

2022/2023  
Community Needs Assessment and  
Community Action Plan

California Department of  
Community Services and Development  
Community Services Block Grant

Community Action Partnership of Orange County



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## Introduction

The Department of Community Services and Development (CSD) has developed the 2022/2023 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2021**. In an effort to reduce administrative burden during the Novel Coronavirus (COVID-19) pandemic, CSD has made changes to the CAP template. The changes are detailed below in the “What’s New for 2022/2023?” section. Provide all narrative responses in 12-point Arial font with 1.5 spacing. When the CNA and CAP are complete, they should not exceed 52 pages, excluding the appendices.

## Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a CAP is a condition to receive funding. Section 12747(a) of the California Government Code requires the CAP to assess poverty-related needs, available resources, feasible goals and strategies that yield program priorities consistent with standards of effectiveness established for the program. Although CSD may prescribe statewide priorities or strategies that shall be considered and addressed at the local level, each agency is authorized to set its own program priorities in conformance to its determination of local needs. The CAP supported by the CNA is a two-year plan that shows how agencies will deliver CSBG services. CSBG funds are by their nature designed to be flexible. They shall be used to support activities that increase the capacity of low-income families and individuals to become self-sufficient.

## Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and certify that they are in compliance.

## State Assurances and Certification

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

## Compliance with CSBG Organizational Standards

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

## What's New For 2022/2023?

**Two-Part Layout.** The 2022/2023 template has been divided into two parts:

Part I: Community Needs Assessment (CNA); and

Part II: Community Action Plan (CAP).

The CNA portion has sections for the needs assessment narrative and the results. Surveys and analysis documents may be attached as appendices. The CAP portion encompasses all the usual topics such as Vision and Mission Statement, Tripartite Board of Directors, Service Delivery System, Linkages, Monitoring, etc.

**Revised Public Hearing Section.** In addition to including the statute for the public hearing requirement, CSD has incorporated new guidelines for issuing the Notice of Public Hearing and the draft CAP, and documenting low-income testimony delivered at the public hearing. The Low-Income Testimony and Agency Response document will be required as an appendix. See the section on Public Hearing(s) for more details.

**CNA Helpful Resources.** Part I: Community Needs Assessment contains resources on conducting a needs assessment, influence of COVID-19 on the process, and updated links to state and national quantitative data sets.

**Revised and Reduced Narrative Sections.** Every effort has been made to reduce the administrative burden of conducting a CNA and preparing a CAP during an active pandemic. Although these tasks are fundamental to CSBG and should not be overlooked, CSD is aware of the reduced capacity and other circumstances under which many of the agencies are functioning. CSD has removed questions, utilized check boxes when possible, and made some questions optional. Many questions about the federal and state assurances have been removed. However, agencies are still required to certify that they are in compliance with the assurances. In the sections pertaining to the Tripartite Board of Directors and Linkages, for instance, agencies may indicate whether there are changes to the response in the 2020-2021 CAP or whether they would like CSD to accept the 2020-2021 CAP response without adaptations. Please keep in mind that these flexibilities are made because of the COVID-19 pandemic and may not be utilized in future years.

**Additional Information.** CSD has added a section to address disaster preparedness and agency capacity building. While this information is not directly mandated by statute, it is important to know agencies have disaster response plans in place and are making efforts to increase their own capacities. Responses to these questions are optional.

**Federal and State Assurances Certification.** Pertaining to the federal and state assurances, CSD removed questions where possible. If compliance to an assurance could be demonstrated without a narrative, the question was removed. However, agencies will still be required to certify that the Federal CSBG Programmatic Assurances and the State Assurances are being met. Agency certifications are found in those sections.

**CSBG State Plan References.** Information for the CSBG State Plan comes largely from CAPs submitted by agencies. To help agencies understand their roll in preparing the CSBG State Plan, CSD has indicated which questions contribute to the development of the annual CSBG State Plan.

## Checklist

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

### **Part I: Community Needs Assessment**

- Narrative**
- Results**

### **Part II: Community Action Plan**

- Vision Statement**
- Mission Statement**
- Tripartite Board of Directors**
- Service Delivery System**
- Linkages and Funding Coordination**
- Monitoring**
- Data Analysis and Evaluation**
- Additional Information (Optional)**
- Federal CSBG Programmatic Assurances and Certification**
- State Assurances and Certification**
- Organizational Standards**
- Appendices**

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

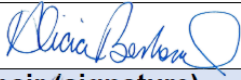
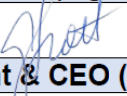
<b>Agency Name</b>	<b>Community Action Partnership of Orange County</b>
<b>Name of CAP Contact</b>	<b>Gregory C. Scott</b>
<b>Title</b>	<b>President and Chief Executive Officer</b>
<b>Phone</b>	<b>(714) 897-6670 Ext. 3112</b>
<b>Email</b>	<b>gscott@capoc.org</b>

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

<b>6/13/2021</b>
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**Board and Agency Certification**

