

2024/2025
Community Needs Assessment and
Community Action Plan

California Department of Community Services
and Development

Community Services Block Grant



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Introduction

The Department of Community Services and Development (CSD) has developed the 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

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

Part I: Community Needs Assessment

- X Narrative
- X Results

Part II: Community Action Plan

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

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

Agency Name	Tehama County Community Action Agency
Name of CAP Contact	David Madrigal
Title	Program Manager
Phone	530-528-4046
Email	dmadrigal@tcdss.org

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

04/19/2023

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)

William Moule		7/18/23
Board Chair (printed name)	Board Chair (signature)	Date
Laura Hawkins		6/1/2023
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).

David Madrigal		6/1/2023
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)	05/18/2023
Location(s) of Public Hearing(s)	County Administration Building
Dates of the Comment Period(s)	05/01/2023-05/18/2023
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	<ul style="list-style-type: none">➤ Agency Website➤ Facebook➤ Email Blast➤ County Bulletin Board
Date the Notice(s) of Public Hearing(s) was published	April 20, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	0

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)

Tehama County Community Action Agency (TCCAA) Community Needs Assessment utilized community surveys as well as data from the U. S. Census Bureau to identify areas of poverty that exist in our county. TCCAA also utilized employment and unemployment data from the Employment Development Department, Plumas County Community Development Commission, California Department of Social Services, and U. S. Bureau of Labor Statistics.

In addition, TCCAA collected local data from the Tehama County Department of Education. Data from our surveys and that collected from other agencies provided information related to gender, age and race/ethnicity and was used to implement anti-poverty programs. This information and data is analyzed to identify program priority areas and the process utilized for the strategic planning process.

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.

TCCAA is funded to serve all of Tehama County, which is a very large county of approximately 2,951 square miles and has a population density of 22 people per square mile. Most of the county services are located along Interstate 5, which runs through the middle of the county, with the most populous towns being Red Bluff and Corning. Due to its geographic isolation many people who live in the rural areas have to drive long distances to access services and programs. In Tehama County, 14.9% of the population live below the Federal Poverty Level (FPL).

There are many areas within our county that do not have readily available access to fresh fruits and vegetables due to the county's large land mass and the concentration of grocery stores in the larger towns of Red Bluff, Corning and Los Molinos. Many communities exist far from the I-5 corridor, requiring residents to travel long distances to access fresh produce and other commodities. High need areas exist in multiple areas of the county, with a higher level of need being in small communities that are at least a 30-minute drive from the two biggest towns in the county. Most of these small communities do not have amenities close by, which can make it difficult for families living in areas that are more rural.

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

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

Local Data Sets

- Local crime statistics
- X High school graduation rate
- School district school readiness
- X Local employers
- X Local labor market
- Childcare providers
- X Public benefits usage
- X 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.

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**

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

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)

Every two years, TCCAA conducts a Community Needs Assessment (CNA) to identify the emerging needs in the county. Multiple sources of quantitative and qualitative data were utilized to develop a clear picture of the needs that exist in our county. The data collected for this 2023 Community Needs Assessment can be seen in Appendix C.

Qualitative data was collected from surveys of clients, consumers, employees, community leaders, and TCCAA Tripartite Board members. Surveys were provided in written and online formats and collected between November 2022 and January 2023, with 187 respondents. There was also a survey completed for community stakeholders and agency partners, with 78 participants. All data was analyzed using Survey Monkey's online descriptive analysis tools. Qualitative data was also gathered from local stakeholders at community meetings with partner agencies and community members in attendance.

Quantitative data was collected from community forums, committees, research from government sources and private industry information. Some of the data for this assessment was obtained through the United States Census Bureau, Data USA website, U.S. Department of Housing and Urban Development, California Housing Partnership, and several other online data hubs. This data was used to provide details regarding client demographics, which include population, gender, age, ethnicity, family size, age, income, education attainment and household type.

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

TCCAA created a specific survey for community stakeholders, which included each sector. The data from the survey was broken down by each sector as shown below in order to identify which were the top needs. Overall, 78 surveys were completed from the different sectors. On a yearly basis, TCCAA and its programs works with over 200 different agencies to meet the needs of our clients. The top needs are shown below and the cumulative data can be found in Appendix C.

Thirty nine percent of respondents were from community-based organizations. These partnerships are essential in the work we do. Most of the community meetings we participate in are comprised of agencies from that provide a multitude of services. These meetings included the Continuum of Care,

Stakeholders Collaborative (group working on the plan to end homelessness), Elder Services Coordinating Council and the Administrative Oversight Team.

Primary cause of unemployment in the county? (Top 3)	What do you feel are the biggest problems facing adults in the community? (Top 3)	Community's biggest weakness in fighting poverty? (Top 3)	Community's biggest strengths in fighting poverty? (Top 3)	Most needed services in the county. (Top 5)
<ul style="list-style-type: none"> • Wages are too low • Lack of childcare • Lack of Encouragement to work 	<ul style="list-style-type: none"> • Availability of affordable childcare • High rent or mortgage • Alcohol or Drug abuse 	<ul style="list-style-type: none"> • Meeting the needs of outlying areas • Bringing in new businesses or industries • Support from elected officials 	<ul style="list-style-type: none"> • Community involvement • Non-Profits • Faith Based 	<ul style="list-style-type: none"> • Mental Health Services • Youth Programs • Homeless Services/Shelter • Help with utility bills • Childcare

B. Faith-based organizations

Fifteen percent of respondents were from the faith-based community. Our collaboration with this sector is mostly related to helping clients with food. We have a close relationship with a local church who has participated in our tailgate food giveaways in the past. They are also always readily available when clients coming into the office needing food boxes. During the holidays, they provide complete meals to low-income families as well. Tehama County has the 3rd highest rate of food insecurity with 14.5% of the population.

Primary cause of unemployment in the county? (Top 3)	What do you feel are the biggest problems facing adults in the community? (Top 3)	Community's biggest weakness in fighting poverty? (Top 3)	Community's biggest strengths in fighting poverty? (Top 3)	Most needed services in the county. (Top 5)
<ul style="list-style-type: none"> • Lack of Childcare • Wages are too low • Lack of Encouragement to work 	<ul style="list-style-type: none"> • High rent or mortgage • Alcohol and Drug abuse • Mental Health issues/stress 	<ul style="list-style-type: none"> • Support from elected officials • Support from government agencies 	<ul style="list-style-type: none"> • Faith Based • Non-Profits • Community Involvement 	<ul style="list-style-type: none"> • Mental Health Services • Youth Programs • Homeless Services/Shelter • Parenting Skills • Childcare

		<ul style="list-style-type: none"> Bringing in new businesses or industries 		
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C. Private sector (local utility companies, charitable organizations, local food banks)

TCCAA works closely with many private sector agencies. With the bulk of our program related to housing, we work with many private landowners in order to get our clients housed. In 2022, 42% of the phone calls received by the agency were regarding housing. We also work with PGE and local food banks when clients need help with utilities or food assistance. Data from our partnerships was also helpful in the development of the Community Needs Assessment.

Primary cause of unemployment in the county? (Top 3)	What do you feel are the biggest problems facing adults in the community? (Top 3)	Community's biggest weakness in fighting poverty? (Top 3)	Community's biggest strengths in fighting poverty? (Top 3)	Most needed services in the county. (Top 5)
<ul style="list-style-type: none"> Lack of Childcare Not Enough Jobs Lack of Encouragement to work 	<ul style="list-style-type: none"> High rent or mortgage Availability of affordable childcare Mental Health issues/stress 	<ul style="list-style-type: none"> Feeling of community Support from local officials Self-Help and support groups 	<ul style="list-style-type: none"> Faith Based Non-profits Community involvement 	<ul style="list-style-type: none"> Mental Health Services Youth Programs Homeless Services/Shelter Parenting Skills Childcare

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

Being part of local government and housed in the same building as the Tehama County Department of Social Services (TCDSS), we have a lot of collaboration with this agency. Our agency is contracted 5 different programs by the TCDSS and this has allowed us to administrate vital programs to low income clients in our county. Data from those programs has been important not only to addressing the impact our programs have, but it lets the state know they are important and why they need continued funding.

Primary cause of unemployment in the county? (Top 3)	What do you feel are the biggest problems facing adults in the community? (Top 3)	Community's biggest weakness in fighting poverty? (Top 3)	Community's biggest strengths in fighting poverty? (Top 3)	Most needed services in the county. (Top 5)

<ul style="list-style-type: none"> • Lack of encouragement to work • Wages are too low • Lack of education 	<ul style="list-style-type: none"> • Mental Health • Alcohol/Drug abuse • Lack of education 	<ul style="list-style-type: none"> • Bringing in new businesses or industries • Community Involvement • Support from elected officials 	<ul style="list-style-type: none"> • Faith Based • Non-profits • Community involvement 	<ul style="list-style-type: none"> • Mental Health Services • Homeless Services/Shelter • Youth Programs • Parenting skills • Childcare
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E. Educational institutions (local school districts, colleges)

We have good partnerships with the local education institutions and it is an important area for assessing and meeting the needs for our low-income community. As mentioned with the other sectors, these partnerships allow TCCAA to gather information on the educational needs and how to better improve educational attainment for youth and adults.

Primary cause of unemployment in the county? (Top 3)	What do you feel are the biggest problems facing adults in the community? (Top 3)	Community's biggest weakness in fighting poverty? (Top 3)	Community's biggest strengths in fighting poverty? (Top 3)	Most needed services in the county. (Top 5)
<ul style="list-style-type: none"> • Lack of Childcare • Not Enough Jobs • Lack of Encouragement to work 	<ul style="list-style-type: none"> • High rent or mortgage • Availability of affordable childcare • Mental Health issues/stress 	<ul style="list-style-type: none"> • Support from elected officials • Support from government agencies • Bringing in new businesses or industries 	<ul style="list-style-type: none"> • K-12 Education • Community involvement • Faith Based 	<ul style="list-style-type: none"> • Mental Health Services • Youth Programs • Homeless Services/Shelter • Parenting Skills • Childcare

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)

Causes of poverty have remained relatively the same for the past decade in our county. The county has done a great job in implementing the 2-1-1 system, which has had a positive impact for people seeking services. Some of these causes of poverty include, lack of education attainment, lack of access to food, unemployment and the lack of using resources for the greatest needs. Please refer to Appendix C for further details.

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)

Negative environmental factors, which impact conditions in the county, include how rural the county is due to the land mass and the lack of public transportation outside of the main towns. The population in the county has only seen an increase of 2,366 in the past decade and this can be attributed to the lack of affordable housing or the creation of housing to keep up with demand. There is also a lack of businesses or new industries creating jobs in the county. The biggest need in the county according to the stakeholder’s survey was Mental Health Services, which has come up several times and according to the Dignity Health Community Assessment; Tehama County has half the state average of mental health providers that are needed.

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

Customer satisfaction surveys were and are distributed to consumers of various TCCAA services, such as Family Stabilization, Housing Support, Wraparound, Deposit Assistance Program, Social Security, HomeSafe, Housing and Disability Advocacy Program, and Volunteer Income Tax Assistance (VITA) services. Surveys were also completed by participants of the Live Inspired for Tomorrow (LIFT) Tehama event, and the Healthy Connections Program (Senior Nutrition).

