


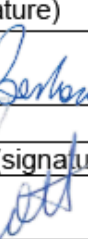
**Local Plan for CARES Act CSBG Supplemental Funding**

**COVER PAGE AND CERTIFICATION**

Agency Name:	<b>Community Action Partnership of Orange County</b>
Primary Agency Contact	Curtis Gibbs
Title	Director of Planning and Business Development
Phone	714-448-9114
Email	Cgibbs@capoc.org
Secondary Agency Contact	William "Bill" Bailor
Title	Chief Operating Officer (COO)
Phone	(714) 894-5405
Email	wbailor@capoc.org

**Certification of CARES Local Plan**

The undersigned hereby certifies that the local plan information submitted for CARES Act CSBG Supplemental Funding has been authorized by the governing body of this organization. By signing below, your agency certifies that it will continue to comply with all State and Federal Assurances and any other laws, rules, and/or statutes in the performance of the activities funded through this grant, as indicated in your agency's **Community Services Block Grant (CSBG) 2020-2021 Community Action Plan (CAP)**. Additionally, by signing below, your agency certifies that it will provide applicable services and programs to individuals impacted by COVID-19 in your community, ensure CARES expenditure and outcome reporting are tracked separately, and ensure unduplicated counts are obtained.

Board Chair (printed name)	Board Chair (signature)	Date
<b>Alicia Berhow</b>		<b>8/14/2020</b>
President & CEO (printed name)	President & CEO (signature)	Date
<b>Gregory C. Scott</b>		<b>8/14/2020</b>
Plan Submitted By (printed name)		Date
<b>Community Action Partnership of Orange County</b>		<b>8/14/2020</b>

Board Approved Plan On: **08/05/2020**

If plan was not approved by the governing board prior to submission, please indicate when the plan will be presented to the board\*: **08/05/2020**

\*Agencies will need to resubmit certification to CSD after obtaining board approval

**CSD Use Only**

Date Local Plan Received	Date Local Plan Approved	Accepted By

## Local Plan for CARES Act CSBG Supplemental Funding

Each agency shall participate in the development and submission of a CARES Act CSBG Supplemental Funding Local Plan. The CARES Act CSBG Supplemental Funding Local Plan template is due to CSD no later than July 31, 2020. Please email your local plan to the [CSBGDiv@csd.ca.gov](mailto:CSBGDiv@csd.ca.gov) inbox.

Below are helpful resources: • Local Plan Data • Needs Assessment Data • Employment Development Department Unemployment Insurance Information by County LOCAL PLAN The following section is intended to assist your agency in identifying potential emerging needs due to COVID-19 and outlines some of the potential impact areas to your local community. The impact areas described may not apply to all communities; data is likely not readily available for all impact areas. Check the box that best represents your community. If needed, use the “other” selection to provide any further explanation as it relates to the impact category described.

### LOCAL PLAN

#### Health impacts:

- Individuals over 65, especially those with underlying health conditions, have been shown to be at particular risk for severe health implications from COVID-19. Those in congregate settings (e.g. nursing homes) are a particular concern in this community.

This applies to this community

This does NOT apply to this community

Other – Please describe:

#### **Orange County’s Aging Population**

Orange County’s population 65 years of age and older account for 15.7% of the population (U.S Census Bureau, 2020). Orange County’s aging population is expected to double within the next 30 years<sup>1</sup> (2019-2020 Orange County Community Indicators Report, 2019). Like other areas affected by the current pandemic, Orange County’s older adults are being particularly affected by COVID-19.

#### **COVID-19 Hospitalizations and Deaths for Individuals over 65**

Currently, Orange County contains a high count of people 65 years of age and older per hospital bed currently being hospitalized with COVID-19 complications (75.28%).<sup>2</sup> Hospitalizations in Orange County have seen a considerable increase beginning in June 2020, seeing a 201% change in cumulative confirmed cases of COVID-19 from the previous month of June<sup>3</sup>.

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<sup>1</sup> Orange County. *Orange County Community Indicators Report 2018-2019*. 2019, Santa Ana, CA: 2020.

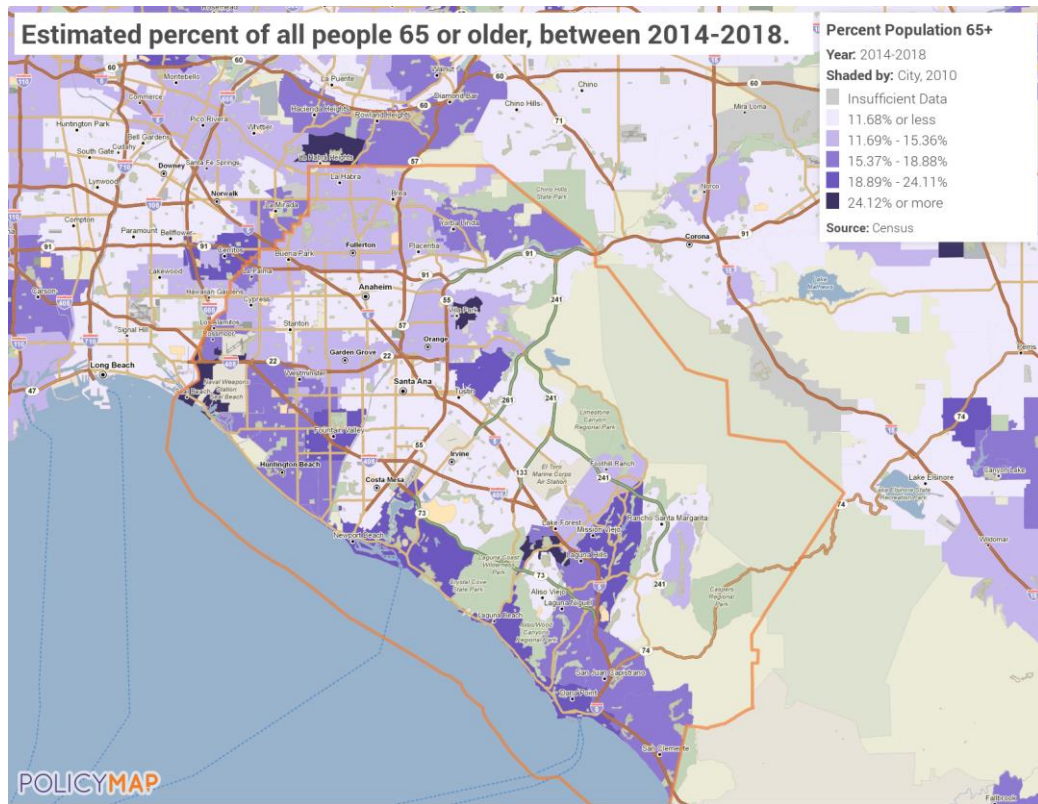
<sup>2</sup> COVID-19 Hospitalizations, 2020. Social Explorer, (based on data from U.S. Census Bureau; accessed July 16, 2020).

<sup>3</sup> Ibid.

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**Figure: Estimated Percent of all people 65 or older, between 2014-2018**

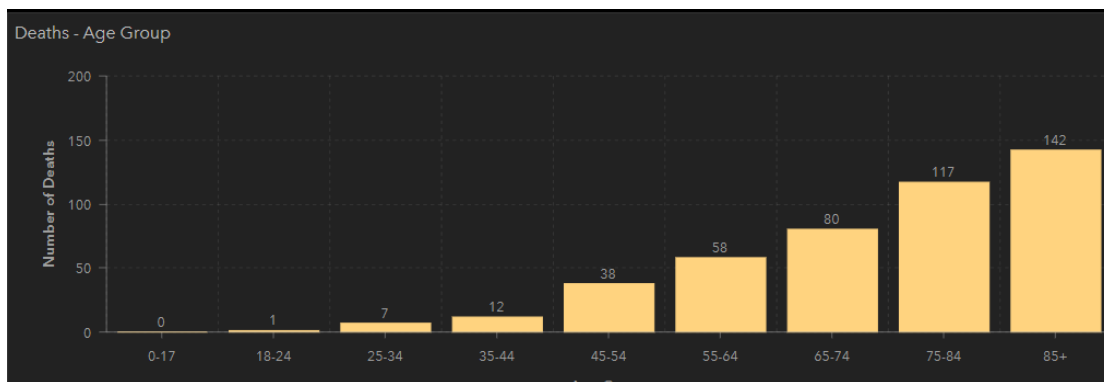
Source: Policy Map



As of July 15, 2020, Adults over the age of 65 account for 75% of the 455 deaths as a result of COVID-19, according to the OC Health Care Agency <sup>4</sup> (see figure above).

**Figure: Deaths- Age Group, OC Health Care Agency**

Source: OC Health Care Agency COVID-19 Dashboard, July 15, 2020



<sup>4</sup> OC Health Care Agency. *Deaths- Age Group, OC Health Care Agency*. July 15, 2020. <https://ochca.maps.arcgis.com/apps/opstdashboard/>

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### **Quality of Health for Individuals over 65**

In terms of the quality of health for individuals over 65, 14 zip codes in Orange County contain adults reporting fair or poor health in the last thirty days that exceed the state average of 17.6%, while nine zip codes contain adults reporting fair or poor health in the last 30 days, higher than the national average of 18.4%.<sup>5</sup> Additionally, 36 zip codes in OC have individuals 65+ living without medical insurance that is greater than the California average of 1.17% and 41 zip codes in OC have individuals 65+ living without medical insurance that is greater than the national average of .82%.<sup>6</sup>

### **Social Isolation Among Older Adults**

It is important to recognize the effects the current pandemic is having on the health and mental health of older adults in our communities. The current pandemic has forced many to self-isolate in ways not seen before. Self-isolation among older adults can be particularly impactful, considering that older adults often rely on the interaction of senior centers, places of worship, or day centers to socialize. There is considerable research to support that isolation among older adults can contribute to a number of health issues such as neurocognitive and cardiovascular diseases.<sup>7</sup> It is too early to tell the impact that the self-isolation brought on by the recent shutdowns will have on the mental and physical health of older adults in our community.

