dental and/or vision care |
| | aa. Mental health services |
| | bb. Individual/family counseling |
| | cc. Drug/alcohol abuse counseling |
| | dd. Other: |
11. What age group do you fall under?
- | | |
|-------------------|----------|
| a. 19 and younger | e. 50-59 |
| b. 20-29 | f. 60-69 |
| c. 30-39 | g. 70+ |
| d. 40-49 | |
12. Which of the following race or ethnic groups do you identify with? (Mark all that apply)
- | | |
|------------------------------------------|-------------------------------------|
| a. Black/African American/African | e. Native American/American |
| b. White/Caucasian/European | f. Indian/Indigenous/Alaskan Native |
| c. Asian American/Pacific Islander/Asian | g. Prefer not to answer |
| d. Hispanic/Latino/Latina/Latinx | h. Other: |
13. What is your gender?
- | | |
|--------------|-------------------------|
| a. Male | d. Prefer not to answer |
| b. Female | e. Other: |
| c. Nonbinary | |
14. Do you identify as LGBTQ+?
- | | |
|--------|-------------------------|
| a. Yes | c. Prefer not to answer |
| b. No | d. Other: |
| e. | |

15. Is there any additional feedback you would like to share?

First page of Community Stakeholders Survey in additional languages

Armenian



FamilySource Center /Ընտանեկան Կենտրոնի/ Չարքուն

Ընդհանրապես այս ծնաթուղթը լրացնելու նպատակով ժամանակ ընձեռնելու համար: Ստորև ներկայացված են մեր FamilySource Center-ի վերաբերյալ այն հարցերը, որոնք կնպաստեն մեր կողմից առաջարկված ծառայությունների բարելավմանը:

Ստորև ներկայացնում ենք ծառայությունների այն ցանկը, որոնք մենք առաջարկում ենք իզուաների համար ամբողջ Չարքուն ընթացքում:

- Պետական նպաստներից օսվելու իրավասության գնահատում
- Տեղեկատվության եւ Ուղեգրման ծառայություններ
- Գործակալություն
- Ֆինանսական Կրթություն եւ Վերապատրաստում
- Վարկային պատմության ստեղծում
- Եկամտահարկի փաստաթղթերի նախապատրաստում
- Ինայրդական միջոցների վերաբերյալ ծրագրեր
- Չափահասների կրթական ծառայություններ
- Համակարգչային դասընթացներ
- Անգլերենի դասընթացներ, որպես Երկրորդ լեզվի (ESL) դասընթացներ
- Աջակցություն նախքան աշխատանքի ընդունվելը եւ աշխատանքի անցելուց հետո
- Ներգաղթի ծառայություններ
- Ծնողական օգնության դասընթացներ
- Աջակցություն քոլեջ ընդունվելու համար նախապատրաստվելու համար
- Մասնավոր դասընթացների հարցում աջակցություն
- Մենթորինգի համար աջակցություն
- Ղեկավարման դասընթացներ
- Արվեստի եւ մշակութային գործունեության համար աջակցություն
- Արտակարգ իրավիճակներում ֆինանսական աջակցության ապահովում (բնակավարձի, կրմունակ ծառայությունների եւ այլն)
- Անօթեանության կանխարգելում
- Աջակցության ծառայություններ (սնունդ, տակրիրներ, եւ այլն)

Email *

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1. Ինչպե՞ս եք գտնվում ձեր FamilySource Center/Ընտանեկան կենտրոնի/ից ե՞րբ դուք ստանում ծառայությունները:

a. 1736 Family Crisis Center

b. All Peoples Community Center

Chinese



家庭资源中心问答卷

感谢您花时间填写这份表格！以下是相关你们家庭资源中心的问题，以便我们可以改善我们提供的服务。

以下是一份我们目前提供服务的项目列表，可在填写时作为参考：

- 公共福利筛选
- 信息和转介
- 个案管理
- 财务教育和辅导
- 信用建设
- 个人税务筹备
- 储蓄项目
- 成人学校
- 电脑课程
- 英语为第二语言(ESL)的课程
- 就业前和就业支持
- 移民服务
- 育儿课程
- 大学筹备
- 课业辅导
- 各类辅导
- 领导培训
- 艺术和文化活动
- 紧急财务援助(租金, 水电费等)
- 无家可归的预防
- 援助服务(食物, 尿布等)

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1. 你从哪个家庭资源中心获得服务?

a. 1736 Family Crisis Center

b. All Peoples Community Center

c. Barrio Action Youth and Family Center

d. Bresee Foundation

Farsi

Korean



نظرسنجی کانون منبع خانواده (FamilySource Center)

بیبا خواهید کرد FamilySource از اینکه برای پر کردن این فرم وقت گذاشتید متشکرم! در زیر سوالاتی درباره مراکز ما می‌توانیم خدمات ارائه شده را بهبود بخشیم.