Customers were asked to assess whether expectations of services were met and if additional needs could have been more sufficiently addressed. Customer feedback was presented, with additional information, to the Tripartite Board and used to map future planning. Customer insight was and is valuable to the board and shapes the broader approach as well as the detailed decision making process in assessing and satisfying the needs of the population served.

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)
Affordable Housing	Family	Y	Y	Y
Transportation	Community	Y	Y	Y
Food Accessibility/Food Boxes	Community	Y	Y	Y
Supportive Services to address emergency needs	Family	Y	Y	Y
Youth Programs	Community	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 Support Program, Housing and Disability Advocacy Program, Homesafe and CSBG Deposit Assistance.	FNPI	Homeless families have a tough time getting into safe and affordable housing. There are also many families who are on the verge of being evicted and helping families remain housed is a priority for the agency.
2.Food Accessibility	TCCAA Food Pantry, Tailgate Food Giveaways, and referrals to Gleaners, Food for the Hungry and Salvation Army	SRV	We receive numerous people who come to the front desk and request food assistance.
3. Supportive Services to address emergency needs	The agency will set funds aside to help people with emergency services.	SRV	TCCAA receives many general assistance calls throughout the year and many of those calls or for services that no one provides or very little funding for those services exists.
4. Youth Programs	Continue to collaborate with the PAL mentoring program, Youth and Family program, as well as create new partnerships with afterschool programs.	FNPI	There aren't many opportunities for children, afterschool or during summer break.
5.Transportation	Continue to administer the bus pass program. Participate in the yearly transportation assessment process. Serve on the Social Services Transportation Advisory Committee.	SRV	Transportation is mostly focused on the central corridor of the county where the biggest towns are located. There is very little public transportation to rural areas of the county.

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))

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.

We make a difference in the lives of residents by expanding service, networking with community partners, increasing awareness of our agency, passionately fighting to end poverty and instilling hope in our community by guiding them to self-sufficiency.

2. Provide your agency's Mission Statement.

Building a resilient community by providing opportunities to strengthen the lives of individuals and families.

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))

TCCAA has established by-laws, which state that one-third of the board must either be low-income or represent the low-income population. Low-income board members have included people who are formerly homeless, low income and advocates of the poor.

The procedure for nominations is outlined in the TCCAA by-laws. In 2024-2025, continued review will be conducted with all board members to ensure the by-laws are a living document. Open Board positions are publicized through advertising, social media, the TCCAA website and public announcement, as well as by referral to community organizations, religious organizations and agencies serving the low income. In compliance with California Code, interested potential board members are officially nominated and voted upon by the voting board members. Approved nominees names are presented and approved by the Tehama County Board of Supervisors.

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)

A pre-screen assessment is completed with all clients to determine eligibility for our services or programs. Ineligible clients are referred to outside programs or to Tehama 2-1-1. If a client is eligible, a Characteristics Data Form is completed to collect demographic information. TCCAA provides four types of services: Direct, Case Managed, Advocacy, and Referrals & Outreach. Depending on program requirements and services provided, check-ins are completed either monthly or quarterly. Information gathered is inputted into our case management software, then utilized for the Family National Performance Indicators (FNPI's) or to assess program performance. Services delivered are performed by our internal programs or with TCCAA's contracted vendors.

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?

Roughly, 90% of the population in Tehama County is either English or Spanish speaking. We have two positions in the agency that are bilingual, which have been helpful in providing services in Spanish. The Program Manager is also Spanish speaking and helps when staff are out of the office. In cases where we have a client that speaks a language other than Spanish or English, we do have the language line available. Our programs work with all genders and ages, and we strive to provide an environment in which the services we provide are suitable to all recipients.

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)

Coalition	Participants	Methods used to coordinate services/funding
Tehama County Continuum of Care (TCCOC)	TCHSA, Board of Supervisors Representative, TCDSS, TCCAA, Poor and the Homeless (PATH), Tehama County Department of Education, Empower Tehama (Domestic Violence), Red Bluff City Council Representative and Corning City Council Representative.	TCCOC is a collaboration of organizations that provides assistance to residents of Tehama County who are experiencing homelessness, are at risk of becoming homeless, or are in need of housing or other assistance. Collaborating allows the members of TCCOC to provide better and more efficient care than any one organization could provide on its own.
Administrative Oversight Team (AOT)	Tehama County Board of Supervisors, NCCDI (Head Start) Economic Development, Job Training Center (JTC), TCCAA, First 5 Tehama, Northern Valley Catholic Social Services, Empower Tehama (Domestic Violence), TCHSA, Employment Development Department, Faith Community Representative, Child Care and Referral Agency, School Readiness.	The mission of the AOT group is to bring together public and private resources in a collaborative effort to eliminate employment barriers and to create jobs. During these meetings each agency shares what they are doing and, if possible, ways we can collaborate.
Food Share	Public Health, Empower Tehama, Villa Columba, PATH, Gleaners, Food for the Hungry, 1 st Christian Church, Lord's Table, RTR Church and Salt Ranch	Food Share is a collaboration of CBO's whose focus is community food resources and nutrition education.

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)

Agency	Program	Service
TCDSS	Housing and Disability Advocacy Program (HDAP) (Internal TCCAA Program)	The Housing and Disability Advocacy Program provides housing case management services for individuals who are receiving Social Security or are in the process of submitting their Social Security application. The program provides funding for preventing homelessness as well as helping clients get into housing.
TCDSS, Child Protective Services (CPS)	Wraparound Program (Internal TCCAA Program)	Wraparound is a voluntary, strength based approach which helps youths and their families become stable. Wraparound is driven by 10 principles and is delivered through activities in four concurrent phases. Wraparound ultimately is not a program, it's a process.
TCDSS, CalWORKs Employment Services	Housing Support Program (HSP) (Internal TCCAA Program)	The Housing Support Program follows Rapid Rehousing and Progressive Engagement models. HSP services are provided to families with children who are receiving public assistance and are eligible for CalWORKs. Families enrolled in HSP are assessed based on their level of crisis and their level of vulnerability.
TCDSS, CalWORKs Employment Services	Family Stabilization Program (FSP) (Internal TCCAA Program)	Family Stabilization is a voluntary, strength-based approach, which helps CalWORKs families who are in crisis, becomes stable. Stability is achieved through team meetings where the family and the FSP team collaboratively create an individualized plan that is based on the family's specific needs.
TCDSS, Adult Protective Services (APS)	Home Safe Program (Internal TCCAA Program)	The Home Safe Program supports the safety and housing stability of individuals involved with Adult Protective Services (APS) by providing housing-related assistance. The program uses short-term financial assistance, legal services, eviction prevention, heavy cleaning, landlord mediation and more.
TCDSS, Eligibility Services	Social Security Program (Internal TCCAA Program)	Tehama County Community Action Agency's Social Security Specialist assists customers to apply for benefits and appeal decisions from the Social Security Administration (SSA).
Live Inspired for Tomorrow (LIFT) Event	Community Event	A one-day event that provides low-income and homeless individuals with services.
PATH	Homeless Shelter	Provides a winter shelter to homeless residents in our county.

Area Agency on Aging	Senior Nutrition Program (Internal TCCAA Program)	Program provides healthy hot meals for elderly clients at two congregate sites and through four home delivery routes.
PAL Mentoring Program	PAL Mentoring	This program provides free mentoring opportunities and experiences for youth in Tehama County. They employ curriculum focused on prevention and leadership through the use of games, art, sports. STEAM and STEM activities, field trips and community service projects and events.
Youth and Family Program	Youth Program	This program provides support for foster youth who are in pursuit of high school diploma or its equivalent. They also assist matriculated foster youth with pursuing post-secondary education.

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)

Linkages between TCCAA and partner agencies, subcontractors and community organizations are well established. Being a small tight knit community brings a lot of collaboration from agencies who provide services to low income and homeless individuals. This allows us to focus on needs that are unmet or populations who are not being served. TCCAA provides client referrals to services and funding to many of these organizations. Additionally, many of the listed organizations provide services or volunteer time to support vulnerable citizens in the county. Programs involve partnership with other agencies providing similar services to minimize duplication and maximize effectiveness.

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

The TCCAA budget is comprised of multiple funding streams that support project and programs available to low income families, to include,

- Healthy Connections Program (Senior Nutrition) funded through Area Agency on Aging
- Wraparound program funded through TCDSS
- Housing Support Program (HSP) funded through TCDSS
- Homesafe Program funded through TCDSS
- Housing and Disability Advocacy Program (HDAP) funded through TCDSS
- Family Stabilization Program (FSP) funded through TCDSS

- Social Security Income Advocacy Program funded through TCDSS

Most of the agency funding comes from the Tehama County Department of Social Services through contracts in order to administer several programs that are available to low income families or homeless individuals. CSBG still remains very crucial to the work we do here in Tehama County is helps fill gaps in services determined through our CNA, and to provide administrative support.

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

In the event CSBG funds were to be decreased, the Tripartite Board and the Board of Supervisors would need to consider the following alternatives:

- Reduction across the board to Tehama County CSBG funded programs
- Reduced CSBG funding will impact the agency through a decreased ability to financially support projects such as Live Inspired For Tomorrow (LIFT) and VITA.
- Increase in the number of grant applications to fund programs/intensify other grant acquisition efforts through grant application writing.
- TCCAA continues to seek additional funding through partnerships with the community.

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

All of the events organized by TCCAA are promoted through social media, website, flyers, the Red Bluff Chamber of Commerce and local newspaper. Through these advertisement avenues, we let the public know about our event, but also request volunteers. Volunteers can get ahold of us through our email or call our office and let us know how they would like to participate. All volunteers who participate in our events sign in the day of the event, which allows us to track how many volunteers participated. Volunteer information is compiled on a quarterly tracker that is sent to the county, but is also reports in our FNPI's for the CSBG annual report.

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)

The Wraparound program works closely with local law enforcement and receives referrals from the County's Probation department. Clients served are high-risk youth and their families. The Wraparound program works collaboratively to provide flexible services to meet the needs of the families. Needs may include job skills, mentorship, and life skills training. Resources are provided for after school activities in the community to keeps kids focused on sports or activities of interest.

TCCAA contracts with the PAL Mentoring program. The program provides curriculum focused on prevention and leadership through the use of games, art, sports, STEAM and STEM activities, field trips and community service projects and events. The program also promotes family engagement through hosting parent meetings and/or events for the families to participate together.

TCCAA also contracts with the Youth and Family Program. This program provides support for foster youth who are in pursuit of high school diploma or its equivalent. They also assist matriculated foster youth with pursuing post-secondary education.

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)

In 2024-2025, TCCAA expects to expand our collaboration with local community partners in order to identify programs or services for youth in the different communities within our county. We expect this effort to help families find safe activities for their children, which are especially needed during the summer months.

The Wraparound Program works on a daily basis with youth and their families through program coordination and referrals from Child Welfare Services (CWS) and the Juvenile Probation Department. Clients served are high-risk youth and their families who work together to provide flexible services, in order to meet the needs of the family. Needs may include job skills, entrepreneurship, mentorship, life skills training and mediation.