### **CAP OC Senior Programs**

CAP OC's Senior programs at two of our family resource centers, Anaheim Independencia Family Resource Center and El Modena Family Resource centers, have had to modify their programs since March 2020 with many services now being offered over-the-phone or by appointment only. Our Senior Programs provide a number of social, recreational, and educational activities for adults over the age of 55. This program operates Monday through Friday with a number of activities scheduled throughout the day for participants.

In 2018, our agency conducted a focus group for participants in this program to assess the needs of our participants at our Anaheim Independencia Family Center (Center).<sup>8</sup> From the focus group, we learned that many members have been accessing services from the Center for over five years and consider the center another "home." A few of the services the seniors seek include: the food pantry, community building and companionship, SNAP enrollment, and citizenship assistance. Seniors did express the need for more hands-on activities to be provided at the Center such as knitting, crafts, dancing and even computer literacy classes.<sup>9</sup>

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<sup>5</sup> U.S. Census Bureau. *Poor and Fair Health in Last Thirty Days*. 2020. PolicyMap. July 15, 2020.

<sup>6</sup> Ibid.

<sup>7</sup> Armitage, R., & Nellums, L. B. (2020). COVID-19 and the consequences of isolating the elderly. *The Lancet. Public health*, 5(5), e256. [https://doi.org/10.1016/S2468-2667\(20\)30061-X](https://doi.org/10.1016/S2468-2667(20)30061-X)

<sup>8</sup> Community Action Partnership of Orange County. *2020-2021 Community Action Plan*. June 2020. <https://www.capoc.org/about/pdf/reports/capfinal2020-2021.pdf>. Date Accessed July 22, 2020.

<sup>9</sup> Ibid.

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In general, those interviewed expressed that the Center (Senior Program) provided a great source of happiness since many could socialize with the friends made at the Center over the years. One Senior expressed that she has been utilizing the Community Center for over thirty years, mentioned that she will never leave the center because the services are superb, but she has built a family and formed a community with the staff and participants. These seniors feel a sense of vitality when coming to the center because the staff celebrate the seniors by recognizing them on their birthdays and making special events for them.

- Community health resources will be stretched thin as resources devoted to those sick with COVID-19 will limit resources available to others. Limited Intensive Care and other hospital services in this community would mean others NOT directly affected by COVID might lack access to care.

This applies to this community

This does NOT apply to this community

Other – Please describe:

### **COVID-19 and Disproportionate Effects on LatinX Community**

Data being reported by public health officials is confirming that people of color are being particularly affected by COVID-19, with the LatinX population representing a high-risk group. LatinX persons are approximately 4 times more likely than non-Hispanic white persons to be hospitalized.<sup>10</sup>

The latinx population in Orange County accounts for 34% of the population, yet represent 38% of all deaths as a result of COVID-19, the largest ethnic/group in the County, see figure below, Deaths- by Race/Ethnicity , OC Health Care Agency .<sup>11</sup> LatinX persons also account for 43% of all confirmed COVID-19 cases in the county, the largest ethnic/racial group, followed by whites (27%), other (20%), and Asian (8%).<sup>12</sup>

### **Figure: Deaths- by Race/Ethnicity, OC Health Care Agency**

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<sup>10</sup> Centers for Disease Control. COVID-19 in Racial and Ethnic Minority Groups. June 25, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/racial-ethnic-minorities.html>. Date Accessed July 15, 2020.

<sup>11</sup> OC Health Care Agency. *Deaths- Age Group, OC Health Care Agency*. July 15, 2020. <https://ochca.maps.arcgis.com/apps/opsdashboard/>

<sup>12</sup> Ibid.

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Source: OC Health Care Agency COVID-19 Dashboard, July 15, 2020

<u>Race/Ethnicity</u>	<u>Percent of Deaths</u>	<u>Percent of Population</u>
American Indian/Alaska Native	0.67%	0.2%
Asian	16.55%	21.1%
Black or African American	1.34%	1.6%
Hispanic or Latino	37.58%	35%
Multiple Races	1.34%	2.9%
Native Hawaiian/Pacific Islander	1.12%	0.3%
Other	8.05%	0.2%
White	33.33%	38.6%
<b>Total</b>	<b>100%</b>	<b>100%</b>

It is still not clear as the reasons for this, but some are pointing to health disparities already present among LatinX persons such high rates of obesity and heart disease. LatinX persons in Orange County also work in industries that have been particularly impacted by COVID-19 such as the service industries, hospitality jobs.<sup>13</sup>

- Behavioral health resources will need to be available in new and increased ways to deal with the many different stressors/traumas caused by the pandemic, especially its impact over an extended time period. Issues such as domestic violence, elder abuse, child abuse, drug abuse, suicide and other indicators of behavioral health issues are a particular concern in this community.

- This applies to this community
- This does NOT apply to this community
- Other – Please describe:

It is important to acknowledge those vulnerable with preexisting mental health issues impacted by COVID 19, however many will also come out with newly developed mental health issues as a result of stressors caused by the pandemic. Before the pandemic, nearly 58 million Americans reported living with a mental illness and/or substance use disorders; the pandemic is predicted to increase these results as new stressors/traumas have been added on.<sup>14</sup> According to Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA) has expedited its process to release \$110 million in emergency grant funding for resources pertaining to treatment of substance use disorders and

<sup>13</sup> Krogstag, Gonzalez-Barrera, and Bustamante. "U.S. Latinos among hardest hit by pay cuts, job losses due to coronavirus." FactTank: News in Numbers. Pew Policy Research. April 2020.

<sup>14</sup>Health and Human Services. (2020). SAMHSA moves quickly to begin releasing \$110 million in emergency grant funding to provide Americans with substance use treatment and mental health services during the COVID-19 pandemic. Retrieved from <https://www.hhs.gov/about/news/2020/04/20/samhsa-moves-quickly-begin-releasing-110-million-emergency-grant-funding-provide-americans.html>

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other mental illnesses. The total grant of \$110 million will be distributed as \$2 million for successful state applicants and up to \$500,000 for successful territory and tribal applicants for 16 months.<sup>15</sup>

- Nutrition for school-aged children previously accessing free/reduced breakfast, lunch, and snacks is impacted as many are now removed from that food source due to school closures.

This applies to this community

This does NOT apply to this community

Other – Please describe:

A lack of access to nutritious food is often a barrier to low-income individuals and families. In Orange County, 350,000 individuals struggle to get basic needs such as food, a majority of these individuals being children under the age of 18.<sup>16</sup> Low-income children rely on free or reduced-fee lunches as a source of food and nutrition, which has been significantly affected by the current pandemic. The State of California currently has approximately 3.9 million children that are eligible for free or reduced lunch.<sup>17</sup> Please see figure below, Percentage of Students that are Free and Reduced-Price Lunch Recipients, 2016-2017.

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<sup>15</sup> Health and Human Services. (2020). SAMHSA moves quickly to begin releasing \$110 million in emergency grant funding to provide Americans with substance use treatment and mental health services during the COVID-19 pandemic. Retrieved from <https://www.hhs.gov/about/news/2020/04/20/samhsa-moves-quickly-begin-releasing-110-million-emergency-grant-funding-provide-americans.html>

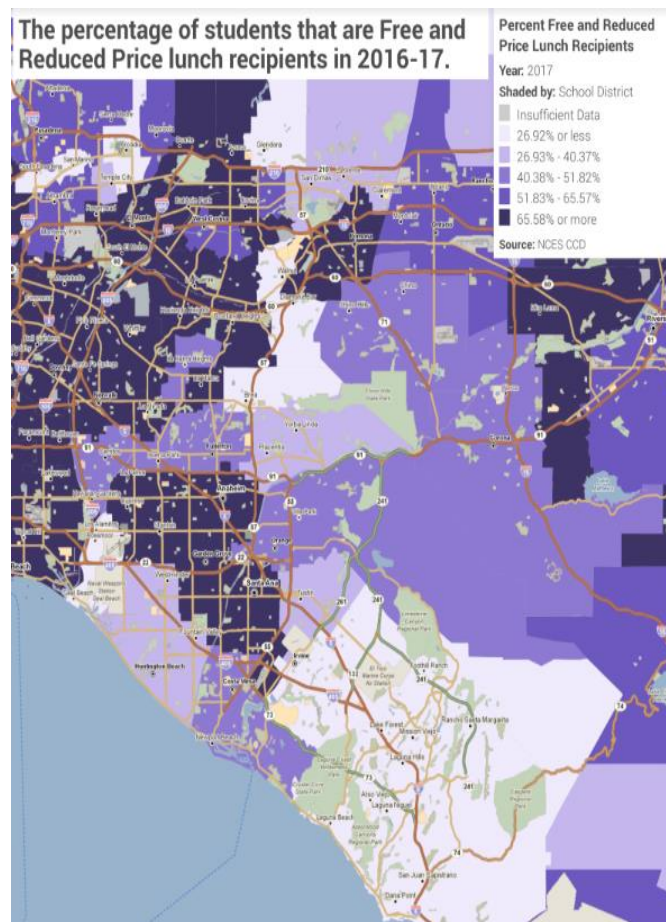
<sup>16</sup> 8 U.S. Department of Agriculture, Economic Research Service. Food Access. Washington. D.C.: 2018. <https://www.ers.usda.gov/topics/food-choices-health/food-access/> (accessed July 17, 2020).

<sup>17</sup> Ibid.

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Figure: The Percentage of Students that are Free and Reduced-Price Lunch Recipients in 2016-2017

Source: Policy Map



Since March 2020, public schools throughout Orange County went to distance-learning (online) for the remainder of the year to curb the spread of COVID-19.<sup>18</sup> Some impacted schools provided drive-thru breakfast/lunch services to its students, even as schools remained closed for in-person instruction, providing nutrition to already struggling students and families.<sup>19</sup>

### **The Pandemic Electronic Benefit Transfer (P-EBT) program for Eligible Children**

In April 2020, the Department of Agriculture allocated funds for additional food assistance to food insecure families. The Pandemic Electronic Benefit Transfer (P-EBT) program was created to help supplement food that low-income who otherwise would have received free breakfast/lunch during school time. Similar to SNAP/food stamps, this P-EBT service provides a total of \$365 a month to eligible

<sup>18</sup> Orange County Department of Education. COVID-19 update: CIF Southern Section announces two-season calendar set to start in December. July 20, 2020. <https://newsroom.ocde.us/coronavirus-update/>. Accessed July 22, 2020.