در اینجا فهرستی از خدماتی است که ما برای مرجع در طول نظرسنجی ارائه می‌دهیم:

- خریدگری مزایای عمومی
- اطلاعات و ارجاع
- مدیریت پرونده
- آموزش مالی و مدیریتگری
- ساختمان اعتباری
- تهیه فرم مالیات بر درآمد
- ذخیره برنامه‌ها
- آموزش بزرگسالان
- کلاس‌های کامپیوتر
- کلاس‌های زبان انگلیسی به عنوان زبان دوم (ESL)
- پشتیبانی قبل از استخدام و بعد از استخدام
- خدمات مهاجرت
- کلاس‌های فرزند پروری
- آمانگی برای کالج
- تدریس خصوصی
- مدیریتگری
- آموزش رهبری
- فعالیت‌های هنری و فرهنگی
- کمک‌های مالی اضطراری (اجاره، آب و برق و غیره)
- پیشگیری از بی‌خانمانی
- خدمات پشتیبانی (غذا، پوشاک، و غیره)

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1. خدماتی دریافت می‌کنید؟ FamilySource از چه مرکز.

- a. 1736 Family Crisis Center
- b. All Peoples Community Center
- c. Barrio Action Youth and Family Center
- d. Bresee Foundation



패밀리소스 가정지원 센터 설문조사

시간을 내어 본 양식을 작성해 주셔서 감사합니다! 이어지는 질문은 패밀리소스 가정지원 센터에서 제공하는 서비스를 개선하기 위해 준비되었습니다.

설문조사 전반에 걸쳐 조사하고자 하는 서비스 목록은 다음과 같습니다.

- 공적부조 심사 과정
- 정보 및 관련 부서 소개
- 케이스 관리
- 재정 교육 및 코칭
- 신용도 구축
- 소독세 준비
- 저축 프로그램
- 성인 대상 교육
- 컴퓨터 수업
- 제2외국어로서의 영어(ESL) 수업
- 취업 준비 전 및 취업 지원
- 이민 서비스
- 육아 수업
- 대학 입학 준비
- 개인과외
- 멘토링
- 리더십 교육
- 예술 및 문화 활동
- 긴급 재정 지원(임대료, 유틸리티 등)
- 노숙 예방
- 지원 서비스(음식, 기저귀 등)

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1. 어떤 패밀리소스 센터에서 서비스를 받고 계십니까?

- a. 1736 패밀리 크라이시스 센터 (1736 Family Crisis Center)
- b. 올피플 커뮤니티 센터 (All Peoples Community Center)
- c. 바리오 액션 청소년 및 가족 센터 (Barrio Action Youth and Family)
- d. 브리지 재단 (Bresee Foundation)



Анкета Клиента Центров Помощи Семьям (FamilySource Center)

Спасибо за то, что нашли время, чтобы ответить на вопросы данной анкеты! Ответы на нижеуказанные вопросы помогут нам улучшить спектр предлагаемых услуг.

Для помощи Вам в заполнении анкеты, ниже приводится список услуг, которые наши Центры предлагают:

- Проверка прав приемлемости на социальные программы
- Информация и рекомендации услуг (направления)
- Патронажные услуги
- Обучение и консультирование на финансовые темы
- Выстраивание кредитной истории
- Подготовка налоговых деклараций
- Программы экономии
- Образование для взрослого населения
- Обучение работе на компьютере
- Уроки английского языка для иностранцев (ESL)
- Поддержка в процессе нахождения работы и после найма на работу
- Услуги по миграционному праву
- Занятия для родителей по воспитанию детей
- Подготовка к поступлению в колледж
- Репетиторские услуги
- Наставничество
- Обучение навыкам лидерства
- Искусство и культурные мероприятия
- Материальная помощь в экстренных ситуациях (квартирная плата, плата за коммунальные услуги и т.д.)
- Предотвращение бездомности
- Поддержка в обеспечении (продуктами, подгузниками и пр.)

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1. Из какого Центра помощи семьям Вы получаете услуги?

- a. «1736 Family Crisis Center»
- b. «All Peoples Community Center»
- c. «Barrio Action Youth and Family Center»



Encuesta de Centro FamilySource

¡Gracias por tomarse el tiempo para completar este formulario! A continuación encontrará preguntas sobre nuestros Centros FamilySource para que podamos mejorar los servicios que ofrecemos.

