

	accessibility to vital information during pandemic or other disaster conditions.	
3. Provide and maintain affordable housing for seniors.	Management of a 39-unit HUD-subsidized independent living complex for seniors aged 62 or older.	FNPI 4b; 4c; 4d SRV 4o
4. Provide access to income support programs such as utility assistance, weatherization services, rental assistance, water utility assistance and other programs as may become available to assist low-income households meet their basic needs.	Administration of LIHEAP and local utility company energy assistance and weatherization programs; facilitation of access to housing and rental assistance programs; administration of water assistance programs; administration and/or access assistance for other low-income support programs as may become available.	FNPI 4h; 4z Maintain safe housing through energy assistance. SRV 4i, 4q, 4t
5. Provide services to assist individuals and families preserve financial resources.	To the extent feasible during pandemic conditions, operate a volunteer tax preparation site in collaboration with United Way of Wine Country.	FNPI 3z (receive EITC and other tax credits) SRV 3o
6. Increase access for seniors to health care and grocery shopping.	To the extent feasible during pandemic conditions, manage a volunteer driver program, which provides rides to medical appointments and grocery shopping for seniors without other transportation options. Alternatively, provide delivery of essential groceries to the homes of vulnerable individuals as appropriate.	FNPI 7z (individuals with reduced barriers to accessing health care and shopping) SRV 7d
7. Assist those struggling with homelessness.	Operate a mobile shower unit to bring hygiene services to the homeless. Maintain and strengthen an administrative partnership with Del Norte Mission Possible to operate a transitional house for homeless women; establish and operate a 52-bed homeless shelter; provide essential survival supplies to the unhoused living	FNPI 4a; 4b; 5c SRV 4m, 4n; 5oo

	in the open; and engage the homeless in environmental cleanup activities. Conduct other programs to support the homeless as may be necessary and appropriate.	
8. Participate in community collaborations, partnerships and working groups to address the causes and effects of poverty and strengthen local service networks.	Continue to be an active member of the Del Norte Non-Profit Alliance and provide financial support as appropriate; continue staff participation in Family Assistance Network, Community Food Council, Homeless Continuum of Care and other appropriate community groups and coalitions.	Module 2, B.5
9. Increase and maintain agency capacity to administer programs that meet community needs.	Continue to comply with organizational standards and best practices; improve staff training and professional development opportunities; maintain tri-partite board; secure and maintain infrastructure to support service provision and regulatory compliance.	NPI 6a Serv 6c Module 2, B.2 Organizational Standards Reporting
10. Increase resources available to address the causes and effects of poverty in Del Norte County.	Continue to work with CSD administration and Del Norte County's legislative representatives to secure full CAA designation and funding consistent with other service areas with similar poverty population and percentages without surrendering DNSC's current LPA designation and funding.	Module 2, B.5.d
11. Maintain flexibility to address emerging community needs as necessary and appropriate.	DNSC's CNA and CAP provide the flexibility to add, modify or delete priorities during the planning period as needed to take advantage of new opportunities or abandon unsuccessful strategies.	All NPI's and services.

Agency Priorities: Rank your agency priorities.

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

Indicator/Service Category (CNPI, FNPI, SRV): List the indicator(s) or service(s) that will be reported in annual report.

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Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

The vision of the Del Norte Senior Center is a community where all individuals, regardless of income, are able to live and age independently and with dignity and meaning.

2. Provide your agency's Mission Statement.

The mission of the Del Norte Senior Center is to provide the widest range of opportunities for seniors and other low-income residents of Del Norte County to live dignified and productive lives by developing resources to help meet their physical, mental, social and financial needs.