<sup>19</sup> Ibid.



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low-income children in California. This service is only provided to families who apply before the deadline of June 30, 2020.<sup>20</sup>

### **CAP OC Nutrition Health and Wellness Programs During COVID-19 Pandemic**

Despite the current pandemic, CAP OC's nutrition and wellness programs have continued our commitment to provide information about nutrition and wellness, all being done virtually. One remote nutrition education class for parents (6 in attendance) started in early May 2020. Staff from our Healthy Cities Initiative, an initiative working toward improving the health status of low-income Californians, have been very active on social media; providing nutrition classes, lots of physical activity classes- ZUMBA, etc. MOVE MORE, EAT HEALTHY Facebook page has 1,000 followers. All other activities are remote. We have even been promoting the Zumba on Zoom on our CAP OC Facebook page.

### **Employment Impacts:**

- Employment impacts of the pandemic have been immediate and profound. Anecdotal information as well as early data about unemployment claims from March and April confirm a significant emerging need in the area of employment.<sup>21</sup> Local indicators show that national patterns of unemployment are being seen in this community.

This applies to this community

This does NOT apply to this community

Other – Please describe:

The current COVID-19 pandemic has had an impact on employment in Orange County, with increasing unemployment figures each month since the pandemic began in early 2020. During the months of March-April, the State of California saw a job loss of 2.5 million jobs, with a total national job loss of 21 million.<sup>22</sup>

According to the California Employment Development Department, the unemployment rate from the County rose from 13.8% in April to 14.5% in May.<sup>23</sup> The industry that has been affected the most in the county is in leisure and hospitality, seeing a loss of 101,700 jobs since the pandemic began. Other industries that have been heavily affected in the County are professional and business services (41,200 jobs), trade, transportation, and utilities (31,200 jobs), and education and health services (22,800 jobs).<sup>24</sup>

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<sup>20</sup> Ibid.

<sup>21</sup> Berube, A. (2020, June 17). What weekly unemployment claims reveal about the local impacts of the COVID-19 recession. Retrieved August 04, 2020, from <https://www.brookings.edu/blog/the-avenue/2020/05/13/what-weekly-unemployment-claims-reveal-about-the-local-impacts-of-the-covid-19-recession/>

<sup>22</sup> Ibid

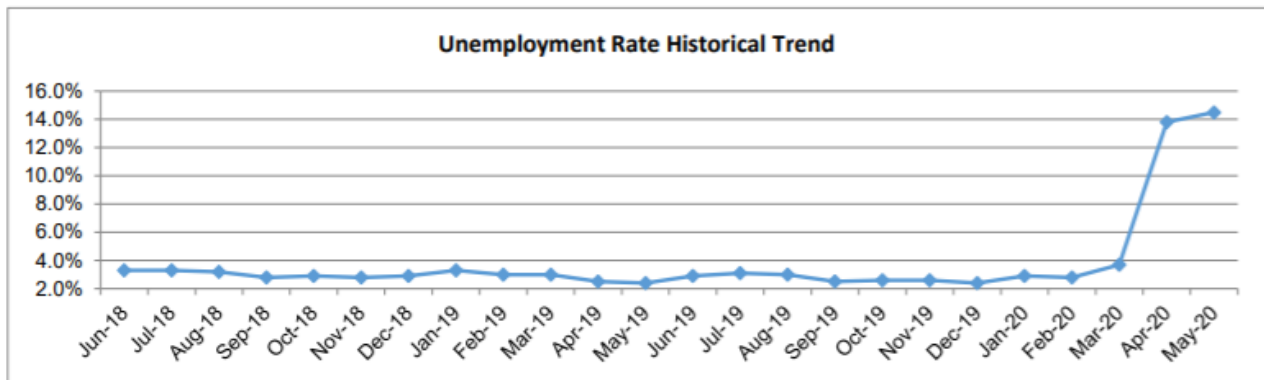
<sup>23</sup> California Employment Development Department. ANAHEIM-SANTA ANA-IRVINE METROPOLITAN DIVISION (ORANGE COUNTY). July 17, 2020. [https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran\\$pds.pdf](https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran$pds.pdf).

<sup>24</sup> Ibid.

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Figure: ANAHEIM-SANTA ANA-IRVINE METROPOLITAN DIVISION, June 2020

Source: State of California, Employment Development Department



### **Projections for Jobs and Gaps in Skills Orange County**

Current projects put Orange County as an area that will experience a gap in skills in the near future. The California Employment Development Department projects the fastest-growing occupations in Orange County between 2014 and 2024, ones which will enjoy relatively higher wages, but still face the challenge of a skills gap.<sup>25</sup> Skills gap is characterized by an imbalance between employers' demand for skills and applicants' supply of skills. Applicants can be unfitted for a higher-paying job due to unmet requirements of minimum educational attainment level or lack of specific skills. Those unable to bridge the skills gap are often part of the 55% of employed Orange County residents who commute to work outside of the county for better opportunities.<sup>26</sup>

However, the County of Orange is also seeing that certain industries are adding new jobs, despite the previous loss in jobs in 2020. In May 2020, the County reported a gain of 13,000 jobs for the month. The largest addition of jobs has been in the education and health services, adding 6,400 new jobs. The construction industry also saw a rise in jobs for the month, adding 5,800 jobs.

### **COVID-19 Impact on Small Businesses in Orange County**

Orange County currently contains the largest amount of small businesses employment in Southern California, with 51-59% of jobs coming from small businesses (U.S. Small Business Administration, 2018). The National Bureau of Economic Research recently found that in March 2020, high income individuals sharply reduced small business spending in affluent zip codes. These areas require physical interaction and often cater to high income individuals.

<sup>25</sup> Orange County Business Council et al. 2019. *Orange County Workforce Indicators Report*. [https://www.ocbc.org/wp-content/uploads/2019/10/2020\\_Workforce\\_Indicators\\_Report\\_WEB.pdf](https://www.ocbc.org/wp-content/uploads/2019/10/2020_Workforce_Indicators_Report_WEB.pdf). Accessed July 22, 2020.

<sup>26</sup> Ibid.

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In March 2020, the County of Orange received \$101 million through the coronavirus relief package, CARES Act (Gerda, 2020). In May, the O.C. The Board of Supervisors allocated \$75 million of these funds to support small businesses which are to be distributed evenly among the 5 districts in the County (Gerda, 2020). Under this assistance, small businesses are eligible to apply for \$10,000 of assistance, providing much needed aid to businesses that have been hard hit by the current pandemic.

### **Need for Workforce Development Programs**

In order to prepare individuals in Orange County to enter and adjust to the new demands of the current workforce, strategies have been developed to focus on developing businesses, jobs, and companies. Due to the trend of globalization and the increased usage of technology in the workforce, the needs of the workforce have changed along with job requirements and the skill set needed of an economically competitive individual has adapted.

According to the 2018 employment projections from the California Employment Development Department, Orange County’s thriving job markets within the next 10 years are middle-skilled jobs in computer science, web developers, and construction-related jobs. Orange County’s skills gap in occupations that will be in demand might be a hindrance for those going into the workforce within the next 10 years but can also present an opportunity for stakeholders to invest in job-readiness programs. Occupations that are projected to be in-demand will be in the healthcare industry and in the technology sector, see figure below for 5-10-year employment outlook.

**Figure: Orange County STEM-related Job Postings by Occupation, Last 12 Months**  
**Source: 2020 Orange County Community Indicators Report**

Top 10 Orange County STEM Occupations, 5-Year and 10-Year Outlook

STEM Occupations	2019 Jobs	2024 Jobs	2029 Jobs	Absolute Change	
				2019-2024	2019-2029
Registered Nurses	23,210	25,465	26,976	2,255	3,766
Software Developers, Applications	10,279	11,608	12,425	1,328	2,146
Software Developers, Systems Software	8,000	8,128	8,131	129	131
Computer User Support Specialists	7,998	8,430	8,653	433	655
Computer Occupations, All Other	6,524	6,755	6,860	231	336
Computer Systems Analysts	6,128	6,349	6,437	221	309
Licensed Practical / Licensed Vocational Nurses	5,876	6,548	7,014	672	1,137
Civil Engineers	5,621	5,897	6,079	276	458
Network and Computer Systems Administrators	3,893	3,994	4,030	101	136
Industrial Engineers	3,694	3,856	3,921	162	228

### **Workforce Agencies Respond to Layoffs with New Program**

In May 2020, the California Employment Development (EDD), provided \$75,000 in funds to the Orange County Workforce Development Board to create the OCWDB COVID-19 Layoff Aversion Support Program, a program aimed at preventing layoffs for small and local businesses in Orange County.<sup>27</sup>

<sup>27</sup> Staff Reports. “County of Orange awarded \$700,000 to support small businesses impacted by COVID-19.” Orange County Breeze, May 2020. Business, Government.

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Eligible employers must be able to prove that the funds would be used to prevent layoffs and furloughs, be located in Orange County, have a workforce less than 500, just to name a few criteria. Though funds for this program is a modest amount, it demonstrates that a cross-sectoral approach is necessary to mitigate the negative impact of COVID-19 on our workforce.

- Individuals in the healthcare field are at high-risk of exposure to COVID-19 and are under tremendous stress due to additional work hours and challenging work conditions. In particular many of those workers with close, frequent contact with vulnerable individuals are lower-wage individuals.<sup>28</sup>

This applies to this community

This does NOT apply to this community

Other – Please describe:

There are currently 199,185 persons working in healthcare and social services in Orange County. This is 12.6% of the employment sector of Orange County and shows that a significant portion of the OC workforce is being heavily affected by COVID-19 (U.S. Census). Frontline healthcare workers can no longer receive traditional face-to-face psychological services, with these services having trouble adapting to the pressures of COVID-19. Additionally, frontline healthcare workers need special help because mental health disorders do not always present alone and are usually a combination of pressures. These workers need special attention.<sup>29</sup> Frontline workers are especially vulnerable to increased levels of insomnia, with almost 39% of healthcare workers reporting insomnia pre-pandemic.