Aquí hay una lista de servicios que ofrecemos como referencia a lo largo de la encuesta:

- Selección de beneficios públicos
- Información y referencia
- Gestión de casos
- Educación y entrenamiento financiero
- Creación de crédito
- Preparación del impuesto sobre la renta
- Programas de ahorro
- Educación de adultos
- Clases de informática
- Clases de inglés como segundo idioma (ESL)
- Apoyo antes del empleo y durante el empleo
- Servicios de inmigración
- Clases para padres
- Preparación para la universidad
- Tutoría
- Mentores
- Formación de liderazgo
- Actividades artísticas y culturales
- Asistencia financiera de emergencia (alquiler, servicios públicos, etc.)
- Prevención de la falta de vivienda
- Servicios de apoyo (comida, pañales, etc.)

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1. ¿Qué servicios recibe de FamilySource Center?

- a. 1736 Family Crisis Center
- b. All Peoples Community Center
- c. Barrio Action Youth and Family Center
- d. Bresee Foundation



Survey sa FamilySource Center

Salamat sa paglalaan ng oras upang punan ang form na ito! Sa ibaba ay makikita mo ang mga tanong tungkol sa aming Mga FamilySource Centers upang mapabuti namin ang mga serbisyo ng inaalok namin.

Narito ang listahan ng mga serbisyo ng inaalok namin para sa kaalaman ng buong survey:

- Pag-screen ng Pampublikong Benepisyo
- Impormasyon at Referral
- Case Management o Pamamahala
- Pinansyal na Edukasyon at Pagtuturo
- Credit Building o Pagpapabuti ng Credit
- Paghahanda ng Buhis sa Kita (Income Tax)
- Mga Programa sa Pagsagip (Saving Programs)
- Edukasyon para sa mga Adult (Adult Education)
- Mga Klase/Pag-aaral sa Computer
- English as a Second Language (ESL) na mga Klase
- Pre-Employment at Suporta sa Pagtatrabaho
- Mga Serbisyo sa Imigrasyon
- Mga Klase sa Pagiging Magulang
- Paghahanda sa Kolehiyo
- Pagtuturo (Tutoring)
- Pagme-mentor (Mentoring)
- Pagsasanay sa Pamumuno
- Mga Aktibidad sa Sining at Pangkultura
- Pang-emerhensiyang tulong pinansyal (renta, mga utility, atbp.)
- Pag-iwas na di mawalan ng tirahan
- Mga Serbisyo Pang-suporta (pagkain, diapers, atbp.)

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1. Saang FamilySource Center ka tumatanggap ng mga serbisyo?

- a. 1736 Family Crisis Center
- b. All Peoples Community Center
- c. Barrio Action Youth and Family Center
- d. Bresee Foundation

แบบสำรวจของศูนย์ FamilySource Centers

แบบสำรวจศูนย์ FamilySource ขอขอบคุณที่สละเวลากรอกแบบฟอร์มนี้! ด้านล่างนี้ คุณจะพบคำถามเกี่ยวกับ FamilySource Centers เพื่อให้เราสามารถปรับปรุงบริการต่าง ๆ ที่เราเสนอให้

ต่อไปนี้เป็นรายการบริการที่เราเสนอให้เพื่อใช้ในการอ้างอิงตลอดการทำแบบสำรวจนี้

- การคัดกรองเพื่อขอรับความช่วยเหลือจากรัฐบาล
- ข้อมูลและการแนะนำส่งต่อบริการ
- การจัดการเฉพาะกรณี (Case Management)
- การอบรมและการให้คำแนะนำด้านการเงิน
- การสร้างเครดิตความน่าเชื่อถือด้านการเงิน
- การจัดเตรียมแบบแสดงรายการภาษีเงินได้
- โปรแกรมคอมพิวเตอร์
- การศึกษาผู้ใหญ่
- วิชาคอมพิวเตอร์
- ชั้นเรียนภาษาอังกฤษเป็นภาษาที่สอง (ESL)
- การช่วยเหลือสนับสนุนก่อนการจ้างงาน และในช่วงการจ้างงาน
- บริการเกี่ยวกับการย้ายเมือง
- การอบรมเกี่ยวกับการเลี้ยงดูบุตร
- การเตรียมตัวเข้าเรียนระดับอุดมศึกษา
- การทวดวิชา
- การให้คำปรึกษา
- การฝึกอบรมความเป็นผู้นำ
- กิจกรรมศิลปะและวัฒนธรรม
- ความช่วยเหลือฉุกเฉินด้านการเงิน (ค่าเช่า ค่าสาธารณูปโภค ฯลฯ)
- การป้องกันการไร้ที่อยู่อาศัย
- บริการสนับสนุนช่วยเหลือ (อาหาร ผ้าอ้อม ฯลฯ)