TCCAA will continue our partnership with the Police Activities League Mentoring program. The program provides free mentoring opportunities and experiences for youth in Tehama County. They employ curriculum focused on prevention and leadership through the use of games, art, sports, STEAM and STEM activities, field trips and community service projects and events.

TCCAA will also continue our partnership with the Youth and Family Program. The program provides support for foster youth who are in pursuit of high school diploma or its equivalent. They also assist matriculated foster youth with pursuing post-secondary education.

TCCAA works closely with the CalWORKs Employment Services Branch at the Tehama County Department of Social Services. The program provides after-school childcare referrals for cash aid recipients, and for those who have successfully transitioned out of the program to be referred to our local Child Care Referral and Education (CCRE) program for continued assistance. Our Housing Support and Family Stabilization clients can also get help in paying for the Safe Education and Recreation for Rural Families (SERRF) program.

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)

TCCAA works with low income individuals through the CalWORKS Work Experience Program as a worksite where participants obtain skills in an office environment. Once participants successfully complete a four-month work experience program, they transition into Subsidized Employees through the Job Training Center (JTC), the county's WIOA recipient. Our agency also continues to work with the JTC and their Internship program to provide a work environment for interns.

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))

Each year TCCAA partners with the North State Food Bank to hold four tailgate good giveaways in the largest towns in the county. These events provide food for more than 800 families per year. The agency also provides a protein to create a balanced food box.

TCCAA continues to administer the Healthy Connections Program (Senior Nutrition). This program provides hot meals to the low-income elderly population. CSBG funding augments the Area Agency on Aging grant to support the program in underfunded areas.

The agency has a small food pantry, which is able to support people who need an emergency food box. This service is provided through CSBG funding.

Self Help Home Improvement Project Inc. (SHHIP) who administers the LIHEAP funding for our County does not have an office located in Tehama County. We are able to answer basic questions and refer people to the program. We also help those who need the service complete applications. SHHIP is also updates us on program changes.

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

In order to allow Tehama County residents with access to the program, we have an electronic application on our website; provide paper applications for clients who visit our office and by assisting clients with completing the LIHEAP or energy assistance application. SHHIP did a presentation to TCCAA staff and went over the services that are available to low-income people through their agency, which will better help us support and refer clients to these needed services.

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)

TCCAA will use funds to support community innovative initiatives that support parenting skills and family events. Currently, our agency has two programs in place to support families specifically-- Wraparound and Family Stabilization. These are case managed programs focused on outcomes. Case managers work directly with families to improve family dynamics and parent-child relationships. The programs ensure families are afforded the tools and support to overcome barriers that impede self-sufficiency.

TCCAA continues to support domestic abuse prevention, promotes resources awareness and nutrition education programs. Fliers and parenting class schedules are posted at the agency and referrals to programs and other agencies are made as appropriate.

TCCAA will continue to develop innovative programs based on community needs by contracting with partner agencies whose strengths are related to the identified needs.

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)

TCCAA reviews community needs assessment data and identifies gaps in service and opportunities to establish linkages to close gaps and/or enhance current services. Under the direction of the Tripartite Board, TCCAA 2024-2025 will also reinforce existing linkages with community organizations and work to forge new linkages with other partners as we implement new programs.

At the client level, TCCAA providers who offer case management services to program participants, include referrals to other services. Through the linkages within our agency programs and as well with outside agencies, TCCAA will continue to forge relationships with other agencies in order to provide our clients with the best service possible. In order to determine whether linkages are working and are having a positive outcome for our clients, assessing the relationship with other service providers will allow us to change our strategy if needed.

TCCAA will also work on a local and regional basis with other CSBG eligible entities and community partners to ensure that gaps in services are identified and addressed immediately.

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.

TCCAA aligns fiscal responsibilities with the Community Action Plan and Strategic Plan. This ensures TCCAA is appropriately funding staff, programs and services as outlined through the mission. Each program or activity developed has specific goals outlined as part of the program planning and implementation process. The specific services and expected outcomes are outlined prior to the program's implementation. TCCAA works with staff and subcontractors to determine what outcomes will be measured and how those outcomes relate to the FNPI's, goals identified within a grant application, as well as other determining factors based on our funding requirements.

Each program administrator, both internally and externally, is responsible for ongoing program tracking. Outcomes are submitted to the Program Analyst who compiles the data and submits information to the funding entity as required. The Program Analyst also provides this information to TCCAA Management for review. Throughout the year, information is reviewed by TCCAA Management and the Program Analyst to ensure staff and subcontractors are on track to meet the outcomes required by each program or service. The TCCAA Program Manager oversees data review and makes program adjustments as needed. At the end of the reporting period TCCAA Management and the Program Analyst, review reporting information by comparing actual outcomes to the projected outcomes to assist in measuring the success of the program. This review allows TCCAA to identify strengths and weaknesses within programs, to report outcomes, findings and successes to stakeholders, and assists staff to plan future activities.

Each year an annual budget is determined using a projection based on the previous year's spending, as well as other pertinent information about income or declining grant funding. TCCAA assures fiscal performance through a tiered process of invoicing, tracing and paying incurred expenses. Spending categories are tracked in accordance with CSD requirements and budget balances are updated regularly. The Expenditure Activity Reporting System (EARS) is used to report fiscal information back to CSD on an ongoing basis. TCCAA is under strict guidelines through Tehama County and is part of the Tehama County's budget process.

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.

TCCAA utilizes a Standard Agreement with every agency it contracts with, which outlines the contract term, scope of work and a budget. The scope of work outlines the responsibilities of each party and what reporting information TCCAA will require from the subcontractor. The scope of work also states, "this project is funded through Community Services Block Grant funding which aims to operate community-based programs which are designed to reduce poverty, revitalize low-income communities, and empower low-income families and individuals." Most agreements with

subcontractors are for short-term projects that require minimal monitoring. TCCAA maintains strong working relationships and open and ongoing communication with vendors and partner agencies. Depending on the project, the TCCAA Supervisor or Program Manager will visit the site to perform an onsite evaluation to ensure the subcontractor is fulfilling project responsibilities in accordance with the scope of work.

Agencies that contract with TCCAA are required to provide specific reporting information, per terms of the agreement, within 45 days of the end of each project, program, or event. This ensures the contractor has sufficient time to gather the required information. The program analyst reviews the subcontractor reports to ensure they are aligned with the Scope of Work.

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)

TCCAA evaluates all programs and services throughout the year to inform Strategic Planning sessions and to structure the Community Needs Assessment and subsequent Community Action Plan. This ensures the priorities of the agency, identified in the agency mission, are adhered to. Each program or activity developed has specific goals outlined as part of the program planning and implementation process. The specific services and expected outcomes are outlined prior to the program's implementation. TCCAA works with partners and internal staff to determine what outcomes will be measured and how those outcomes relate to the FNPI's, goals identified within a grant application, and other determining factors based on funding requirements.

Each program consistently records information to accurately track outcomes. The data is then compiled by the agency Program Analyst and a completed report is submitted to the grant provider. The data is also reviewed by the Program Manager to ensure the program meets the requirements outlined in the contract. This process may be performed throughout the year, dependent on program requirements and length of contract. At the end of the fiscal year, the Analyst and Program Manager compare projected outcomes with actual outcomes to forecast any changes that may be necessary to improve outcomes the following year. The data review and evaluation process assists TCCAA to identify strengths, weaknesses, and trainings that may benefit staff, to plan future community events and activities, and also underscores the success of programs.

Client satisfaction surveys are consistently completed for all programs each year to assess possible areas of improvement, but to also highlight areas of efficiency. Client feedback is crucial to ensure the measurement and evaluation of the quality of services provided.

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)

During the current fiscal year, we were able to add another housing program to the agency to meet the needs of a specific population. The state was offering two new housing program and we could only administrate one due to the low affordable housing stock in the county. We decided that the biggest population would benefit from the Housing and Disability Advocacy Program, due to one of the requirements being social security benefits. We utilized the ROMA Logic Model to identify the bigger need between the programs. We then applied to Logic Model to identify how many people we would serve and how we would measure the program's success. This program allows us to serve a population that we weren't able to serve in the past and there was no programs available for this

specific need in the county.

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)

One change that we have facilitated to help the low-income community is homeless prevention. In the past, our housing programs were focused on housing homeless families and in the past two years, it has also switched to prevention. Prevention allows families to regain control and the feeling of empowerment, while utilizing fewer resources compared to having to house someone who is homeless. Just like using a logic model to calculate housing of homeless individuals/families, we also used the logic model to identify how many people we would help with the homeless prevention program.

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.

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.

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?

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

The agency will be creating a Continuity of Operations Plan in the following months.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

X 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

(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.

X 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.

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency's Response	B
TCCAA Community Needs Assessment	C



P.O. Box 8263 • 310 South Main Street • Red Bluff, CA 96080
t (530) 527-6159 • f (530) 527-4365
www.tehamacountyCAA.com

Public Hearing Notice

- **Who:** Tehama County Community Action Agency
- **What:** Unmet Needs in Tehama County for People in Poverty
- **Topics:** Housing, Financial Literacy, Food Access, Utility Assistance, Emergency Services
- **When:** May 18, 2023 beginning at 4:00 p.m.
- **Where:** Tehama County Administration Building (Board Chambers)
727 Oak Street, Red Bluff CA 96080

The **2024-2025 Community Action Plan and Community Needs Assessment** can be viewed at the agency website

www.tehamacountycaa.com

If you have any written comments you want to submit, please send them to dmadriral@tcdss.org or by mail, to:

Tehama County Community Action Agency
P. O. Box 8362
Red Bluff, CA 96080

Comment period will be from May 01, 2023 to May 18, 2023. For More Information, Please Call (530) 527-6159.

THE PROMISE OF COMMUNITY ACTION

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

No individuals showed up for the Public Hearing.



2022-2023 COMMUNITY ACTION PLAN

TEHAMA COUNTY COMMUNITY ACTION AGENCY

310 S. Main St
Red Bluff, CA 96080
(530)527-6159
caainfo@tcdss.org
tehamacountycaa.com

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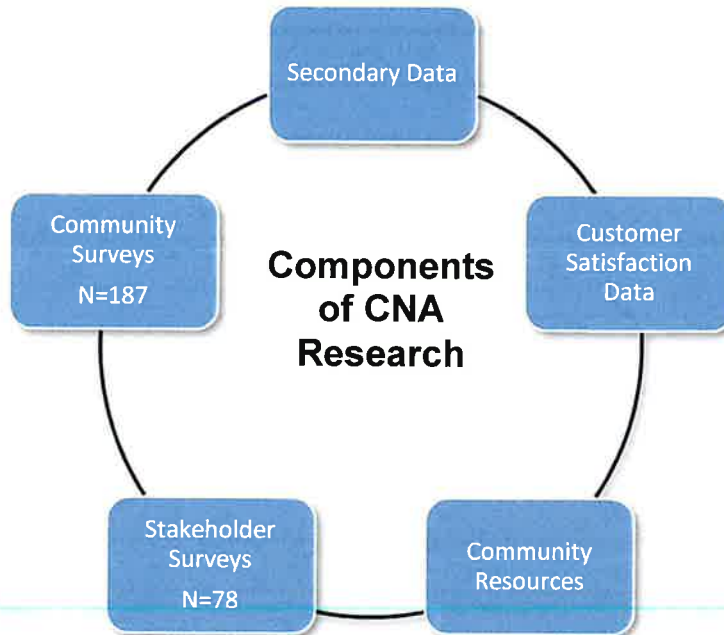
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Mission

Building a resilient community by providing opportunities to strengthen the lives of individuals and families.