<sup>30</sup>

- Individuals in the educational field are working remotely due to school shutdowns. Lower-wage workers in these fields are more vulnerable to layoffs and/or may lack the technology resources in their home to work remotely.<sup>31</sup>

This applies to this community

This does NOT apply to this community

Other – Please describe:

Teachers have been forced to partake in a new challenge that is unfamiliar to them and their students during this crisis. In response to COVID-19, schools that were shut down have turned to remote learning which has seen numerous obstacles in regards to the need for internet connection, appropriate devices to run the programs, and training, both for teachers and students, to explore different ways of engaging students in this new environment of online learning.<sup>32</sup> Although many educators are not happy with

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<sup>28</sup> Centers for Disease Control and Prevention. Characteristics of Health Care Personell with COVID-19. April 17, 2020. [https://www.cdc.gov/mmwr/volumes/69/wr/mm6915e6.htm?s\\_cid=mm6915e6\\_x](https://www.cdc.gov/mmwr/volumes/69/wr/mm6915e6.htm?s_cid=mm6915e6_x) Accessed August 2020.

<sup>29</sup>Cambridge University. Urgent need to develop evidence based-self-help interventions for mental health workers in COVID-19 pandemic. 28 April 2020. <https://doi.org/10.1017/S0033291720001385>. Accessed August 2020.

<sup>30</sup> Brain, Behavior, and Immunity-Science Direct. Prevalence of depression, anxiety, and insomnia among health care workers during the COVID-19 pandemic: A systematic review and meta analysis. August 2020. <https://www.sciencedirect.com/science/article/pii/S088915912030845X>

<sup>31</sup> <https://www.npr.org/2020/04/11/830856140/teaching-without-schools-grief-then-a-free-for-all>

<sup>32</sup><https://www.npr.org/2020/04/11/830856140/teaching-without-schools-grief-then-a-free-for-all>

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virtual teaching as it takes away the human interaction necessary to build trust and emotional bond with their students, it is still taking effect as COVID-19 is still very much active. Therefore, more resources towards these online programs and prevention of those at risk of being laid off for their lack of access to these programs is very much needed moving forward as we need many teachers to work in ratio with all students as needed.<sup>33</sup>

- Individuals in many sectors of the economy – but particularly the service sector, the retail sectors, and others most affected by quarantine policies – are currently experiencing sudden and unexpected unemployment. Some are unaware of resources available to them and their families as they are experiencing unemployment for the first time. <sup>34</sup>

This applies to this community

This does NOT apply to this community

Other – Please describe:

### **COVID-19 Impact on Service Industries**

The retail industry has been largely in flux since government intervention and initial shutdowns began in March 2020. According to the Pew Research Center, 10% of all workers in the U.S work in the retail trade industry, making this sector of the workforce one of the largest in the U.S, and subsequently, one of the most vulnerable when it comes to shutdowns.<sup>35</sup> Retail workers have had to fare the ups and downs of state-mandated government shutdowns and reopening.

In Orange County, between May 2019 and May 2020, the loss of retail jobs accounted for 70% of all unemployment during this period.<sup>36</sup> Officials in Orange County are considering cuts to government services as the county loses tax revenue generated by retail, projecting a loss of \$200 million in 2021.<sup>37</sup>

### **Stimulus Checks and the Undocumented Population in O.C.**

Since June 2020, a majority of Americans received economic impact payments of \$1,200 per adult and \$500 per child for eligible individuals.<sup>38</sup> To be eligible for these stimulus payments, individuals need to have social security numbers and eligible citizens and eligible non-citizens (U.S Residents). However, these payments left out undocumented individuals, with as many as 2 million undocumented individuals living in California alone.

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<sup>33</sup> <https://www.edweek.org/ew/articles/2020/07/14/thousands-of-teachers-laid-off-already-due.html>

<sup>34</sup> <https://www.pewresearch.org/fact-tank/2020/03/27/young-workers-likely-to-be-hard-hit-as-covid-19-strikes-a-blow-to-restaurants-and-other-service-sector-jobs/>

<sup>35</sup> <https://www.pewresearch.org/fact-tank/2020/03/27/young-workers-likely-to-be-hard-hit-as-covid-19-strikes-a-blow-to-restaurants-and-other-service-sector-jobs/>

<sup>36</sup> California Employment Development Department. ANAHEIM-SANTA ANA-IRVINE METROPOLITAN DIVISION (ORANGE COUNTY). July 17, 2020. [https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran\\$pd.pdf](https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran$pd.pdf).

<sup>37</sup> Gerda, N. "County of Orange Considers Cuts As Revenues Plummet for Social Services & Sheriff's Dept.." Voice of OC. June 16, 2020. <https://voiceofoc.org/2020/06/county-of-orange-considers-cuts-as-revenues-plummet-for-social-services-sheriffs-dept/>. Government.

<sup>38</sup> <https://www.forbes.com/sites/shaharziv/2020/06/24/stimulus-check-lawsuit-against-trump-administration-can-proceed/#1d62b5c6ff27>

## Local Plan for CARES Act CSBG Supplemental Funding

To respond to this, in May 2020, the State of California created the Coronavirus (COVID-19) Disaster Relief Assistance for Immigrants, allocating \$125 million to provide financial support to undocumented individuals in California (Nowel, 2020). The State was able to achieve this through a public-private approach with the State contributing \$75 million and \$50 million coming from private/nonprofit organizations. Eligible individuals must prove to be ineligible for Economic Impact, be at least 18 years of age, and show a need in financial support.

In Orange County, nonprofit and pro-immigrant organizations have taken the lead to provide financial assistance to undocumented residents. Organizations like CHIRLA, Asian Americans Advancing Justice, and Centro de Recursos para Centroamericanos en Los Angeles (CARECEN) have allocated funds to offer financial assistance to undocumented individuals in Orange County.

### **Educational impacts:**

- Closings of public schools in the Community Assessment area are having an immediate impact on children's education. Children with less access to resources (broadband internet, computers/tablets, technology expertise, language barriers, etc.) are most at-risk for suffering learning loss during a potentially protracted period of school closure.

This applies to this community

This does NOT apply to this community

Other – Please describe:

With the order of school closure during COVID 19, many schools have turned to online learning to adhere to social distancing. However, this only increases the impact on students who may not have all the resources required for online learning. According to the 2017 NAEP data, 23.7% of eighth graders who are poor do not have access to a desktop computer or laptop and 29.4% do not have a tablet.<sup>39</sup> Furthermore, recent data from NCES shows that 14% of children ages 3-18 reported not having internet access at home.<sup>40</sup> In response to COVID 19, \$13.5 billion was awarded as part of the stimulus package towards education. However, according to Meckler, Strauss, and Heim from Washington Post, about \$200 billion is requested for the next round citing depleted state budgets.

Major portions of Orange County such as Anaheim, Santa Ana, Stanton and East Fountain Valley have a high school graduation rate that is below 72% pre-pandemic. COVID-19 is expected to heavily impact these areas with schools being cancelled. These areas struggle with internet access and depend on schools to eat and for childcare (U.S. Census, 2014-2018).

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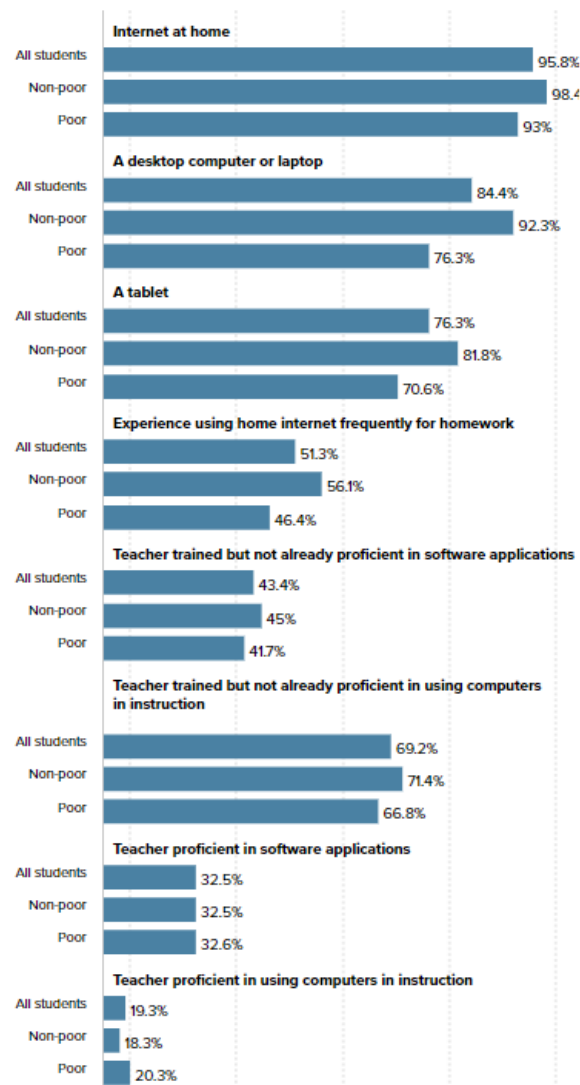
<sup>39</sup> <https://www.epi.org/blog/access-to-online-learning-amid-coronavirus-and-digital-divide/>

<sup>40</sup> <https://usafacts.org/articles/internet-access-students-at-home/>

## Local Plan for CARES Act CSBG Supplemental Funding

Figure: Share of eighth graders with access to tool for online learning, by income level

Source: Economic Policy Institute, 2020



- Caregivers of school-age children must secure day care arrangements for their children or sacrifice employment to care for their children. These same caregivers are also expected to be primary teachers for their children during the period of the closure. Parents with limited resources face numerous challenges as a result of this situation and educational outcomes for their children will be affected.<sup>41</sup>

This applies to this community

This does NOT apply to this community

<sup>41</sup> <https://www.washingtonpost.com/education/2020/04/17/why-covid-19-will-explode-existing-academic-achievement-gaps/>

## Local Plan for CARES Act CSBG Supplemental Funding

X Other – Please describe:

As 63% of public-school students in California were eligible for free or reduced lunch, food insecurity is a significant concern amidst the pandemic. To aid these families, the deadline to apply for the P-EBT, which grants \$365 per eligible child, was extended to July 15 In order to aid families who are impacted.<sup>42</sup> As of now, the most recent update from OCDE (Orange County Department of Education) News Room is that four members of the Board of Education have approved the reopening of schools. While reopening of schools will take some burdens off of caretakers, they are still at a disadvantage if social distancing is not properly practiced and another round of cases rise. For Orange County schools who choose to resume in-person instructions, guidelines from OCDE and California Department of Education have been set in place but it is ultimately up to the school districts on how they plan to follow social distancing through their reopening.<sup>43</sup>

### **Impacts on human services:**

- Services to vulnerable populations are being curtailed or drastically changed. Some service providers are not operating, leaving gaps in services to the community. Other service providers have had to alter their service provision in significant ways, leaving some family needs unmet. Finally, for those service providers continuing to operate, the changed circumstances have required significant, immediate adaptations that will require additional resources to support over a longer period:

X This applies to this community

This does NOT apply to this community

X Other – Please describe:

### **COVID-19 and Vulnerable Populations**

Individuals with developmental disabilities are deeply impacted by the results of the pandemic.<sup>44</sup> Considering that they are a high-risk population, extra support is necessary to meet their needs. For example, most students with developmental disabilities require hand over hand assistance to complete their work; virtual learning takes this assistance away, especially if the parents are not trained to teach in this way or are not available to provide that extra support.