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1. คุณได้รับการจากศูนย์ FamilySource Center แห่งใด

- a. 1736 Family Crisis Center
- b. All Peoples Community Center
- c. Barrio Action Youth and Family Center
- d. Bresee Foundation

FamilySource System Customer Intake/Application

FAMILYSOURCE SYSTEM CUSTOMER APPLICATION **BITFOCUS UID#** FSC HPP

CUSTOMER'S LAST NAME / SUFFIX FIRST NAME / MIDDLE NAME FSC HPP

DOB (MM/DD/YYYY) Quality of DOB Full DOB Approximate DOB WHAT GENDER DO YOU IDENTIFY WITH? Male Trans Female (F to M) Gender Non-Conforming Client Refused Female Trans Male (M to F) Client Doesn't Know

RACE (SELECT ALL THAT APPLY) American Indian/Alaska Native Asian Black/African American Native Hawaiian/Other Pacific Islander White Client Doesn't Know Client Refused

ETHNICITY (CHOOSE ONE) Hispanic/Latino Not Hispanic/Latino Client Doesn't Know Client Refused

U.S. VETERAN STATUS Yes No

THEATER OF OPERATION WWII Korean Vietnam Persian Afghanistan Iraq Freedom Iraq New Dawn

BRANCH OF SERVICE Army Air Force Coast Guard Navy Marine Client Refused Client Doesn't Know

DISCHARGE STATUS Honorable (H) General H Under H Dishonorable Bad Conduct Uncharacterized Client Refused Client Doesn't Know

ADDRESS APT # CITY ZIP CODE

PHONE ALTERNATE PHONE EMAIL CITY COUNCIL DISTRICT BASED ON ADDRESS (INTERNAL USE ONLY)

2022 INCOME GUIDELINES

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

Family Size	CSBG State Poverty / Extremely Low-Income FSC, HPP	HUD Very Low Income 'Low' FSC, HPP	HUD Low Income 'MOD' FSC	HUD Above 80% of Median Income NOT ELIGIBLE	TANF	SSI	SOCIAL SECURITY	GENERAL ASSISTANCE	VETERANS BENEFIT	EMPLOYMENT	PENSION	UNEMPLOYMENT INSURANCES	OTHER	TOTAL
1 Person	\$0 - \$13,590	\$13,590 - \$41,700	\$41,701 - \$66,750	\$66,751 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
2 Persons	\$0 - \$18,310	\$18,311 - \$47,650	\$47,651 - \$76,250	\$76,251 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
3 Persons	\$0 - \$23,030	\$23,031 - \$59,600	\$59,601 - \$85,800	\$85,801 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
4 Persons	\$0 - \$27,750	\$27,751 - \$59,550	\$59,551 - \$95,300	\$95,301 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
5 Persons	\$0 - \$32,470	\$32,471 - \$64,350	\$64,351 - \$102,950	\$102,951 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
6 Persons	\$0 - \$37,190	\$37,191 - \$69,100	\$69,101 - \$110,550	\$110,551 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
7 Persons	\$0 - \$41,910	\$41,911 - \$73,850	\$73,851 - \$118,200	\$118,201 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
8 Persons	\$0 - \$46,630	\$46,631 - \$83,400	\$83,401 - \$125,800	\$125,801 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
9 Persons	\$0 - \$51,350	\$51,351 - \$88,150	\$88,151 - \$133,450	\$133,451 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
10 Persons	\$0 - \$56,070	\$56,071 - \$92,900	\$92,901 - \$141,100	\$141,101 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
11 Persons	\$0 - \$60,790	\$60,791 - \$97,650	\$97,651 - \$148,750	\$148,751 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
12 Persons	\$0 - \$65,510	\$65,511 - \$102,400	\$102,401 - \$156,400	\$156,401 +	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

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

Family Size (for income purposes): _____ HOW MANY FAMILY MEMBERS ARE YOU ENROLLING (INCLUDING THE APPLICANT)? _____

CUSTOMER SELF-CERTIFIED: INCOME RESIDENCY (FSC Only) BOTH (FSC Only)

CUSTOMER RESPONSE TO CHILD SUPPORT REFERRAL POLICY: YES/SIGNED NOT APPLICABLE

CUSTOMER INITIALED AUTHORIZATION TO EXCHANGE AND RELEASE INFORMATION FORM: YES NO

Applicant's Name: _____ Applicant's Signature _____ Date _____
(Please Print) (Signature of a parent or guardian of person to receive services is a minor)