Vision

We make a difference in the lives of residents by expanding services, networking with community partners, increasing awareness of our agency, passionately fighting to end poverty and instilling hope in our community by guiding them to self-sufficiency.



Methodology

Every two years, the Office of Community Services requires agencies who receive the Community Services Block Grant (CSBG) to conduct an assessment of low-income needs. Information for this needs assessment is collected through various sources as seen on the graphic above.

After reviewing previous plans and conducting limited research of available data, Tehama County Community Action Agency (TCCAA) developed two surveys to help develop the Community Need Assessment. One survey was developed for low income or the homeless population and the other was developed for community stakeholders. The low-income survey was handed out at our LIFT event, program participants and was available to anyone in the community. Using a combination of quantitative and qualitative methods to analyze data from a variety of sources, the TCCAA Community Needs Assessment report was developed to further analyze trends and identify key findings. The analysis of this data along with the Strategic Planning meeting will help determine the agency strategic priorities for the next three years.

Key Findings

- Tehama County's population has increased slowly in the past decade. The Hispanic population has seen an increase of 3.5% and the white population has decreased by 6%.

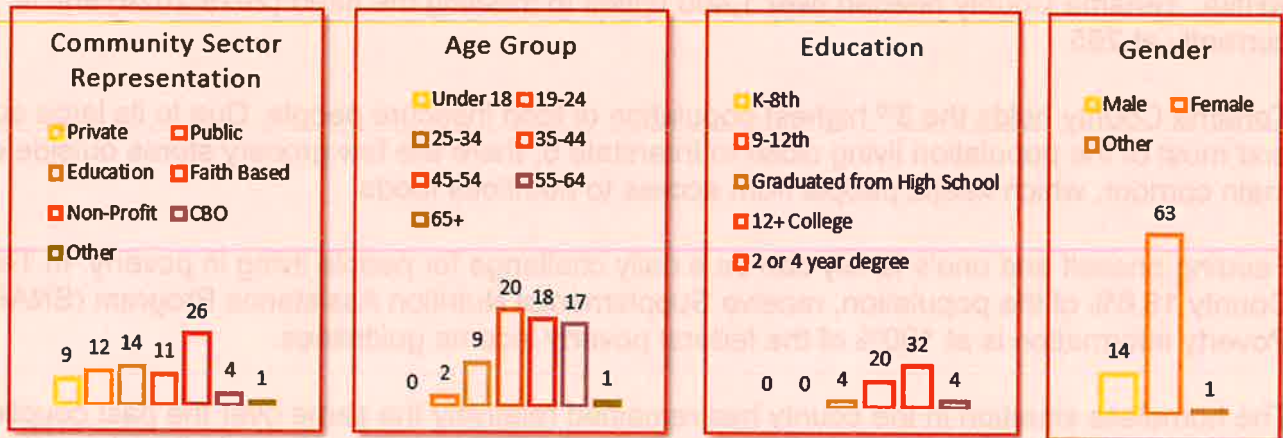
- Lack of safe and affordable housing in Tehama County continues to be a primary concern. Contributing factors include substandard housing and/or old housing stock. According to the RHNA, Tehama County needed over 1,400 units to meeting the need (2019-2024) and is currently at 265.
- Tehama County holds the 3rd highest population of food insecure people. Due to its large size and most of the population living close to Interstate 5, there are few grocery stores outside of the main corridor, which keeps people from access to nutritious foods.
- Feeding oneself and one's family can be a daily challenge for people living in poverty. In Tehama County 18.6% of the population, receive Supplemental Nutrition Assistance Program (SNAP). Poverty information is at 100% of the federal poverty income guidelines.
- The homeless situation in the county has remained relatively the same over the past couple of years, with little difference in population numbers. The difference in the unsheltered population is one (1) since 2019 (as shown on page 11).

Identified Needs

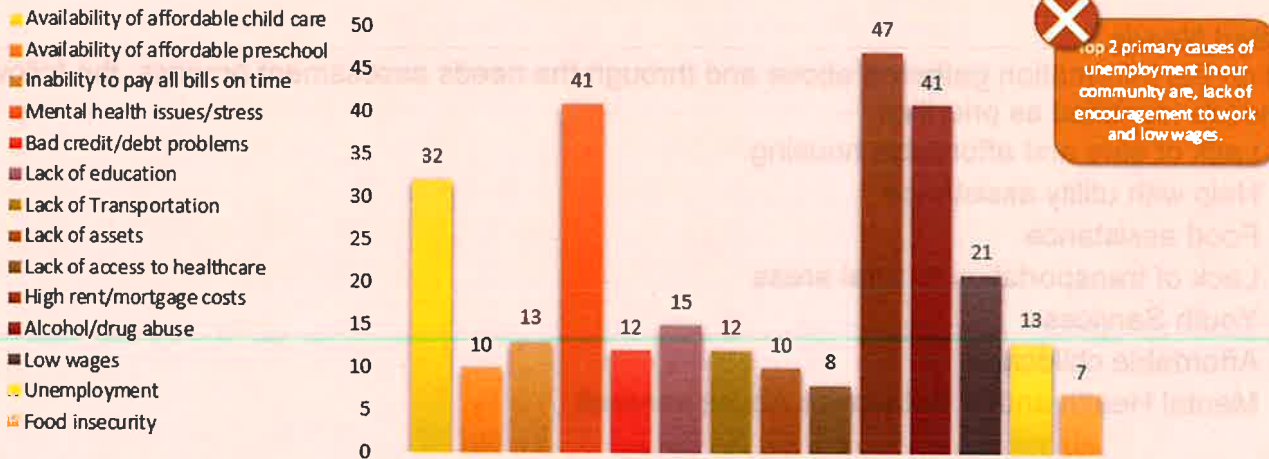
Based on the information gathered above and through the needs assessment process, the following were needs identified as priorities:

- Lack of safe and affordable housing
- Help with utility assistance
- Food assistance
- Lack of transportation to rural areas
- Youth Services
- Affordable childcare
- Mental Health and/or Substance Abuse services

TCCAA Stakeholder Needs Assessment Survey

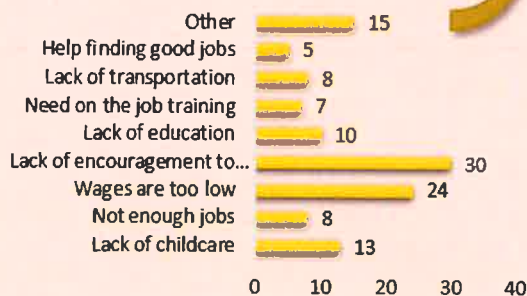


Biggest problems facing adults in our community

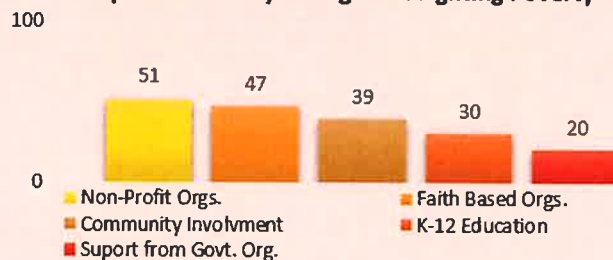


- Excess of unemployable, disabled working age people.
- Mental Health issues
- Too many handouts
- People want flexibility, non-traditional working hours
- Lack of affordable childcare and/or housing
- Laziness

Primary Causes of Unemployment



Top 5 Community Strengths in Fighting Poverty



Top 5 Community Weaknesses in Fighting Poverty

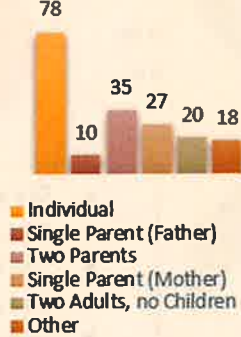


2023 TCCA Community Needs Assessment Survey Results

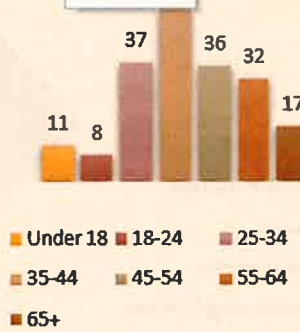
Community Sector



Household Type



Age Group



Ethnicity

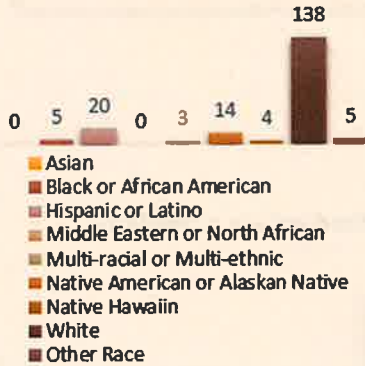


67% of respondents were female.

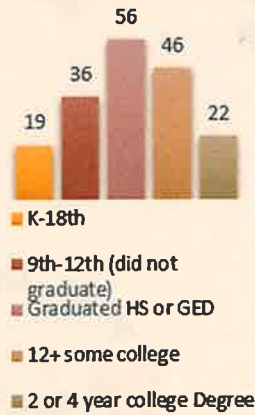
69% of respondents had at least one senior in the home.

11% of respondents were veterans.

Race



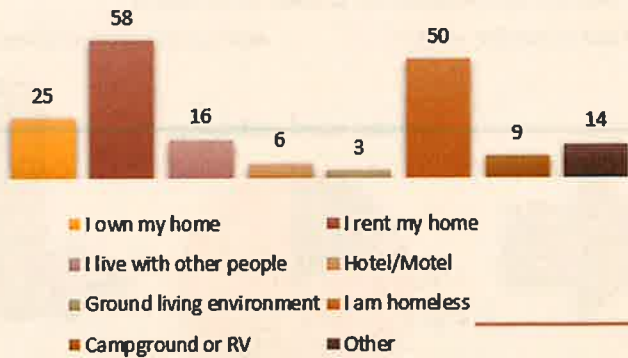
Level of Education



Household Income



Living Quarters



Homeless/Other

Park
On the ground
Dog Island Park
River Park
Tent
The creek
Under Bridge
In Vehicle
Backyard
Shelter
Bench

2023 TCCA Community Needs Assessment Survey Results

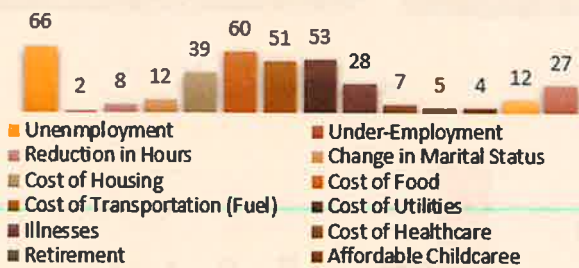
Housing Concerns



Risk of losing housing due to late rent or mortgage payments

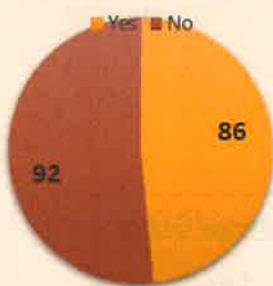


Changes in Past 12 months that have negatively affected your income?