People with disabilities depend heavily on others for basic needs, such as food and medication delivery, personal care, and hygiene. This potentially increases their risk of catching COVID-19. Maintaining the routine life of people with disabilities is incredibly important, and species strategies in mitigating the spread of COVID-19 through these communities needs to be taken.<sup>45</sup> Orange County has seen a sharp increase of people with disabilities within already at risk zip codes in the last five years, increasing overall vulnerability to COVID-19, see figure below showing percent in the number of people with one or more disabilities (U.S. Census Bureau, 2018).

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<sup>42</sup> <https://newsroom.ocde.us/coronavirus-update/>

<sup>43</sup> <https://newsroom.ocde.us/coronavirus-update/>

<sup>44</sup> <https://diversity.unc.edu/2020/06/the-impact-of-covid-19-on-students-with-disabilities/>

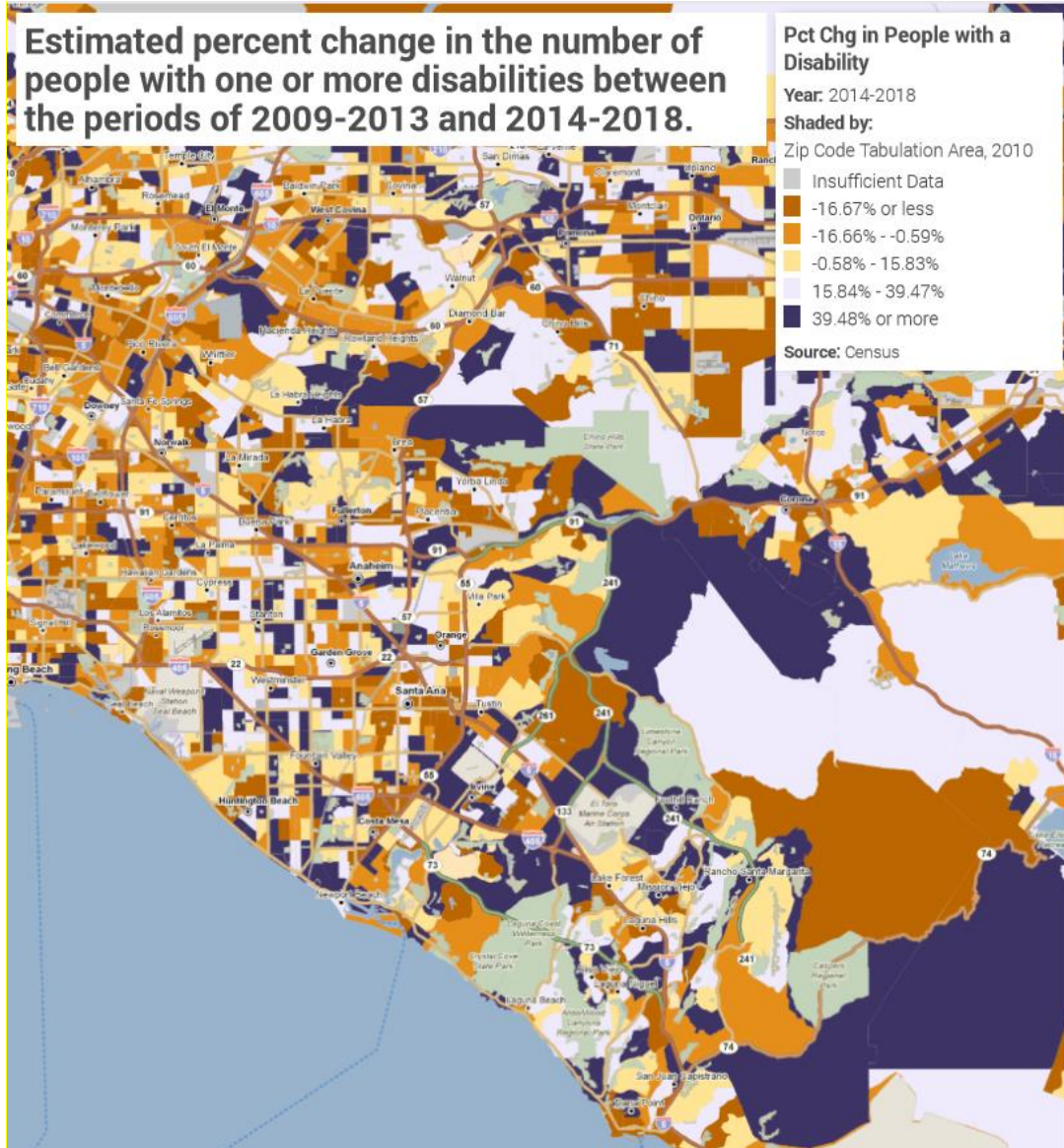
<sup>45</sup> Armitage, R. & Nellum, L. The Covid-19 response must be disability inclusive. *The Lancet*. [https://doi.org/10.1016/S2468-2667\(20\)30076-1](https://doi.org/10.1016/S2468-2667(20)30076-1). Date accessed May 2020.



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Figure: Estimated Percent Change in the Number of People with one or more disabilities, 2019-2013 and 2014-2018

Source: U.S. Census Bureau, 2018



Seniors or individuals who have developmental disabilities that live in group homes are also in need of additional support. Because day programs and senior centers are closed indefinitely until the pandemic is over, these individuals need additional support within their group homes to make up for the lack of activity or stimulation and additional staff for the duration of the time that they now have to be at home. Given that essential workers are putting their health at risk by continuing to work, additional

## Local Plan for CARES Act CSBG Supplemental Funding

funding to these programs is needed in order to compensate essential workers in group homes and have resources available to keep workers and residents safe.<sup>46</sup>

### **Current COVID-19 Cases & Death in Orange County**

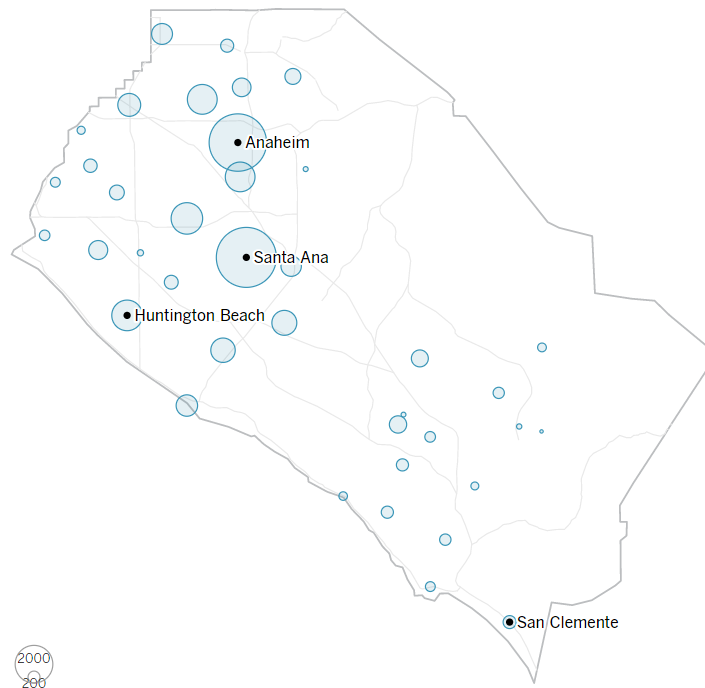
Although states are slowly reopening, guidelines for safety in efforts to limit the spread of COVID-19 are necessary as cases are still steadily rising<sup>47</sup>. As of July 16, 2020, there are 27,031 confirmed cases of COVID-19 in Orange County, 455 deaths, and 11,611 people that have recovered. Please see figure below for a map of concentration of confirmed cases in Orange County, as of July 16, 2020.<sup>48</sup>

**Figure: *Tracking the coronavirus in Orange County***

**Source: The Los Angeles Times, July 16, 2020**

### **Mapping the cases**

Cases have been reported in 41 of Orange County's cities and communities.



<sup>46</sup> <https://www.wgbh.org/news/local-news/2020/06/24/disability-advocates-decry-change-in-state-covid-reports-on-group-homes>

<sup>47</sup> <https://www.npr.org/2020/03/12/815200313/what-governors-are-doing-to-tackle-spreading-coronavirus>

<sup>48</sup> <https://www.latimes.com/projects/california-coronavirus-cases-tracking-outbreak/orange-county/>

## Local Plan for CARES Act CSBG Supplemental Funding

### Community resource impacts:

- The impacts of COVID-19 on community resources are numerous and include a reduction in the availability of resources (access to group activities, commercial services), a scarcity of some resources (health care, food and emergency supplies) and/or needs for resources that have not previously been required in this community in any significant capacity.

X This applies to this community

This does NOT apply to this community

X Other – Please describe:

### **Access to Food & Food Insecurity in Orange County**

COVID-19 has significantly impacted the ability of people to meet their basic needs. According to 211 OC, the most requested need in Orange County is food/meals, seeing a 571% increase in Food/Meal needs in April, comparing 2019 to 2020.