Agency Staff Name: _____ Staff Signature _____ Date _____

CUSTOMER'S FAMILY TYPE Single Person Single Parent/Female Single Parent/Male Two Adults/No Children Two Parent Family

ARE THERE ANY PREGNANT INDIVIDUALS IN RESIDENCE? Yes No

HOW MANY CHILDREN DO YOU HAVE UNDER 18 YRS? _____

HOW MANY DO YOU HAVE LEGAL CUSTODY OF? _____

WHAT ARE THE AGES OF THE CHILDREN YOU HAVE LEGAL CUSTODY OF? _____

HOW WOULD YOU BEST DESCRIBE YOUR/FAMILY'S CURRENT LIVING SITUATION? Home - Own Home - Rent Family and Friends Staying in my car - Location _____ Park - Name of Park _____ Make Shift Shelter - Location _____ Emergency Shelter - Name of Shelter _____ Transitional Shelter - Name of Shelter _____ Hotel/Motel - Name of Hotel/Motel _____

IF YOU ARE STAYING WITH FAMILY/FRIENDS, HOW MANY MONTHS HAVE YOU BEEN STAYING THERE? _____ IS THIS TEMPORARY? Yes No ARE THEY ASKING YOU TO LEAVE? Yes No

HOW MANY MORE MONTHS CAN YOU STAY THERE? _____ IF YES, PLEASE EXPLAIN IN YOUR OWN WORDS. _____

IF YOU ARE STAYING IN YOUR CAR, PARK, MAKE SHIFT SHELTER OR EMERGENCY/TRANSITIONAL SHELTER, HOW MANY MONTHS HAVE YOU BEEN LIVING IN THIS SITUATION? _____ IF YOU RENT, HAVE YOU RECEIVED A THREE DAY NOTICE TO PAY OR QUIT-RECEIVED AN UNLAWFUL DETAINER? No Yes Three Day Notice to Pay or Quit Unlawful Detainer

ARE YOU BEHIND IN YOUR RENT? Yes No IF YES, HOW MANY MONTHS? _____ WHAT IS THE TOTAL OWED? _____ HAVE YOU EXPERIENCED ANY LOSS OF INCOME WHICH HAS CONTRIBUTED TO YOUR INABILITY TO PAY THE RENT FOR THE MONTHS YOU ARE BEHIND? Yes No

HEALTH INSURANCE Yes No EDUCATION (24 YRS+ ONLY) 0 through 8 9-12 Non HS Graduate HS Graduate/GED 12+ Some Post-Secondary 2+ Year College Degree Graduate Degree OTHER DEMOGRAPHICS Day Laborer Disabled Unemployed/Looking For Work Veteran CalFresh Recipient/ Beneficiary General Relief Recipient SSI Recipient TANF Recipient Female Head Household Married/Single Teen Parent Section 8-Long Term Housing Impacted by Foreclosure

APPLICANT'S STATEMENT: I certify that the information provided on this form is accurate and complete, and that I am a resident of the City of Los Angeles. I further acknowledge that eligibility for services funded through the CDBG and CSBG program is based upon having a qualifying annual family income level or belonging to a group that is presumed to be low- or moderate- income, and that the income levels and/or status I have indicated in this self-certification may be subject to further verification by the agency providing services, the City of Los Angeles and/or HUD.

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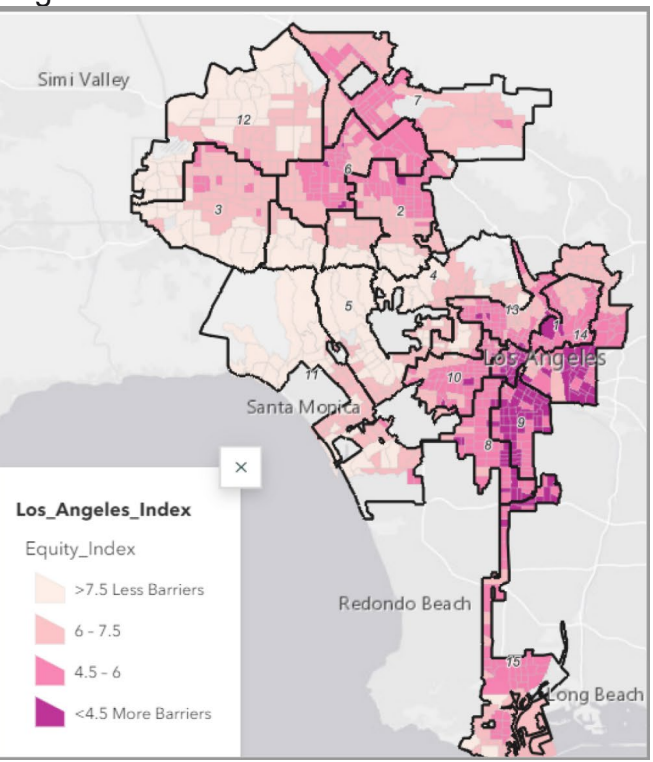
Agency Staff Name: _____ Staff Signature _____ Date _____