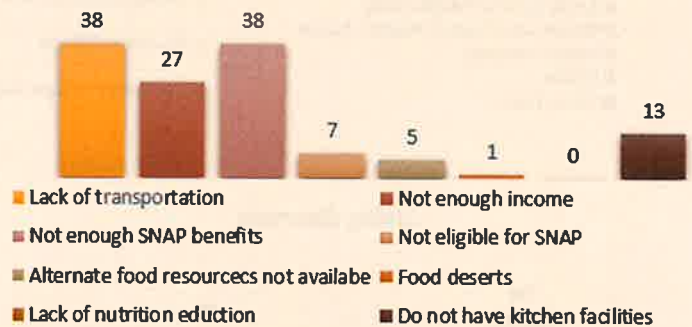


- Mental Health
- Health Issues
- New Child
- Became Homeless
- Losing SSI

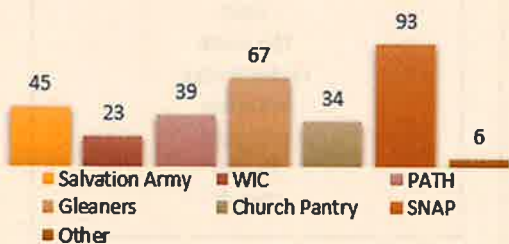
Access to food and issue?



Why is food access a problem?



Where you've received food assistance?

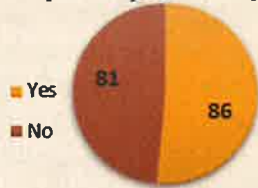


Received food assistance

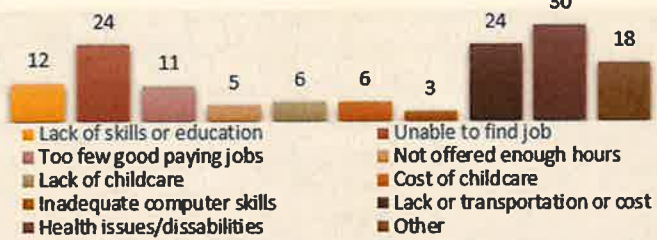


2023 TCCA Community Needs Assessment Survey Results

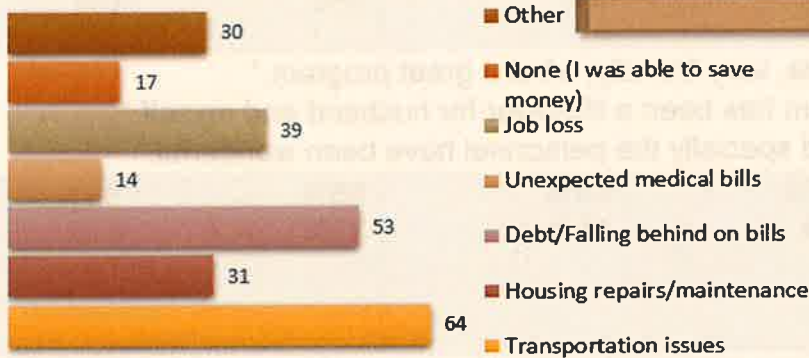
Is employment or income and issues for you or your family?



Why is employment or income a problem for you?

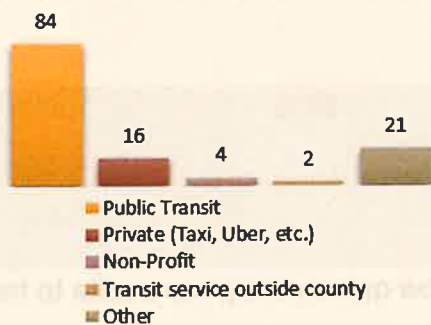


Did barriers or expenses prevent you from saving money in 2022?



- Car issues
- No money to save
- Bills
- Well went out
- Cost of living
- Fuel prices
- No job
- Health issues
- Loss of income
- Disabled
- Marital issues

Transportation utilized?



If you don't use public transportation, why not?



Top 5 Communities Biggest Strengths and Weaknesses in Fighting Poverty

Strength	Weakness
Non-Profits	Community Involvement
Community Involvement	Self Help/Support Groups
Faith Based Organizations	Other
Self Help/Support groups	Feeling of Community
Feeling of Community	Support from Elected Officials

- Don't know how to utilize resources
- New to area
- Mental Health addiction
- Assisting homeless
- Need more homeless assistance other than PATH
- Housing for homeless, plus the trash
- Street lights

2022 TCCAA Customer Satisfaction Survey Results

	How would you rate the quality of services you have received?	Was the staff person who assisted you with service professional and courteous?	Did you get the kind of service you wanted?	To what extent has our program met your needs?	How satisfied were you with the amount of help you received?
Congregate (Healthy Connections Program)	Excellent- 66% Good-29% Fair-3% Poor-0%	84% 16% 0% 0%	68% 32% 0% 0%	56% 40% 4% 0%	66% 32% 2% 0%
	<ul style="list-style-type: none"> • “Wonderful people, very friendly, what a great program.” • “The food program has been a lifesaver for husband and myself.” • “The lunches and specially the personnel have been wonderful.” 				
Home Delivered (Healthy Connections Program)	Excellent- 78% Good-19% Fair- Poor-	95% 4%	85% 15%	65% 33%	80% 17%
	<ul style="list-style-type: none"> • “The food has been really good and well prepared.” • “Tina gives my dad all the love and respect all aged people deserve. She enhances his life and I appreciate her beyond words.” • “The young lady that brings my lunch is wonderful and she lets me know that she cares.” 				
CAA Programs (35)	Excellent-94% Good- Fair- Poor-	100%	97%	94%	100%
	<ul style="list-style-type: none"> • “I appreciate all the help/resources and how quickly they were able to help me and my family get into our home.” • “The teamwork and creativity, the program has put into helping not just one, but all members of my family.” • “I was reluctant at first to join the program, but now I love it and get an immense amount of my mandatory life tasks completed.” • “I was treated with the upmost respect, great communication skills and their smile made the experience even better than I expected.” 				

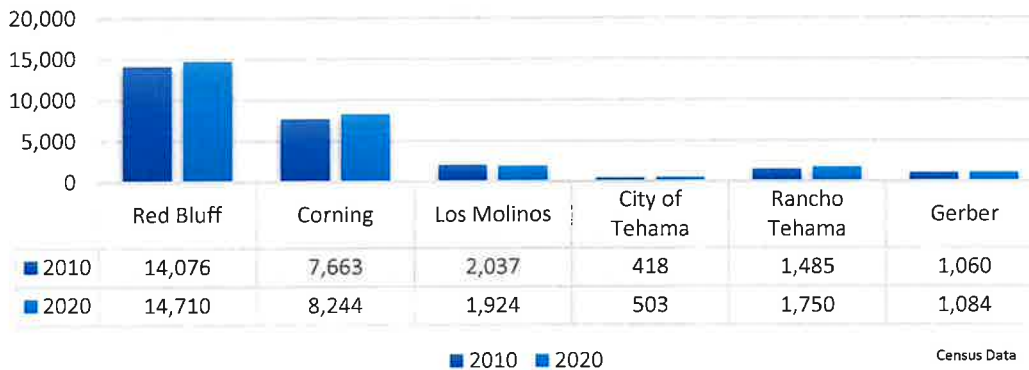
Community Profile

Population



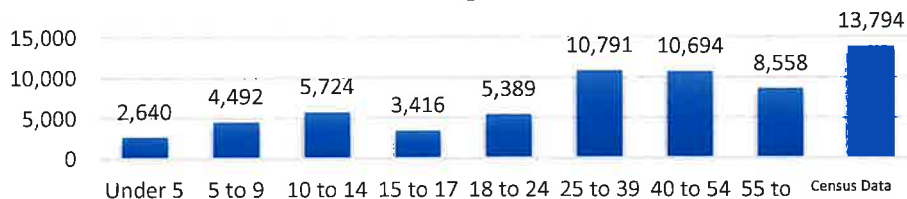
The 2020 census estimated the population in Tehama County at 65,829, which has seen an increase of 2,366 since the 2010, when the population was 63,463. Over half the population in the county live in areas outside of the main corridor.

Population Difference Over a Decade



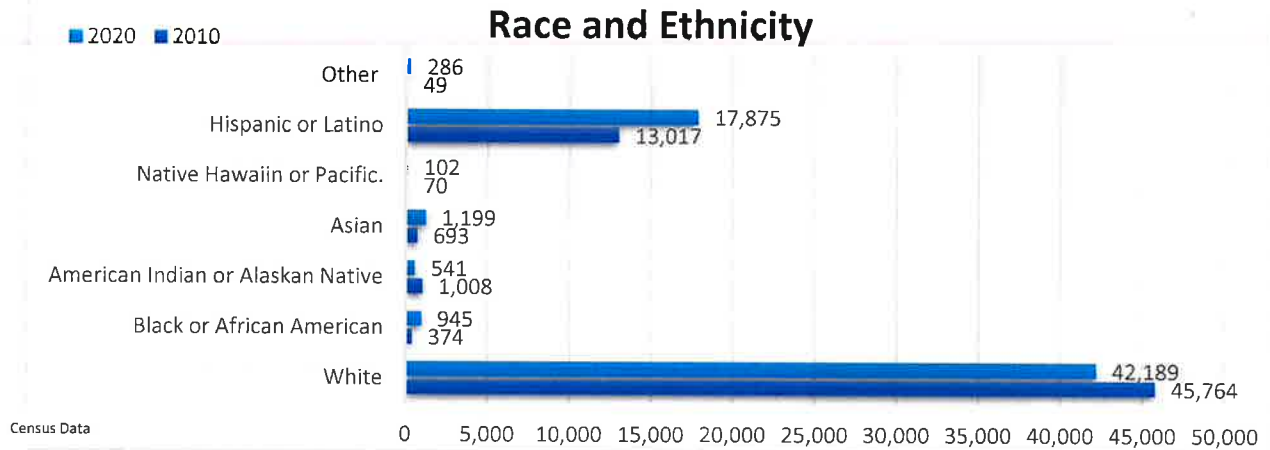
Tehama County has 16,272 (24.8%) children under the age of 18 and 19,037 (28.9%) are seniors over the age of 60. Both of these age categories make up over half (53.6%) the total population in Tehama County.