Between March-June 2020, 211 reported that there were 46,384 requests for food/meals during this period (211, 2020). Other top needs reported were housing (44,064), healthcare (10,613), utility assistance (10,613), mental health services (6,810), and income support/assistance (5,940) (211, 2020). Please see figure below for a table showing weekly top needs from 211 OC, March-June.

**Figure: 211OC Weekly Top Needs Totals March 9 - June 21, 2020**

**Source: 211 Orange County, 2020**

211OC Weekly Top Needs Totals March 9 - June 21, 2020						
Week	Food/ Meals	Health Care	Housing	Income Support/ Assistance	Mental Health/ Addictions	Utility Assistance
Week of 3/9	440	305	1044	134	324	134
Week of 3/16	3244	521	1955	157	170	547
Week of 3/23	2633	462	2042	166	227	418
Week of 3/30	2125	451	1647	147	220	311
Week of 4/6	2135	504	1784	138	231	341
Week of 4/13	2132	486	1649	138	255	374
Week of 4/20	2483	434	1580	104	238	334
Week of 4/27	2189	424	1414	115	282	267
Week of 5/4	1514	374	1419	182	257	313
Week of 5/11	1188	328	1634	332	297	381
Week of 5/18	1143	310	1814	585	241	345
Week of 5/25	842	265	1602	294	273	229
Week of 6/1	656	294	1627	277	306	346
Week of 6/8	688	301	1343	268	246	267
Week of 6/15	753	339	1251	341	261	297
<b>Totals</b>	<b>48,330</b>	<b>11,596</b>	<b>47,610</b>	<b>6,756</b>	<b>7,656</b>	<b>14,412</b>
<b>3 Month period (March-June):</b>	<b>46,384</b>	<b>10,613</b>	<b>44,064</b>	<b>5,940</b>	<b>6,810</b>	<b>9,080</b>

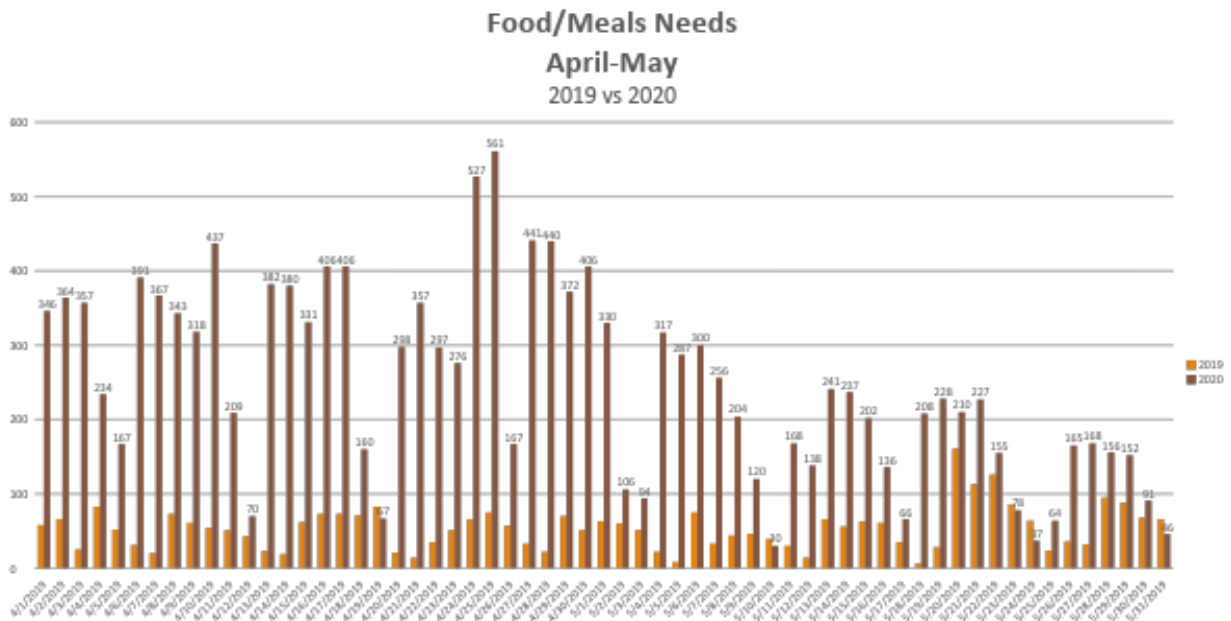
## Local Plan for CARES Act CSBG Supplemental Funding

CAP OC's Orange County Food Bank and Second Harvest (OC regional food bank) are both reporting record requests for food assistance since the pandemic began. In May 2019, both Food Banks distributed 8,981,688 lbs of food; in May 2020, these two food banks distributed 16,840, 147 lbs.

### **Food Pantries in OC**

Food pantries in Orange County have also been affected by the pandemic with 30% of pantries in the County closing, according to 211. Food Banks and local organizations have responded to this by establishing drive-thru food pantry services across the County since the pandemic began. Food banks like the Orange County Food Bank and Second Harvest held food distributions on weekends, serving over 6,000 cars/households per event. Food distributions like this bring food directly to communities, while minimizing the risk of transmitting COVID-19.

**Figure: Access to Food In Orange County**  
**Source: 211 Orange County, 2020**



### **CAP OC's Drive-thru Food Distribution**

CAP OC's OC Food Bank continues to provide food to 2,000 families with multiple pickups per week at a Santa Ana school sponsored by a local church. Our OC Food Bank partnership with the non-profit Official No One Left Behind and Power of One Foundation are doing one large scale food distribution per week at the OC Fair in Costa Mesa. We provide enough food to feed 2,000 families, but Power of One by securing additional food has been able to feed over 4,000 families per week for the past several weeks at the OC Fairgrounds, and 1,200 at the resumed Santa Ana Main Street Mall distribution. All families receiving help stay in their cars, and it required both staff and volunteers to successfully implement this massive food distribution. It also requires help from Goodwill to move the food from our warehouse. Power of One has secured the temporary use of a refrigeration warehouse to receive an assigned amount of USDA produce for the Saturday distributions, thus reducing the redistribution issues.

## Local Plan for CARES Act CSBG Supplemental Funding

### CAP OC's Donated Food Program

For April 2020, CAP OC previously reported receiving 2.5 million pounds of donated food but including the addition of additional food from the USDA, the amount was 3.8 million pounds. The May 2020 donated food amount, including the USDA special program, resulted in an all-time high of 4.4 million pounds of donated food. In June 2020 numbers having just been reported are an astounding 6.3 million pounds, including the USDA Farmers to Families program. Comparing these last three months in 2019 to 2020, we received 6.1 million pounds of food compared to 14.5 million pounds.

CAP OC currently provides daily hot meals at our Southwest Community Center in Santa Ana. Participants are able to pick up fresh and hot meals, which has not been interrupted by COVID-19. Our agency has also experienced a large increase in demand for utility assistance. CAP OC is currently providing utility assistance with a largely remote staff that are able to process applications and assist those seeking emergency utility assistance.

- a. The broad impacts of COVID-19 on this community have created an even more urgent need for coordination and collaboration of resources among the public sector, the public health sector, first responders, educators, the business community, the faith community and many others. Our agency plays an important role convening organizations, people and resources to support families.

This applies to this community

This does NOT apply to this community

Other – Please describe:

### CAP OC's Diaper Bank

During the current pandemic, CAP OC has intensified its partnerships with nonprofit organizations, public and private sector entities to address the immediate needs of Orange County residents. CAP OC's newest program, the Diaper Bank, is now consistently distributing diapers to 40 partner agencies in Orange County. We have created a webpage dedicated to referring families in need of diapers to one of our partner agencies who are hosting ongoing diaper distributions. We continue to distribute diapers as quickly as possible with our supply being replenished every three weeks. We have now helped a total of 53 different agencies and have distributed over 1 million diapers.

Challenges: Many of the original agencies that we intended on working with for the duration of the program are still closed indefinitely due to the COVID19 crisis (for example; college childcare sites, Early Head Start programs, in-home visitation programs, etc.). We provide diapers to agencies who are still open and operational so families can have access to diapers, including WIC at the OC Health Care Agency, our three family resource centers, and organizations like Official No One Left Behind, Families Forward, Helping Others Prepare for Eternity, and Together We Rise.

### COVID-19 Impact on Access to Housing in Orange County

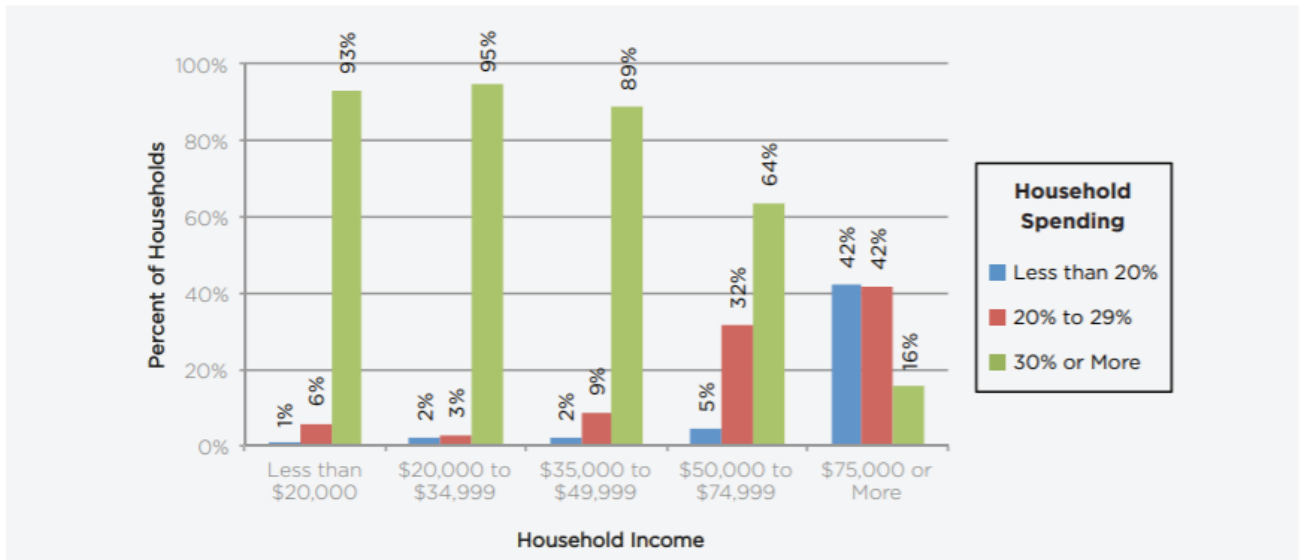
## Local Plan for CARES Act CSBG Supplemental Funding