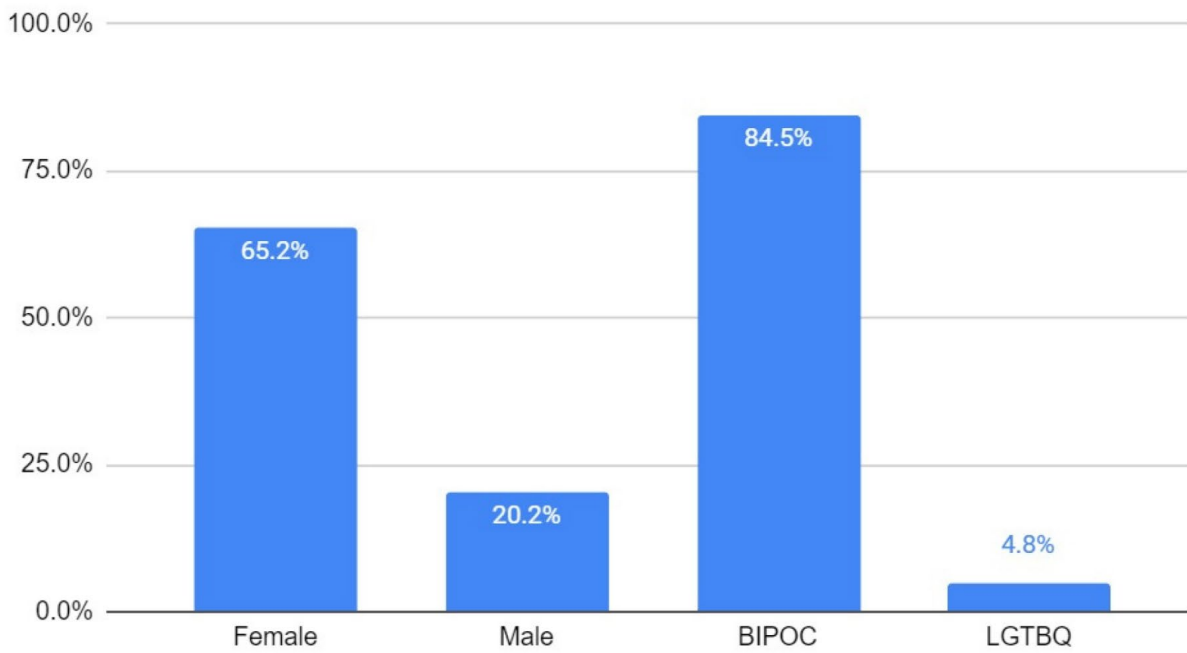
CIFD_Effective 8/2/22

Appendix E

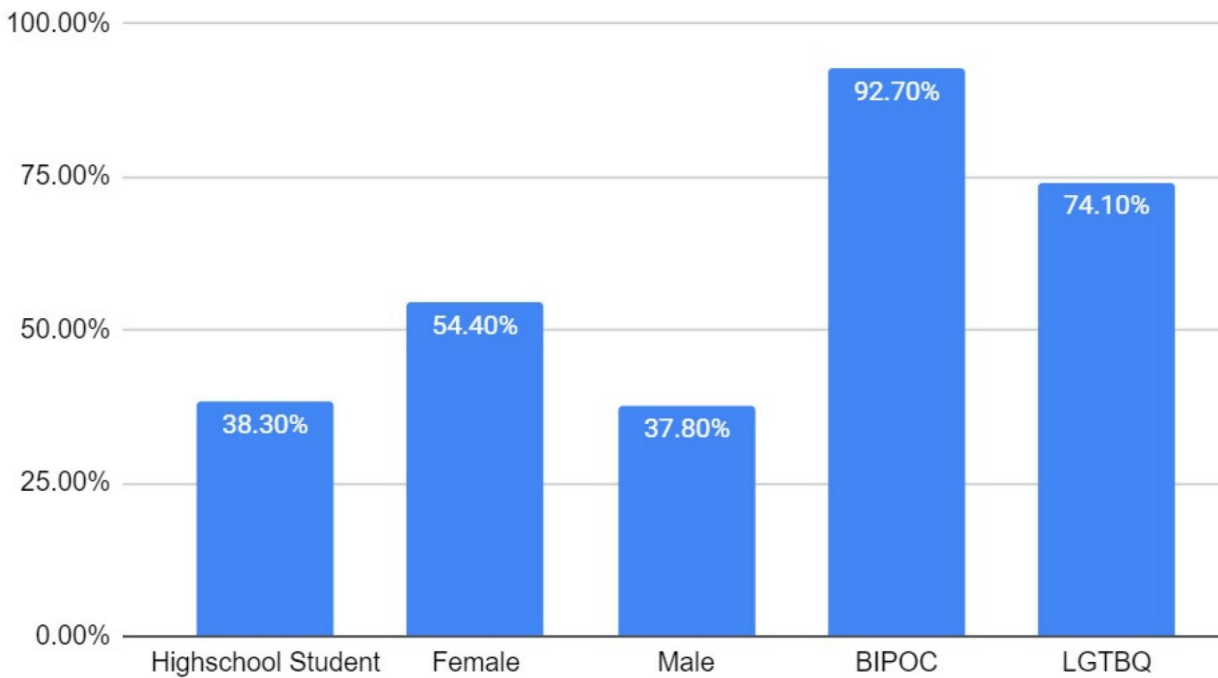
Maps: Areas of Highs Needs