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Tripartite Board of Directors

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

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

State Plan

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

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

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

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

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

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

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

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

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

Service Delivery System

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

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

DNSC provides direct services through paid staff. When pandemic conditions allow for social, recreational, health and educational activities, they are generally volunteer-led or self-organized. Health and support services are generally provided by third-party providers who come to our site to provide their own services. DNSC helps refer clients to other agencies when they need a service not provided by DNSC. The services provided directly by DNSC are unique in the community. No other provider offers them. Those services provided by third-parties using DNSC facilities are uniquely able to provide access through DNSC for clients who might otherwise not be able to receive services. This is especially true for services based outside of Del Norte County. Examples of such services include Senior Legal Services, Caregiver Support Group and HICAP services, which are administered by organizations based in other areas. If not for DNSC, they would not have a place to provide their services in the county.

DNSC's intake process differs depending on the specific program being accessed. In general, a client is asked to fill out an intake form/application, is interviewed during an intake process or both. Eligibility for most direct-benefit services is either age-based (for senior services), income-based (for LIHEAP) or both income and age-based (subsidized senior housing). Most recreational, social, and supportive services are open and do not have eligibility limitations, but most participants in these services are eligible for one or more of our other services. DNSC's CSBG-funded services are delivered directly and not by subcontractors.

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

Please see the CNA Needs Table and Priority Ranking Table. DNSC provides senior nutrition; information and referral; social, recreational, educational and health-related activities; senior housing management; and Low-Income Household Energy Assistance Program (LIHEAP) services. DNSC has recently begun providing services targeted to homeless individuals and families through partnerships with the County of Del Norte and Del Norte Mission Possible.

All services are supported either directly or indirectly by CSBG funding. Senior housing management and LIHEAP are supported by CSBG because CSBG contributes a portion of shared administrative and direct program supervision staff, without which the positions would be difficult to sustain. CSBG funds provide basic administrative and operating support that allows us to operate our facility and offer it to our partners for their use to reach our clients.

DNSC has been in existence since 1976 and has been providing most of these services for

decades. DNSC's services relate to the CNA in that they meet the basic needs of the senior and low-income members of our community for food, shelter, and social connections. Our partnership activities relate to the CNA in that our low-resourced service sectors must work together to meet the needs of the community as none of us can do so alone.

CSBG funds are used for administrative salaries and benefits; direct service staff salaries and benefits; program support operating costs; general operating costs; allocated administrative overhead; minor equipment costs and staff training and technical assistance costs.

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Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan

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

DNSC's Executive Director participates in the Del Norte Non-Profit Alliance as a founding member and member of the steering committee. The Executive Director also serves on the School Site Council of a local K-8 public school and on the Del Norte Unified School District Board of Trustees. DNSC staff participate in the Family Assistance Network coalition of both public and private-sector service organizations and on the Del Norte and Tribal Lands Food Security Council. Our Service Coordinator was recently accepted as a member of the county-level Homeless Continuum of Care committee for the Redding/Shasta, Siskiyou, Lassen, Plumas, Del Norte, Modoc, Sierra Counties CoC and we have been invited to participate in local Office of Emergency Services and Vaccine Task Force activities.

Coalition members generally do not coordinate "funding", but instead seek to understand the services provided by each member, strengthen areas in which members can coordinate services provided to common clients, and improve knowledge of resources and needs. The methods used include presentations at coalition meetings and individual networking among service provider directors and staff. These methods are effective in small, close-knit communities such as Del Norte County.

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

Unless funding is involved, DNSC does not generally require MOU's to make its facilities available to other entities. When pandemic conditions allow on-premises activities, partners are asked to schedule their services/activities in advance and provide us with participant sign-in information for our reporting. DNSC has a formal lease agreement with Area 1 Agency on Aging to rent an office in our facility to provide its HICAP services in Del Norte County. DNSC has recently approved a sub-lease to allow use of that office for Tri-County Independent Living one day a week to bring additional services to Del Norte County. DNSC recently approved a written agreement with a local car club to act as a non-profit fiscal sponsor for a fundraising effort for technical school scholarships for low-income youth.

DNSC has written management agreements with the partner non-profit organizations Redwood Cove Senior Apartments and Del Norte Mission Possible; an agreement with the County of Del Norte to provide mobile hygiene services and various informal agreements with other agencies to facilitate access to services.