There is no doubt that the current pandemic has affected people’s ability to pay for housing, particularly renters. The State of California has responded with some of the most aggressive relief measures for renters and homeowners including halting evictions for renters, halting foreclosure sales or evictions for 60 days, and setting aside \$150 million to support homeless services in the State.<sup>49</sup> Governor Gavin Newsom has expressed a strong commitment to ensuring that people remain in housing, extending the State’s eviction moratorium until September.<sup>50</sup>

In Orange County, where one needs to make \$31/hour to afford a median-priced one-bedroom apartment, housing affordability was a major concern even before the current pandemic began.<sup>51</sup> Low-income workers face increased economic insecurity, as a larger portion of their earnings are designated towards housing expenses.<sup>52</sup> This is why lower-income individuals and households are often rent-burdened, spending more than 30% of their income towards rent or mortgage, please see figure below showing most low-income renters spend more than 30 percent of income on housing, by income group.<sup>53</sup>

**Figure: Most Low-Income Renters Spend More than 30 Percent of their Income on Housing**

**Source: OC Community Indicators Report, 2019**



<sup>49</sup> California Homeless Coordinating and Financing Council, 2020. “Homeless Coordinating and Financing Council COVID-19 Frequently Asked Questions.” April 4, 2020.

[https://www.bcsd.ca.gov/hcfc/documents/covid19\\_funding\\_faq.pdf](https://www.bcsd.ca.gov/hcfc/documents/covid19_funding_faq.pdf). Accessed July 16, 2020.

<sup>50</sup> Ibid.

<sup>51</sup> Orange County. *Orange County Community Indicators Report 2018-2019*. 2019, Santa Ana, CA: 2020.

<sup>52</sup> Ibid.

<sup>53</sup> Ibid.

## **Local Plan for CARES Act CSBG Supplemental Funding**

### **CAP OC and Housing Assistance Efforts**

CAP OC is currently working to provide housing assistance to needy individuals and families through the following efforts:

- Supporting the City of Garden Grove Rental Assistance Program- providing case management services to 25-35 families in need of housing/rental stabilization.
- Financial empowerment classes and case management for 6 months through an ESG Emergency Shelter/Solutions Grant through the City of Garden Grove starting July 1, 2020.
- Supporting the City of Santa Ana rental assistance and utility assistance through Community Development Block Grant (CDBG) and EDD Employment Development Department funds.
- Providing hot meals to homeless individuals at our Southwest Community Center in Santa Ana, 7 days a week.
- Continuing to manage our 7 transitional housing units located near our Anaheim Independencia Family Resource Center.

## Local Plan for CARES Act CSBG Supplemental Funding

### Anticipated short- and long-term impacts

The needs above are already established through initial data and anecdotal reports from customers, staff, board members, and community stakeholders. Based on these already-observed events, it is likely that there will be short-term (1-3 months) and long-term (greater than 3 months) impacts that require immediate planning. **If needed, use the “other” selection to provide any further explanation as it relates to the impact category described.** A partial, but not complete, list of the anticipated impacts includes:

- Prolonged service disruptions: The disruptions in service delivery to customers are expected to continue for a substantial time. This is likely to lead to ancillary challenges for customers that may become long-term issues. For example, learning loss and domestic violence/child abuse<sup>7</sup> have become larger problems due to service disruptions.
  - X This applies to this community
  - This does NOT apply to this community
  - X Other – Please describe:

### Disruptions in CAP OC Delivery of Services

- **Anaheim and El Modena Family Resource Centers-** Food and diaper distribution services at these two Centers have remained operational and demand has been high. These Centers have remained closed to the public since March. New clients are being accepted as of August 2020 with meetings only being available Fridays only. A number of services have been disrupted as a result of COVID at these locations, including:
  - After-school, youth programs
  - Senior Program
  - Community Engagement Advisory Committee (CEAC), a small group of parent leaders that meet to engage in community building activities
  - Karate and athletic programs
  - Food delivery switched from in-person meals to food boxes (once a day)
  - Counseling and case management services (over the phone only)
  - Employment assistance
- **Southwest Community Center-** This community center has remained open during the current pandemic including homeless feeding program (115 – 135 families per day); reduced for food boxes for neighborhood families; Census Questionnaire Assistance Center; VITA tax services.
- **Economic Empowerment** – While in person appointments have been disrupted, online financial empowerment continuing using online social media platforms like Facebook that provide information and training. Staff are working from home to provide these services.
- **Healthy Marriage Program-** Staff have halted in-person meetings and workshops and been following up with all current and past participants providing case management and information and referral services. Healthy Marriage classes are being provided virtually using the Zoom platform and participation and engagement have been receptive (2-hour sessions).
- **OC Food Bank Programs-**
  - **Large Scale Food Distribution-** For the months of April and May 2020, our OC Food Bank partnership with the non-profit Official No One Left Behind and Power of One



## Local Plan for CARES Act CSBG Supplemental Funding

Foundation are doing one large scale food distribution per week at the OC Fair in Costa Mesa. We provide enough food to feed 2,000 families, but Power of One by securing additional food has been able to feed over 4,000 families per week for the past several weeks at the OC Fairgrounds, and 1,200 at the resumed Santa Ana Main Street Mall distribution. At these events, 986,440 individuals and almost 200,000 households were served.

- **USDA Senior Food Box program**- Our Senior Food program averages about 24,000/month, previously in April and May primarily distributed by Amazon and still primarily packed by our volunteers; partnership ended with Amazon and we have switched back to the use of 70 distribution sites for July, now with COVID-19 social distancing issues to manage like traffic control. Our agency realized that we were able to serve eligible households who did not previously show at our distribution sites, and thus we averaged 36,000 per month for the Amazon distribution months. The increase in distribution for these food boxes indicated a high need to be able to serve more participants and a more robust system of food delivery during the current pandemic.
- **USDA Perishable Food Program** – New program. In order to manage refrigeration issues, we arranged for large quantities to be delivered directly to our large non-profits that have the ability to receive and manage their own forklifts. There is a need at our OC Food Bank to be able to accommodate the influx of perishable, fresh fruits and vegetables for refrigeration and storage capabilities.
- **Utility Assistance**-- Energy and Environmental Services (EES) main lobby has remained closed for in-person services, however participants are able to drop off documentation and submit applications online using the California Online LIHEAP application portal.
- **Weatherization Services**- Our internal procedures for CAP OC Weatherization staff were finalized so that our Weatherization crews were able to go back into the field in late June, With CAP OC having previously reviewed all 150 pending applications and notified such applicants of potential future service, we are setting up appointments for July and August. As of July 1, 2020, Professional weatherization Staff have returned to perform on-site work for households needing to be weatherized.
- **Vita Tax Services**- Our tax services provided at our Family Resource Centers were provided on a drive-thru basis ,whereby participants were able to apply for taxes online and over-the-phone, but had the ability to drop off any documentation to Staff.
- **Census Outreach**- CAP OC has three major census outreach contracts for Orange County and three months ago we quickly pivoted on how these outreach services were provided since we could no longer do events or canvassing. Our agency had an official partnership with the Anaheim Union High School District and recruited 5 High School Senior Interns to assist with census canvassing efforts, however, operations for this ceased due to the current pandemic. These Interns were encouraged to support our phone banking efforts instead. Our Census team had to modify our outreach strategies moving to a virtual model instead. We had a few phone banking events, increased presence on social media, including promoted posts on Facebook, hosted Census-themed town hall, and a virtual census concert which occurred on July 31, 2020.

## Local Plan for CARES Act CSBG Supplemental Funding

### Short-Term Impacts to Delivery of Services

- **CSFP Senior Food Program-** Increase in the number of food boxes distributed from an average of 24,000 senior boxes, which increased to 36,000 food boxes in March-June with the aid of Amazon to provide additional food delivery to participants. The numbers went back to our average 24,000 food boxes in July 2020 and demonstrates a need for additional alternative food delivery service.
- **Donated Food Program** (serving 200 active non-profits) – produce available from new USDA program but for the most part, limited donated food not available due to major disruptions in food supply; Food being received for distribution with food purchasing from fundraising, but still missing major staples. For April 2020, CAP OC previously reported receiving 2.5 million pounds of donated food but including the addition of additional food from the USDA, the amount was 3.8 million pounds. The May 2020 donated food amount, including the USDA special program, resulted in an all-time high of 4.4 million pounds of donated food. In June 2020 numbers having just been reported are an astounding 6.3 million pounds, including the USDA Farmers to Families program. Comparing these last three months in 2019 to 2020, we received 6.1 million pounds of food compared to 14.5 million pounds.
- **Large-Scale Food Distribution-** Direct Food Distribution in partnership with other organizations - Large scale food distributions by our OC Food Bank in Costa Mesa at the OC Fairgrounds, and in Santa Ana at the Main Street Mail. At these events, 986,440 individuals and almost 200,000 households were served.
- **Increased Distribution of Diapers-**Serving 40 organizations with pickup and delivery from our OC Food Bank along with major distribution hubs. We continue to distribute diapers as quickly as possible with our supply being replenished every three weeks. Partners are picking up their diaper supply directly from our warehouse by appointment only. Many of the original agencies that we intended on working with for the duration of the program are still closed indefinitely due to the COVID19 crisis (for example; college childcare sites, Early Head Start programs, in-home visitation programs, etc.). We provide diapers to agencies who are still open and operational so families can have access to diapers.
- **Supporting the City of Garden Grove Rental Assistance Program-** providing case management services to 25-35 families in need of housing/rental stabilization.
- **Supporting the City of Santa Ana rental assistance and utility assistance** through Community Development Block Grant (CDBG) and EDD Employment Development Department funds.
- **Limited Services at Family Resource Centers-** while service has been limited, SWCC services have remained fully-operational.
- **Potential Quarantine of Staff-** While CAP OC has implemented numerous safety protocols to ensure that our Staff is safe in the workplace, there is always the possibility that Staff persons can contract COVID-19. CAP OC is following all current local, state and national ordinances and recommendations for safety protocols for persons identified as having contracted the virus. The agency has already experienced this and has responded swiftly to safeguard other Staff.