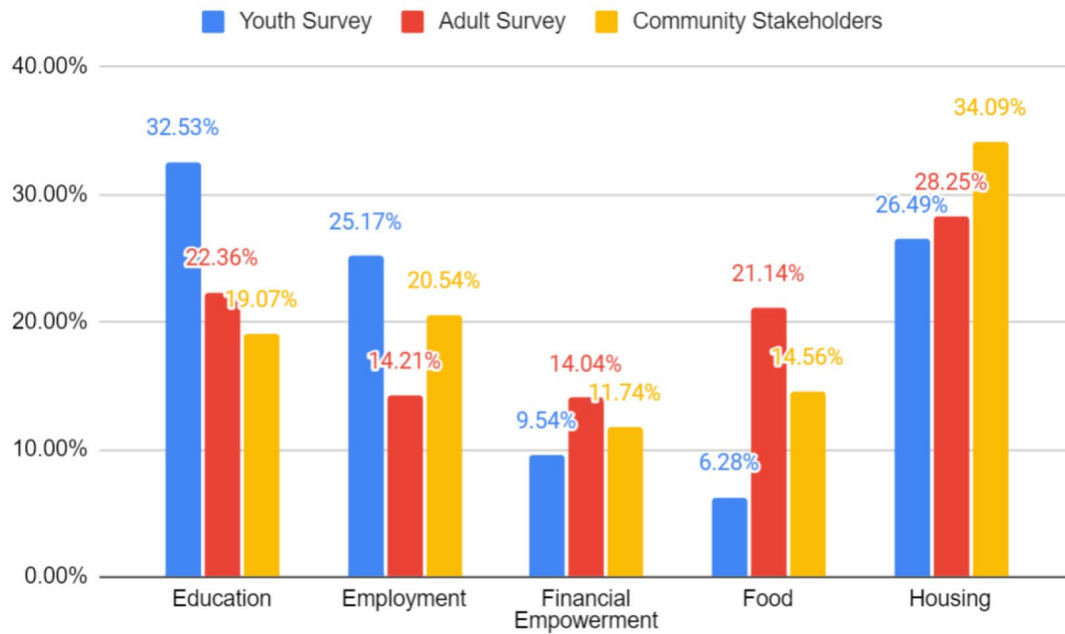
Adult Demographics



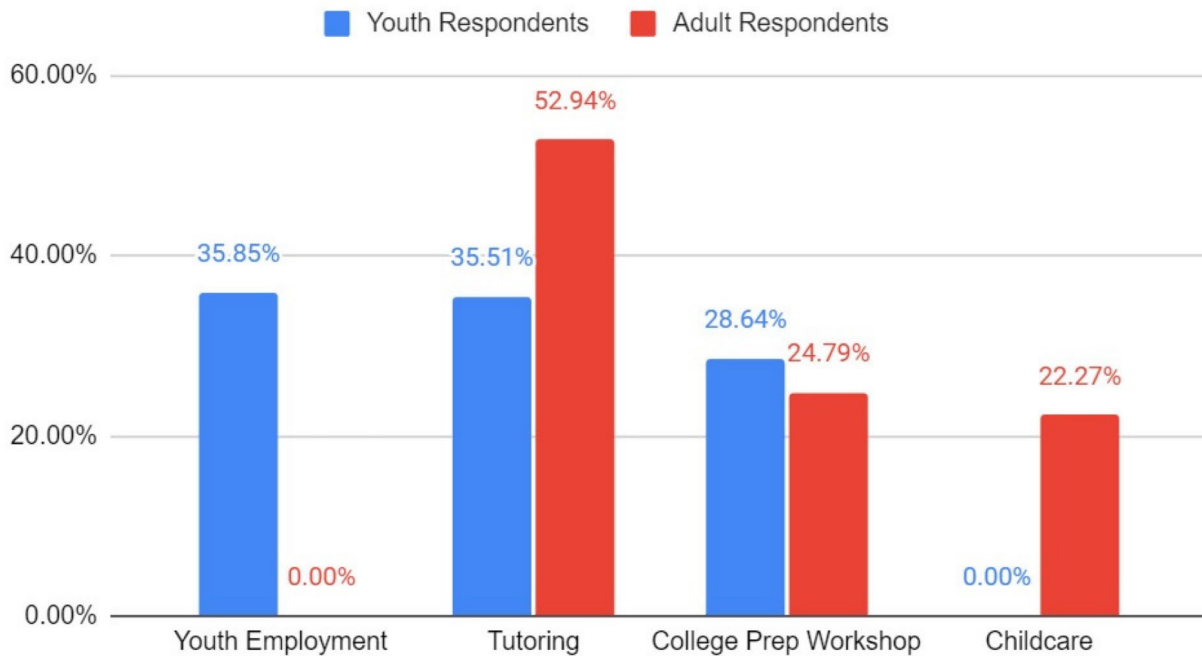
Youth Demographics



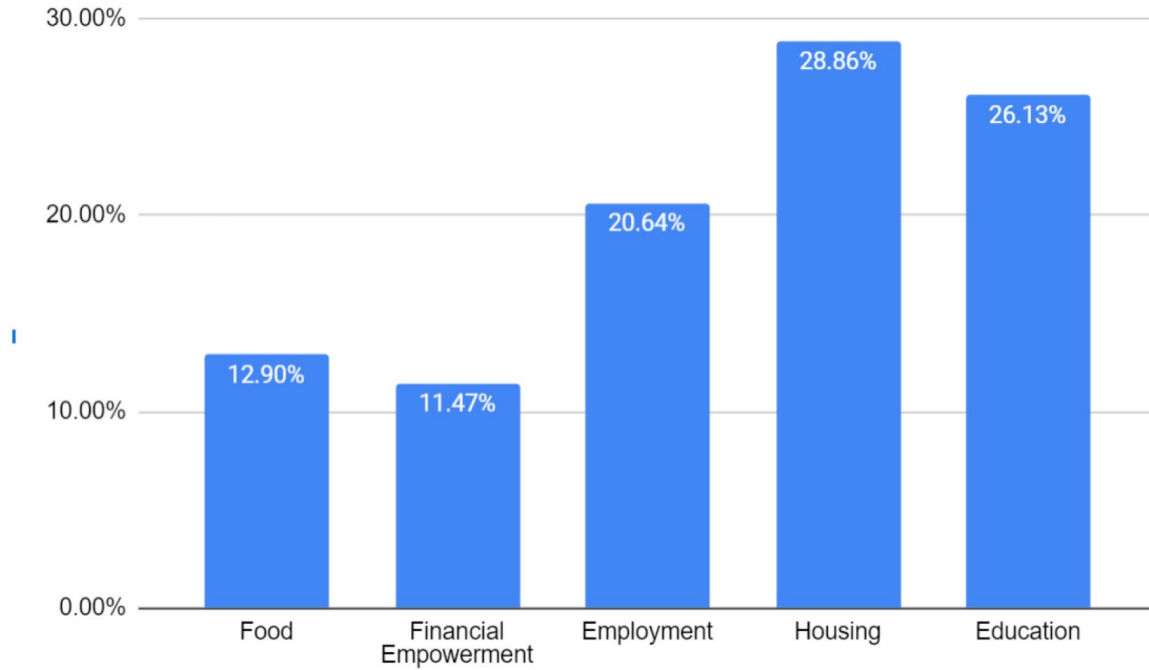
Priority Ranking of Service Needs



Youth and Adult Respondent - Youth Service Priority Rankings



Overall Ranking of Community Needs



DRY