Age



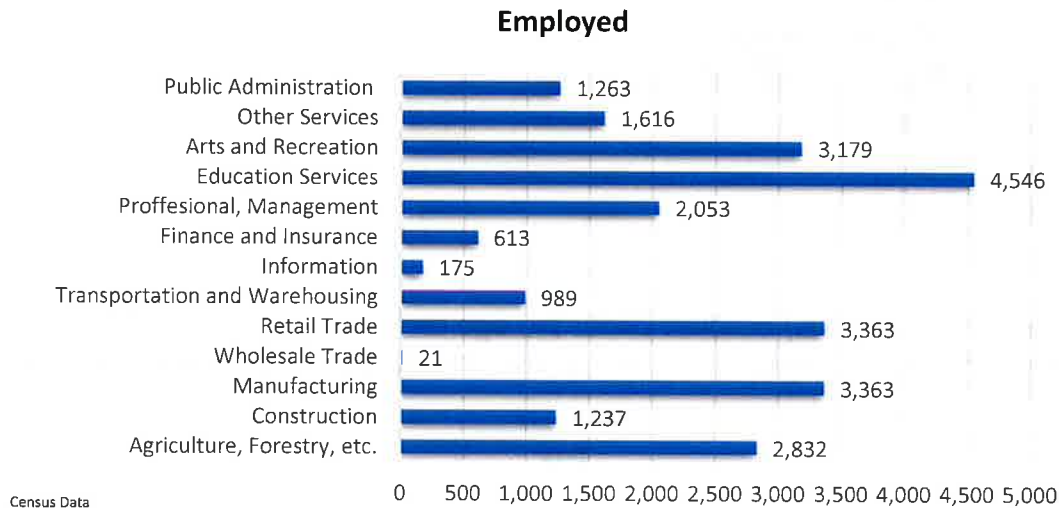
Race and Ethnicity

The Hispanic population has had the biggest increase over the last decade with a 3.5% increase. The white population in the county dropped 6% over the past decade. The biggest drop was in the American Indian population, where there was a decrease of over half the population.



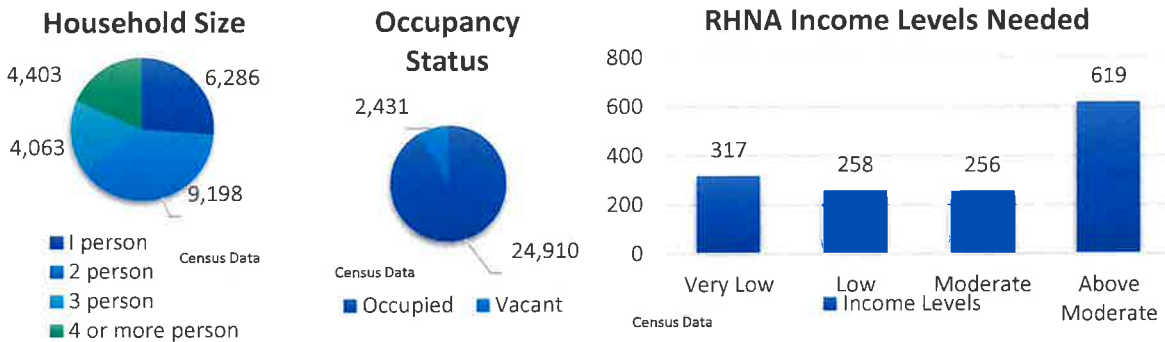
Employment

The county's economy is mostly driven by manufacturing, education/health & human services, recreation, agriculture and retail. Tehama County's unemployment rate according to the Employment Development Department is at 4.6% as of December 2022. The labor force is at 25,300, which is 38% of the population.



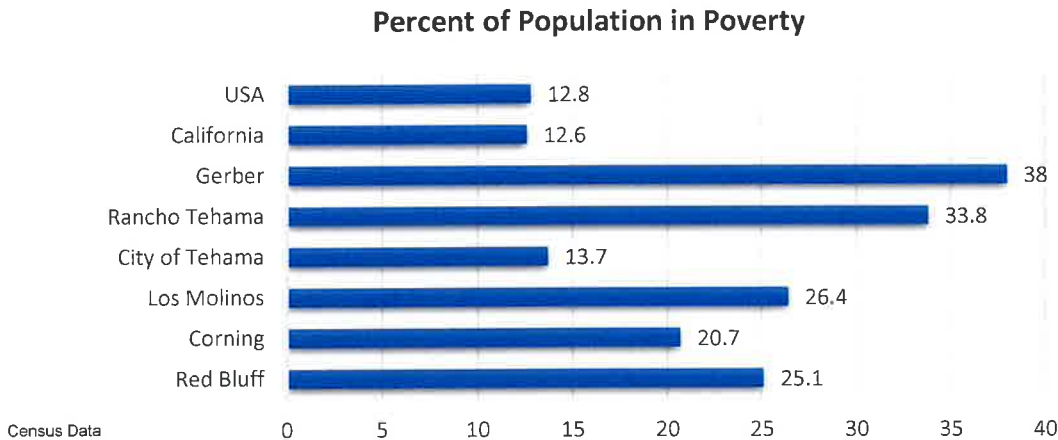
Housing

Like most of the state, Tehama County lacks safe affordable low-income housing. According to the Housing and Community Development housing implementation dashboard, Tehama County's Regional Housing Needs Assessment (RHNA) states how many housing units need to be developed (2019-2024), which is 1,450. To date, our county has only created 267 units. The median income for Tehama County is \$52,901 and the HUD Fair Market Rate for a 3-bedroom unit is \$1,460, which is 33% of a person yearly income.



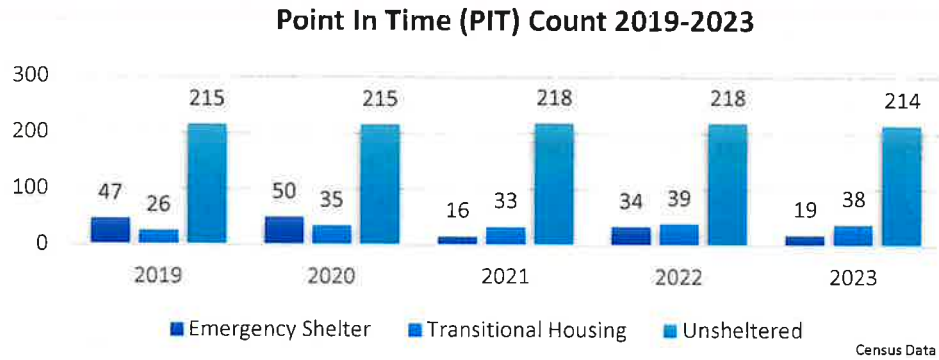
Poverty

According to the 2021 ACIS, 14.9% of the population in the county live below the Federal Poverty Level. In Tehama County 18.6% of the population, receive Supplemental Nutrition Assistance Program (SNAP). Poverty information is at 100% of the federal poverty income guidelines. In Tehama County, 62% of students have access to free and reduced meals. According to Feeding America, Tehama County holds the 3rd spot in the state with the highest rate of food insecurity at 14.5% of the population.



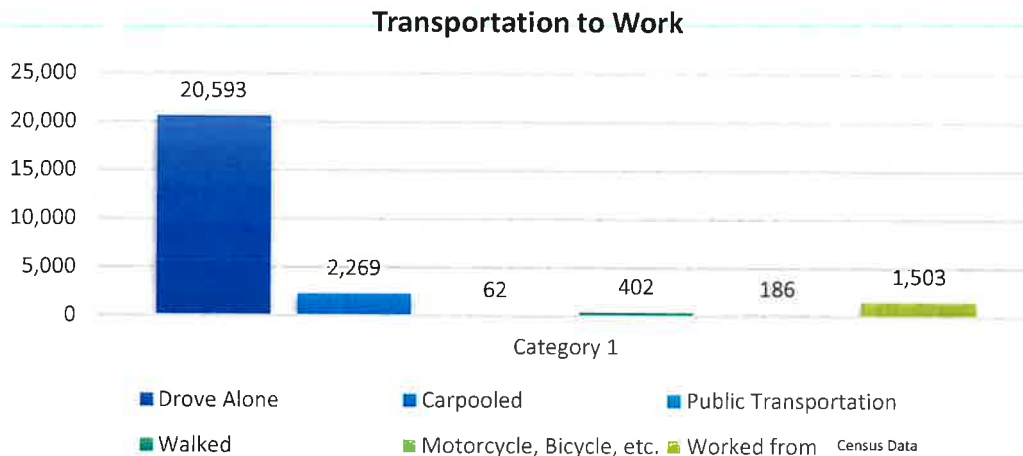
Homelessness

According to the 2023 Point-In-Time count, Tehama County has 271 people who are considered homeless. The homeless population in the county has remained steady for the past 5 years with a decrease of 17 people since 2019.



Transportation

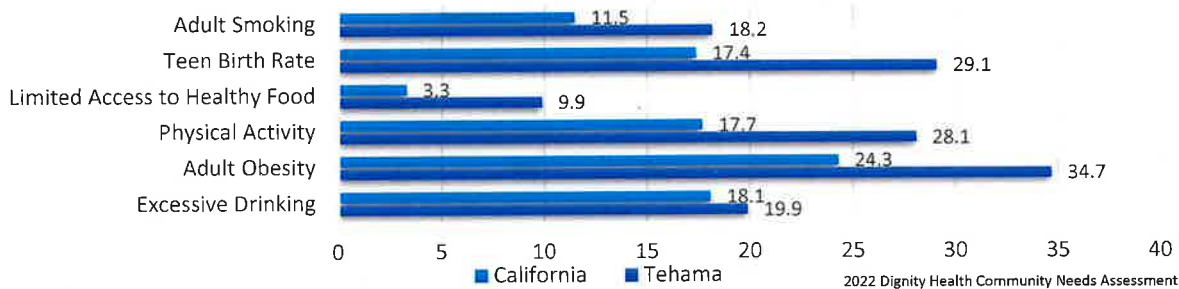
Over 80% of the population utilizes a personal vehicle to get to their employment. Tehama is such a rural county and there is very little public transportation outside of the main cities. With COVID-19, there has been a 26% increase from people working from home since 2019.



Health

According to the Dignity Health 2022 Community Needs Assessment, access to mental/behavioral health and substance abuse services was the top need along with access to primary healthcare. Tehama County has roughly 172.1 Mental Health Providers per 100,000, which is half that state average. Community needs assessment surveys have shown that mental health services is a top need in the county.

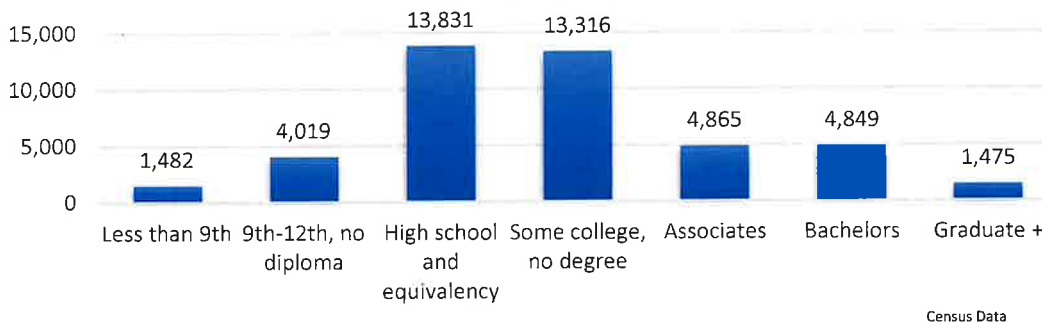
Health Behavior Indicators



Education

Socioeconomic status is highly influenced by educational attainment. In Tehama County, 86% of the population has at least a high school diploma or the equivalency. There are 2,557 people enrolled in college and 80% of those are female.