## Local Plan for CARES Act CSBG Supplemental Funding

### Long-Term Impacts

- Our agency's Food Distribution infrastructure needs to be upgraded to be able to accommodate the large influx of food recently received and additional services and programs that have been added since the pandemic began. This includes upgrading our data tracking systems to be able to track and report outcomes for food input and output, as well as being able to do such things as robocalls to our Food Bank participants, which we are unable to do given our outdated data tracking/management of clients; Expansion of senior food boxes to be able to deliver and serve additional participants; the increase in food donations from small to large food vendors has alerted our agency for the need for a more robust food inventory system.
- **A Need for Directed Case Management Services-** long term impacts also include a need for more directed case management services to accelerate a process of connecting families to needed services and resources. Our agency would like to implement an integrated agency-wide whole family approach to address the underlying causes of poverty among our participants. This case management approach has been proven to be effective in improving the family's economic and social well-being that has the potential to break the cycle of poverty.
- Exacerbated housing issues: Due to the immediate economic impact of the COVID-19 pandemic, renters face one or more months where they may lack the funds to pay rent; homeowners with a mortgage may miss mortgage payments:

This applies to this community

This does NOT apply to this community

Other – Please describe:

There is no doubt that the current pandemic has affected people's ability to pay for housing, particularly renters. The State of California has responded with some of the most aggressive relief measures for renters and homeowners including halting evictions for renters, halting foreclosure sales or evictions for 60 days, and setting aside \$150 million to support homeless services in the State. Governor Gavin Newsom has expressed a strong commitment to ensuring that people remain in housing, extending the State's eviction moratorium until September.

Since the pandemic began, our agency has collaborated with non-profit and public entities to provide assistance to individuals and families that need assistance in paying for housing costs. These efforts include:

- **Supporting the City of Garden Grove Rental Assistance Program-** providing case management services to 25-35 families in need of housing/rental stabilization in the City of Garden Grove, CA.
- **Financial empowerment classes and case management Services-** these services will go for 6 months through an Emergency Shelter/Solutions Grant (ESG) through the City of Garden Grove starting July 1 2020 to provide financial empowerment classes and assistance to those families that receive any financial rental assistance in the City of Garden Grove.

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- **Supporting the City of Santa Ana rental assistance and utility assistance**-to provide significant rental and utility assistance through CDBG Community Development Block Grant and EDD Employment Development Department funds. CAP OC has been issuing rental assistance checks for Santa Ana. The City is working towards authorizing CAP OC to issue more checks.
- Prolonged employment issues: Sudden layoffs and other employment disruptions are being addressed by emergency response measures; however, it is anticipated that long-term recovery efforts will be required to help customers reconnect to the workforce, particularly those for whom employment assistance has not previously been required.

X This applies to this community

This does NOT apply to this community

X Other – Please describe:

### **Long-Term Impacts at State and National Level**

Current projects put Orange County as an area that will experience a gap in skills in the near future. The California Employment Development Department projects the fastest-growing occupations in Orange County between 2014 and 2024, ones which will enjoy relatively higher wages, but still face the challenge of a skills gap. Skills gap is characterized by an imbalance between employers' demand for skills and applicants' supply of skills. Applicants can be unfit for a higher-paying job due to unmet requirements of minimum educational attainment level or lack of specific skills. Those unable to bridge the skills gap are often part of the 55% of employed Orange County residents who commute to work outside of the county for better opportunities.

However, the County of Orange is also seeing that certain industries are adding new jobs, despite the previous loss in jobs in 2020. In May 2020, the County reported a gain of 13,000 jobs for the month. The largest addition of jobs has been in the education and health services, adding 6,400 new jobs. The construction industry also saw a rise in jobs for the month, adding 5,800 jobs.

### **Long-Term Impact: Employment and Case Management Services**

- There is a need to be able to expand a family approach model to be able to assist the family's well-being through directed case management services. This will also include connecting family to jobs and employment assistance. In addition to this, Case Managers can also assist in the following:
  - Rental assistance and housing navigation
  - Employment
  - Economic empowerment
  - Food Assistance and resource navigation
  - Youth, adult, and older adult connections
- **Economic Empowerment**- there will be a need for increased services. We currently provide this, but directed, case management navigation would assist with connecting participants to financial literacy and financial planning through the current pandemic and beyond.
- **Small business Assistance**- There will be a need to be able to support local small businesses in Orange County, especially as these companies are the most vulnerable types of businesses

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during trying times. Orange County currently contains the largest number of small businesses employment in Southern California, with 51-59% of jobs coming from small businesses (U.S. Small Business Administration, 2018). In May 2020, the O.C. The Board of Supervisors allocated \$75 million of these funds to support small businesses which are to be distributed evenly among the 5 districts in the County. Under this assistance, small businesses are eligible to apply for \$10,000 of assistance, providing much needed aid to businesses that have been hard hit by the current pandemic.

- Prolonged agency capacity issues: Policies limiting in-person staff/customer interactions may be in place for an extended period of time and agencies will need to maintain remote work and remote customer-interaction infrastructure to be responsive to these needs in a more sustainable capacity

This applies to this community

This does NOT apply to this community

Other – Please describe:

### **Remote Work**

A number of departments are currently working from home or doing remote work as identified and approved by the agency's leadership. The one department that remained fully operational has been our Orange County Food Bank. Programs and services at our Anaheim and El Modena Family Resource Centers have been disrupted and both Centers have remained closed to the general public since March 2020, with a number of services being offered online and/or over-the-phone.

Given the changes in COVID-19 impact and changing guidelines, there will be additional adjustments made to our ability for Staff to be able to work longer from home. As of August 7, 2020 CAP OC's leadership has determined that the most prudent action is to remain in our current condition of "modified Stage 2"—where we allow those that can work remotely to continue to do so while still meeting our commitments—through the end of the calendar year. A number of departments will have the ability to work from home with a target date of January 4, 2021 as our next date when those staff who are not at their regular work site would begin to come back into the office. The agency will periodically assess the situation and determine if this back-to-office plan will remain in place or adjustments need to be made due to the recommendations from local and state authorities.

### **Online Applications for Participants**

Currently, applicants seeking utility assistance are able to apply online using the California Online LIHEAP application portal. Applicants are able to upload any required documentation using this system; however, CAP OC EES Staff are also available over-the-phone for assistance.

Our agency is also in the process of implementing an online application system via-Shah Software for applicants seeking services at our 3 family resource centers. This online application will be offered in both English and Spanish. This new system would allow applicants to apply online and upload and required documentation like proof of income and identification cards onto the system. The agency seeks to have this system up and running in Mid-Late August 2020.

### **IT Infrastructure Assessment & Upgrades**

CAP OC is currently in the process of doing an assessment of its IT and data infrastructure networks. The current plan is to assess how the agency's technology infrastructure is performing and appropriate upgrades that could be made for better performance. This also includes making adjustments to the

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agency's virtual private network (VPN) which has been put to the test given the number of Staff that have shifted to working from home. The agency has found that our current VPN has been insufficient to support the agency's needs and for Staff to be able to connect to these servers remotely. The agency is also exploring new phone systems and updating older, outdated systems at our remote locations such as our three family resource centers.

### **Data Assessment & Implementation of New Systems**

CAP OC is undergoing an assessment of we are collecting, tracking and reporting our outcomes for our many programs and services. Many programs are currently utilizing data tracking systems that capture differing information and so a focus is being placed on how to unify information for better reporting. There is an urgent need to be able to achieve this given that Staff are working from home/remotely. We will need to expand our capacity to be able to improve our data collection methods and management of all of our data tracking systems. Additionally, new expectations from CSBG requirements for additional reporting has made us aware that additional augmentation to our current data tracking systems is required.

### **Upgrading Human Resources and Financial Systems**

The agency is also seeing how we can upgrade our agency's ability to collect and store HR data on an organization's employees. Also, CAP OC is looking to upgrade our financial management software as we are currently using the Sage accounting system that has been inadequate for our current needs, especially given the increased revenue.

- Prolonged community resource/coordination issues: The short-term community coordination needs cited in this assessment are presumed to continue into the long-term. Current conditions may persist for an extended period; recovery efforts will require coordination; ongoing community preparedness to guard against a future outbreak will also require ongoing convening and new community readiness strategies based on what is shown to be effective during the current crisis.
  - X This applies to this community
  - This does NOT apply to this community
  - X Other – Please describe:

### **Implementation of Online Application for Community Centers**

Our three Community Centers are currently utilizing Shah Software as their case management and reporting CSBG software. The Shah Software platform was procured in the Summer of 2018 through a competitive process, with implementation of the software beginning in the Fall of 2018. Since April 2020, CAP OC has been exploring the feasibility of piloting an online application service offered by Shah Software, to better serve our participants at our three Family Resource Centers. This service, Fastrack, would allow the agency to process applications online from participants seeking services, which would allow for better data accuracy and efficiency. This service would also allow applications to be screened, processed, and added to our existing Shah software platform, saving Staff time, reducing the use of paper, and allowing participants to apply for services without having to come into the Centers. We are currently in the process of bringing our Senior Food Box program onto a data tracking system, either by

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utilizing our existing Shah Software or identifying and procuring another vendor to do this. The implementation of these two systems would be long-term.

### **Connecting Data Tracking Systems**

CAP OC currently utilizes a number of data tracking software platforms to track our services and outcomes. The agency is exploring ways to connect all systems together to make reporting and tracking easier than in the past. The agency performs client intake for all family resource centers using Shah Software, a case management system that is built to be able to perform efficient CSBG tracking and reporting. CAP OC's Energy and Environmental Services Department uses a separate software platform, ServTraq, to perform intake for Utility Assistance, Weatherization, and related programs that provides for improved monitoring and reporting. These databases allow us to produce reports to better understand how our programs are performing, including service counts and outcomes. CAP OC Planning Department staff monitors the client intake and reporting systems that are used to collect and track agency and community performance indicators and uses the information to prepare the CSBG Annual Report. Being able to connect our systems would be an investment for the long-term.