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

- No change to the response in your agency's 2020-2021 CAP.
 - Adaptations to the response in your agency's 2020-2021 CAP are described below.
-

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

DNSC leverages Older Americans Act Title III funds, Low-Income Household Energy Assistance Program funds, and management fees from a HUD-subsidized housing program to operate its services. CSBG provides essential funding to stabilize and supplement the funding of these sources, as well as to provide additional opportunities for community services as funding is available. Del Norte County is a generally low-income community and cannot support significant services without outside funding support. DNSC is also piloting the idea of leveraging its administrative capacity to support other non-profits through management agreements. CSBG has the potential to stabilize the services provided by these organizations.

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

- No change to the response in your agency's 2020-2021 CAP.
 - Adaptations to the response in your agency's 2020-2021 CAP are described below.
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6. Describe how your agency documents the number of volunteers and hours mobilized to support your activities. (Organizational Standard 2.4)

- No change to the response in your agency's 2020-2021 CAP.
 - Adaptations to the response in your agency's 2020-2021 CAP are described below.
-

Volunteers have been scarce during pandemic conditions due to the fact that most volunteers are in high-risk groups. As vaccinations allow more safe interaction, prior procedures for documenting volunteer participation will be re-implemented.

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

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

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

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

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

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

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

Our agency does not provide employment & training services.

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

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

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

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

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

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

DNESC is the only provider of home energy assistance in Del Norte County.

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

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

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

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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.

DNSC has extensive policies and procedures in place to insure separation of duties and adherence to funding contract requirements. All of these policies are available upon request and are monitored annually by the Area 1 Agency on Aging and our independent auditors and every three years by CSD.

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.

N/A

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Data Analysis and Evaluation

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

1. Describe your agency's method for evaluating the effectiveness of programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

DNSC is a small agency and management is in constant contact with line staff and program participants. Feedback is evaluated on a daily basis to determine needed programmatic and administrative improvements. Minor adjustments can be made on an ongoing basis. Policy changes are brought to the Board of Directors at monthly meetings. Monthly meetings also include regular reports on program accomplishments and challenges. DNSC conducts a formal satisfaction survey of meal program participants annually and reports the results to the Board of Directors.

2. Applying the Results Oriented Management and Accountability (ROMA) cycle of assessment, planning, implementation, achievement of results, and evaluation, describe one change your agency made to improve low-income individuals' and families' capacity for self-sufficiency. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)

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

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

We maintained, and in some areas significantly increased services to vulnerable individuals during a worldwide pandemic.

3. Applying the full ROMA cycle, describe one change your agency facilitated to help revitalize the low-income communities in your agency's service area(s). (CSBG Act Section 676(b)(12), Organizational Standard 4.2) (Optional)

N/A

Additional Information (Optional)

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. If so, when was the disaster plan last updated?
2020
3. Briefly describe your agency's main strategies to remain operational during and after a disaster.
Staff are set up to work remotely as needed; documents are scanned to shared drives to be accessible to all staff regardless of location; potential service recipients are given online options for application; shelf-stable meals will be stocked to provide food in the event kitchen facilities are unusable until alternate arrangements can be made.

Agency Capacity Building

1. Although the CNA focused on Community and Family Level needs, if your agency identified Agency Level need(s) during the CNA process, list them here.
Strengthening client accessibility to online resources during a pandemic or other disaster will continue to be a capacity-building as well as a community and family need.
2. Describe the steps your agency is planning to take to address the Agency Level need(s).
Assessment of individual client capacity and desire to obtain computer literacy skills; assessment of training delivery models that would be successful with the target population.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

MAXIMUM FEASIBLE PARTICIPATION

Category One: Consumer Input and Involvement

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

VISION AND DIRECTION

Category Four: Organizational Leadership

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

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

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

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

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

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

Category Six: Strategic Planning

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

Appendices

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

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