Education Attainment (25 years and over)

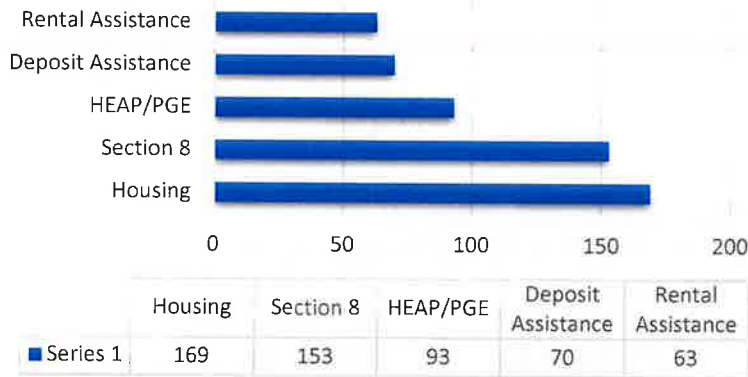


TCCAA Mainline and Website Traffic

Phone Calls

In 2022, TCCAA received 1,088 calls through the phone mainline. Out of those call, 42% of the phone calls received were regarding housing.

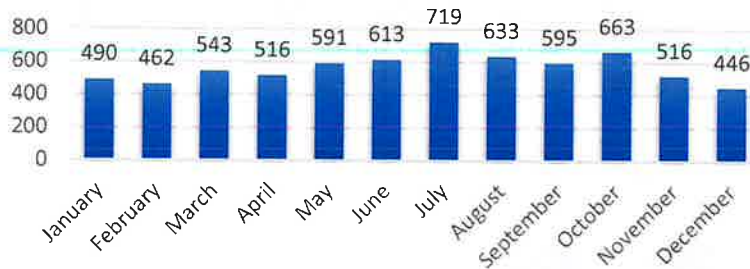
Top 5 Services



TCCAA Website

Through our website, we've received roughly 75 emails regarding assistance. Housing is the biggest viewed tab with 3,295 views in 2022.

TCCAA Website Traffic



Conclusion

The 2023 Tehama County Needs Assessment provides important information about the needs and specific concerns of Tehama County residents. Lack of affordable housing, assistance with utilities, transportation, affordable childcare, and access to food are some of the top issues within our county. With Tehama County being so rural, it definitely has a huge impact on the causes and conditions of poverty. Recently the increased minimum wage and fuel costs have had a huge impact on how low income families budget their income. With the costs of everything going up in the last few years, everyone is feeling the impact of the higher prices on consumables.

Access to mental health and/or substance abuse services is a top concern within the county. During the review of the community needs assessment survey, there was a lot of feedback on the need of mental health services, addiction and depression.

APPENDICES

Appendix A: Community Needs Assessment Survey

Appendix B: Stakeholders Survey

Appendix C: Customer Satisfaction Survey



For office use only:
Participant # _____

COMMUNITY NEEDS ASSESSMENT SURVEY 2022/2023

1. **Community sector** (Check one): Low Income Private Sector Community Based Organization
 Educational Institutions Faith Based General Public Public Sector
2. **Gender:** Male Female **Number of people who live in your household?** _____ **Zip code:** _____
3. **Household Type: (Please select one)**
 Individual Single Parent – (Father) Two Parents Single Parent – (Mother)
 Two adults, no children Other (Please explain): _____
4. **Age:** 0-17 18-24 25-34 35-44 44-54 55-64 65+
5. **Number of children in your home below 18 years of age:** _____
6. **Number of seniors in your home age 60 or over:** _____
7. **Ethnicity: (Select One)**
 Hispanic, Latino, or Spanish Non-Hispanic, Latino, or Spanish
8. **Race: (Select all that apply)**
 White American Native Hawaiian/Other Pacific Islander Multi-Race
 Black, African American Indian/Alaskan Native Other
 Asian

9. **What is your highest education level?**
 K – 8th Grade High School 12+ Some college or post-secondary school 2 or 4 year college degree
 9th – 12th Grade (Did not graduate) Graduate or GED

10. **Annual Household Income Range: (Please select one)**
 \$0 - \$7,000 \$21,001 - \$28,000 \$42,001 - \$49,000 \$56,001 - \$60,000 or Higher
 \$7,001 - \$14,000 \$28,001 - \$35,000 \$49,001 - \$56,000
 \$14,001 - \$21,000 \$35,001 - \$42,000

11. **Is anyone in your household considered disabled (mentally or physically)?** Yes No

12. **Is anyone in your home a Veteran?** Yes No

13. **How would you describe your living quarters?**
 I own my home Hotel/Motel I am homeless (shelter, car, temporary stay) Other:
 I rent my home Group living environment Campground or RV
 I live with other people

14. **What are your major housing concerns? (Check all that apply)**
 Rent too high No rental available House too small Residence is not handicapped accessible
 Utilities too high Housing needs major repairs Unsuitable neighborhood
 Can't find housing in price range Property tax too high
 Other: _____

15. **If homeless, where will you sleep tonight?**

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

16. Are you at risk of losing your housing due to late rent or mortgage payments? Yes No
What changes have you or your household experienced in the past twelve months that negatively affect your income? (Check all that apply)

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Change in marital status | <input type="checkbox"/> Cost of utilities | <input type="checkbox"/> Availability of childcare |
| <input type="checkbox"/> Under-employment (am qualified for a better job) | <input type="checkbox"/> Cost of housing | <input type="checkbox"/> Serious or chronic illness | <input type="checkbox"/> Affordability of childcare |
| <input type="checkbox"/> Reduction of work hours | <input type="checkbox"/> Cost of food | <input type="checkbox"/> Cost of healthcare or insurance | <input type="checkbox"/> Legal problems |
| | <input type="checkbox"/> Cost of transportation (fuel) | <input type="checkbox"/> Retirement | <input type="checkbox"/> Other: _____ |

17. Is education or training an issue for you or your family? Yes No
If you answered "Yes" above, why is education a problem for you or your family? (Check all that apply)

- | | | | |
|---|--|--|---------------------------------------|
| <input type="checkbox"/> Unable to access adult or alternative education programs to obtain a GED | <input type="checkbox"/> Insufficient funds to pay for tuition and/or other training costs | <input type="checkbox"/> Access to Preschool/Head Start | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Unable to access help to learn computer skills | <input type="checkbox"/> Work hours conflict with program availability | <input type="checkbox"/> Lack of after school programs for kids | |
| <input type="checkbox"/> Lack of transportation or cost of transportation | <input type="checkbox"/> No internet accessibility for online courses | <input type="checkbox"/> Insufficient Special Education services | |
| | | <input type="checkbox"/> Lack of accommodations for Special Needs children | |

19. Is access to food an issue for you or your family? Yes No
If you answered "Yes" above, why is food access a problem to you or your family? (Check all that apply)

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Not eligible for Snap benefits/food stamps | <input type="checkbox"/> commodity distribution sites) | <input type="checkbox"/> Lack of nutrition education/ don't know how to prepare meals |
| <input type="checkbox"/> Not enough income to purchase food | <input type="checkbox"/> Alternative food resources not available (food banks& | <input type="checkbox"/> Food dessert/no accessible stores | <input type="checkbox"/> Do not have kitchen facilities |
| <input type="checkbox"/> SNAP benefits/food stamps run out before the end of the month | | | |

20. Have you received food assistance in the past? Yes No
If yes, please select all that apply:

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Salvation Army | <input type="checkbox"/> Poor and the Homeless (PATH) | <input type="checkbox"/> Church food pantry/program | <input type="checkbox"/> Other (Please describe): |
| <input type="checkbox"/> Women Infant and Children (WIC) | <input type="checkbox"/> Tehama County Gleaners | <input type="checkbox"/> CalFresh (food stamps) | |

21. Is employment or income an issue for you or your family? Yes No
If you answered "Yes" above, why is employment or income a problem for you or your family? (Check all that apply)

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Lack of skills and/or education to obtain a job | <input type="checkbox"/> Too few good paying/living wage jobs with benefits | <input type="checkbox"/> Lack of childcare during hours needed | <input type="checkbox"/> Lack of transportation or cost of transportation |
| <input type="checkbox"/> Unable to find a job in the area | <input type="checkbox"/> No offered enough work hours or cover living expenses | <input type="checkbox"/> Cost of childcare | <input type="checkbox"/> Health issues or disability |
| | | <input type="checkbox"/> Inadequate computer skills | <input type="checkbox"/> Other: _____ |

22. What changes has have you or your household experienced in the past twelve months that negatively affect your income? (Check all that apply)

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Cost of Transportation (fuel) | <input type="checkbox"/> Cost of healthcare or insurance | <input type="checkbox"/> Affordability of childcare |
| <input type="checkbox"/> Under-Employment | <input type="checkbox"/> Cost of utilities | <input type="checkbox"/> Retirement | <input type="checkbox"/> Legal Problems |
| <input type="checkbox"/> Changes in marital status | <input type="checkbox"/> Serious or chronic illness | <input type="checkbox"/> Availability of childcare | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Cost of housing | | | |
| <input type="checkbox"/> Cost of food | | | |

23. Which of the following expenses or barriers prevented your family from saving money in 2022?

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> Transportation issues | <input type="checkbox"/> Debt/Falling behind on bills | <input type="checkbox"/> Job loss | <input type="checkbox"/> None (I was able to save money) |
| <input type="checkbox"/> Housing repairs/Maintenance | <input type="checkbox"/> Unexpected medical bills | <input type="checkbox"/> Other (Please explain): | |

24. Which transportation services have you used/do you use in Tehama County? (Please select all that apply):

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Paratransit (ParaTRAX, TRAX/Public bus, METS) | <input type="checkbox"/> Private (taxi, Uber, Lyft, Ride On, Precious Cargo, etc.) | <input type="checkbox"/> Non-profit (health clinic, church, seniors van) | <input type="checkbox"/> Transit services outside of Tehama County (Please explain): |
| | | | <input type="checkbox"/> Other (Please explain): |

25. If you do not use public transportation, why not?

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Own my own care | <input type="checkbox"/> Don't know the routes | <input type="checkbox"/> Unreliable services | <input type="checkbox"/> No transportation services where I live |
| <input type="checkbox"/> I don't feel safe | <input type="checkbox"/> Too expensive | | |

26. What services have you received in the last 12 months? (Check all that apply)

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> TANF (formerly known as welfare) | <input type="checkbox"/> SSI/SSD | <input type="checkbox"/> Unemployment Benefits | <input type="checkbox"/> Deposit Assistance |
| <input type="checkbox"/> SNAP (formerly called food stamps) | <input type="checkbox"/> Financial Counseling | <input type="checkbox"/> Job Training Services | <input type="checkbox"/> City utility assistance |
| <input type="checkbox"/> Medi-Cal/Medi-Care | <input type="checkbox"/> Foreclosure Prevention | <input type="checkbox"/> Family Support Services | <input type="checkbox"/> Public Housing/Section 8/HUD |
| <input type="checkbox"/> Energy Assistance | <input type="checkbox"/> Legal Aid Services | <input type="checkbox"/> Representative Payee Services | <input type="checkbox"/> Rental Assistance |
| <input type="checkbox"/> Unemployment Benefits | <input type="checkbox"/> Services for Seniors/Disabled Individuals | <input type="checkbox"/> Substance Abuse Treatment | <input type="checkbox"/> Domestic Violence Support Services |
| <input type="checkbox"/> Job Training Service | <input type="checkbox"/> Food Bank/Food Pantry | <input type="checkbox"/> Veteran's Affairs Services | <input type="checkbox"/> Other (Please describe): |
| <input type="checkbox"/> Family Support Services | <input type="checkbox"/> Rental Assistance | <input type="checkbox"/> Mental Health Services | |
| <input type="checkbox"/> Representative Payee Services | <input type="checkbox"/> Domestic Violence Support Services | | |

28. Of the services you received, including CAA services, which benefited you the most and why? (Please describe.)

29. What do you see as your community's current weaknesses in fighting poverty?

- | | | | |
|---|---|---|---------------------------------------|
| <input type="checkbox"/> Support from elected officials | <input type="checkbox"/> Faith-Based Organizations | <input type="checkbox"/> Meeting the needs of outlying areas | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Support from government agencies | <input type="checkbox"/> Self Help and Support Groups | <input type="checkbox"/> Meeting the needs of minorities | |
| <input type="checkbox"/> Community Involvement | <input type="checkbox"/> Feeling of Community | <input type="checkbox"/> Bringing in new business/industries | |
| <input type="checkbox"/> Non-Profit Organizations | <input type="checkbox"/> Community College | <input type="checkbox"/> Supporting local business/industries | |
| | <input type="checkbox"/> K-12 Education | <input type="checkbox"/> Awareness | |

30. What do you see as your community's current strengths in fighting poverty?

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Support from elected officials | <input type="checkbox"/> Non-Profit Organizations | <input type="checkbox"/> Community College | <input type="checkbox"/> Supporting local business/industries |
| <input type="checkbox"/> Support from government agencies | <input type="checkbox"/> Faith-Based Organizations | <input type="checkbox"/> K-12 Education | <input type="checkbox"/> Awareness |
| <input type="checkbox"/> Community Involvement | <input type="checkbox"/> Self Help and Support Groups | <input type="checkbox"/> Meeting the needs of outlying areas | <input type="checkbox"/> Other: _____ |
| | <input type="checkbox"/> Feeling of Community | <input type="checkbox"/> Meeting the needs of minorities | |
| | | <input type="checkbox"/> Bringing in new business/industries | |

31. Please share with us anything you would like to add regarding questions in this survey or the services the agency provides.



For office use only:
Participant # _____

Stakeholders Community Needs Assessment Survey 2023

1. What community sector do you represent?

- Private Sector
- Faith Based
- Public Sector
- Non-Profit
- Educational Institution
- Community Based Organization
- Other (please specify)

2. Gender

- Male
- Female
- Other (please specify)

- None of the above

3. What is your housing type?

- Own
- Rent
- Other (please specify)

4. What is your age group?

- | | |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 19-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-44 | |

5. What is your race?

- | | |
|--|---|
| <input type="checkbox"/> Asian | <input type="checkbox"/> Native American or Alaska Native |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> White |
| <input type="checkbox"/> Middle Eastern or North African | <input type="checkbox"/> Another race or ethnicity, please describe below |
| <input type="checkbox"/> Multiracial or Multiethnic | |
| <input type="checkbox"/> Self describe below: | |

6. What is the highest level of education you have completed?

- | | |
|---|--|
| <input type="checkbox"/> K-8th | <input type="checkbox"/> 12+ some college or post-secondary school |
| <input type="checkbox"/> 9th to 12th grade (Did not graduate) | <input type="checkbox"/> 2 or 4 year college degree |
| <input type="checkbox"/> Graduated from high school or GED | <input type="checkbox"/> Graduate degree or higher |

7. What do you feel is the primary causes of unemployment in the community? (Check only one)

- | | |
|--|--|
| <input type="checkbox"/> Lack of childcare | <input type="checkbox"/> Lack of education |
| <input type="checkbox"/> Not enough jobs | <input type="checkbox"/> Not enough on-the-job training |
| <input type="checkbox"/> Wages are too low | <input type="checkbox"/> Lack of transportation |
| <input type="checkbox"/> Lack of encouragement to work | <input type="checkbox"/> Not enough help available to find a good paying job |
| <input type="checkbox"/> Other (please specify) | |

8. What do you feel is the primary transportation barrier in the community? (Check only one)

- | | |
|---|--|
| <input type="checkbox"/> Automobile purchase is too expensive | <input type="checkbox"/> Insurance prices |
| <input type="checkbox"/> Suspended driver's license | <input type="checkbox"/> Gasoline prices |
| <input type="checkbox"/> Lack of reliable vehicle | <input type="checkbox"/> Bus services not available/reliable |
| <input type="checkbox"/> Other (please specify) | |

9. What do you feel are the biggest problems facing youth (ages 5-17) in the community?
(Check up to three)

- | | |
|--|---|
| <input type="checkbox"/> Not much to do away from school | <input type="checkbox"/> Alcohol/Drug abuse by youth |
| <input type="checkbox"/> Lack of adult role models | <input type="checkbox"/> Alcohol/Drug abuse by family |
| <input type="checkbox"/> Adults not in touch with needs of youth | <input type="checkbox"/> Lack of opportunities to develop skills needed as an adult |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Violence/Bullying |
| <input type="checkbox"/> Other (please specify) | |

10. What do you feel are the biggest problems facing adults in the community? (Check up to three)

- | | |
|--|---|
| <input type="checkbox"/> Availability of affordable quality child care | <input type="checkbox"/> Lack of access to health care |
| <input type="checkbox"/> Availability of affordable preschool | <input type="checkbox"/> High rent/mortgage costs |
| <input type="checkbox"/> Inability to pay all bills on time | <input type="checkbox"/> Alcohol/Drug abuse |
| <input type="checkbox"/> Mental health issues/stress | <input type="checkbox"/> Low wages |
| <input type="checkbox"/> Bad credit/debt problems | <input type="checkbox"/> Nowhere to turn for help in crises |
| <input type="checkbox"/> Lack of education | <input type="checkbox"/> Unemployment |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Food insecurity |
| <input type="checkbox"/> Lack of assets | |
| <input type="checkbox"/> Other (please specify) | |

11. Identify which of the following community resources you feel are most needed in Tehama County. Indicate whether each resource listed are 1=Not at all useful, 2=Not so useful, 3=Somewhat useful, 4=Very useful, 5=Extremely useful

	Not Needed	Somewhat Needed	Needed	Extremely Needed	N/A
Parenting skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Literacy skill training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Education/GED Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Programs ages 5-12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with budgeting money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people seeking employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people experiencing home foreclosure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people needing employment documents (ID, Driver's License, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credit Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Services/Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people who are unable to pay their electric/gas bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free income tax preparation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people in need of reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutrition Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. What do you see as your community's biggest **weaknesses** in fighting poverty? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Community Involvement | <input type="checkbox"/> Faith Based Organizations |
| <input type="checkbox"/> Self Help and Support Groups | <input type="checkbox"/> Community College |
| <input type="checkbox"/> Feeling of Community | <input type="checkbox"/> K-12 Education |
| <input type="checkbox"/> Support from Elected Officials | <input type="checkbox"/> Meeting the needs of outlying areas |
| <input type="checkbox"/> Support from Government Agencies | <input type="checkbox"/> Meeting the needs of minorities |
| <input type="checkbox"/> Non-Profit Organizations | <input type="checkbox"/> Bringing in new business/industries |
| <input type="checkbox"/> Other (please specify) | |

13. What do you see as your community's biggest **strengths** in fighting poverty? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Community Involvement | <input type="checkbox"/> Faith Based Organizations |
| <input type="checkbox"/> Self Help and Support Groups | <input type="checkbox"/> Community College |
| <input type="checkbox"/> Feeling of Community | <input type="checkbox"/> K-12 Education |
| <input type="checkbox"/> Support from Elected Officials | <input type="checkbox"/> Meeting the needs of outlying areas |
| <input type="checkbox"/> Support from Government Agencies | <input type="checkbox"/> Meeting the needs of minorities |
| <input type="checkbox"/> Non-Profit Organizations | <input type="checkbox"/> Bringing in new business/industries |
| <input type="checkbox"/> Other (please specify) | |

14. Please share with us anything you would like to add regarding the questions in this survey or the services the agency provides.

2022



**Tehama County Community Action Agency Client
Satisfaction Survey**



Please help us improve our program by answering some question about the services you have received from our agency. We are interested in your honest opinions, whether they are positive or negatives. *Please answer all of the questions.* We also welcome your comments and suggestions. Thank you very much; we really appreciate your help.

Choose only the program from which you are receiving a service.

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Family Stabilization <input type="checkbox"/> Housing Support Program <input type="checkbox"/> Wraparound <input type="checkbox"/> VITA Tax Services <input type="checkbox"/> CSBG Deposit Assistance <input type="checkbox"/> Housing & Disability Advocacy Program <input type="checkbox"/> Social Security Advocacy | <ul style="list-style-type: none"> <input type="checkbox"/> HomeSafe <input type="checkbox"/> Other: _____ <p>Healthy Connections</p> <ul style="list-style-type: none"> <input type="checkbox"/> Home Delivered <input type="checkbox"/> Congregate |
|---|---|

- 1) How would you rate the quality of services you have received?

4	3	2	1
Excellent	Good	Fair	Poor

- 2) Was the staff person who assisted you with services professional and courteous?

4	3	2	1
Excellent	Good	Fair	Poor

- 3) Did you get the kind of service you wanted?

4	3	2	1
Yes, definitely	Yes, generally	No, not really	No, definitely

- 4) To what extent has our program met your needs?

4	3	2	1
Almost all of my needs have been met	Most of my needs have been met	Only a few of my needs have been met	None of my needs have been met

- 5) How satisfied were you with the amount of help you have received?

4	3	2	1
Very Satisfied	Mostly Satisfied	Indifferent	Quite Dissatisfied

Additional comments, suggestions or feedback?

MINUTE ORDER
BOARD OF SUPERVISORS
COUNTY OF TEHAMA, STATE OF CALIFORNIA

C O N S E N T A G E N D A

(All votes were conducted via roll call by the Clerk. Noting the removal of Item #25 pulled by department.)

RESULT: **ADOPTED [UNANIMOUS]**
MOVER: Matt Hansen, Supervisor - District 4
SECONDER: Candy Carlson, Supervisor - District 2
AYES: Moule, Hansen, Leach, Nolen, Carlson

7. SOCIAL SERVICES / COMMUNITY ACTION AGENCY

- A) Approval and authorization for the Chairman, the Executive Director, and the CAA Program Manager, to sign the 2024-2025 Tehama County Community Action Agency (TCCAA) Community Services Block Grant (CSBG) Community Action Plan (CAP).

STATE OF CALIFORNIA)
) ss
COUNTY OF TEHAMA)

I, JENNIFER VISE, County Clerk and ex-officio Clerk of the Board of Supervisors of the County of Tehama, State of California, hereby certify the above and foregoing to be a full, true and correct copy of an order adopted by said Board of Supervisors on the 18th day of July, 2023.

DATED: July 24, 2023

JENNIFER A. VISE, County Clerk and
Ex-officio Clerk of the Board of Supervisors
of the County of Tehama, State of California

By: 
Deputy