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

Alicia Berhow		6/28/2021
<b>Board Chair (printed name)</b>	<b>Board Chair (signature)</b>	<b>Date</b>
Gregory C. Scott		6/28/2021
<b>President &amp; CEO (printed name)</b>	<b>President &amp; CEO (signature)</b>	<b>Date</b>

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

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

<b>NCRT/NCRI (printed name)</b>	<b>NCRT/NCRI (signature)</b>	<b>Date</b>

**CSD Use Only**

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

## **Public Hearing(s)**

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

### **State Statute Requirements**

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

### **Public Hearing Guidelines**

#### **Notice of Public Hearing**

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

#### **Public Hearing**

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



## Guidance for Public Hearings During COVID-19

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

### Public Hearing Report

Date(s) of Public Hearing(s)	May 12, 2021
Location(s) of Public Hearing(s)	Virtual Public Hearing via CAP OC's Facebook, YouTube and Zoom
Dates of the Comment Period(s)	May 1, 2021- June 1, 2021
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	<ul style="list-style-type: none"> <li>• CAP OC's website <a href="http://capoc.org/2021publichearing/">capoc.org/2021publichearing/</a></li> <li>• CAP OC's Facebook page @CAPOC in English, Spanish and Vietnamese from Monday, April 12 – Wednesday, May 12</li> <li>• On Facebook; geotargeted to Orange County from Monday, April 26 – Wednesday, May 12</li> <li>• ROS on LATimes.com; geotargeted to Orange County from Saturday, May 1 – Wednesday, May 12, 2021</li> <li>• <i>Times OC</i> printed newspaper on Sunday, May 2nd</li> <li>• Programmatic Banner Ads, geotargeted to Orange County from Saturday, May 1 – Wednesday, May 12</li> <li>• <i>OC Register</i> printed newspaper on Sunday, May 2nd</li> <li>• Nguoi-viet.com in Vietnamese; geotargeted to Orange County from Saturday, May 1 – Wednesday, May 12</li> </ul> <p style="text-align: center;">ROS on LaOpinion.com in Spanish; geotargeted to Orange County from Saturday, May 1 – Wednesday, May 12</p>
Date the Notice(s) of Public Hearing(s) was published	April 12, 2021 – May 12, 2021
Number of Attendees at the Public Hearing(s) (Approximately)	CAP OC received 197 impressions on Facebook, 62 viewers on YouTube, 10 attendees on Zoom and had 28 people RSVPs to the Public Hearing on May 12, 2021

## Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

### Helpful Resources

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

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

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

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

## Community Needs Assessment Narrative

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

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

State Plan

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

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

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

Data collection took the form of three primary methods: database research, community surveying, and community meetings. The data collected and methodology for the 2021 Community Needs Assessment is outlined in detail in the Assessment Report which is attached as an appendix.

### **Database Research**

Database research focused on collecting relevant quantitative data from a variety of secondary sources, including US Census Bureau data, local data sets, and other community products. The goal of this process was to create a broad statistical base for the CNA report to augment the voices of the low-income community. The principle of non-duplication is integral to this process – CAP OC was careful to access existing research on relevant community topics. For example, the Orange County Community Indicators report from the Orange County Business Council served as a rich source of quantitative data in a variety of issue domains including education and employment. A notable source for specific data regarding poverty and its prevalence related to gender, age, and race/ethnicity in Orange County was US Census Bureau data compiled by the Community Action Partnership Data Hub at the University of Missouri.

## Community Surveying

Community surveys were a crucial component of the CNA data collection process and conducted virtually due to the COVID-19 pandemic. Surveys allowed CAP OC to directly gather wide-ranging input from community members, with outreach targeted at people with low incomes. Data was quantitative in aggregate, and individual responses to the survey constituted a source of qualitative data. CAP OC aimed to reach a broad range of Orange County community members with its survey outreach, including direct email campaigns, online advertising, and spreading the word via CAP OC stakeholders' personal networks. Surveys were available in multiple languages, including English, Spanish, Vietnamese, and Korean. The subject matter of the primary CNA survey was broad, allowing for general impressions across all issue domains.

## Community Meetings

Meetings were an additional opportunity to collect qualitative data directly from low-income people and community members in general. The subject matter was more focused on the concerns of participants and allowed for long-form opinions. Topics included those beyond the scope of surveys and expanded data collection for each issue domain, bringing CAP OC's attention to new topics that otherwise would not have been included in the CNA. Community meetings were conducted in English, Spanish, and Vietnamese.

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

CAP OC is funded to serve the entirety of Orange County, encompassing 34 cities. Included in CAP OC's service area are 33 unincorporated islands and 7 Disadvantaged Unincorporated Communities, marking certain areas of the county where municipal services may be lacking and poverty may be more prevalent.

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

### Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services

### Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market

- National Low-Income Housing Coalition
- National Center for Education Statistics
- Other online data resources
- Other

- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

**California State Data Sets**

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

**Agency Data Sets**

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

**Surveys**

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

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

The “Other” Local Data Sets includes the Orange County Community Indicators Report, a product of the Orange County Business Council.

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

**Surveys**

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

**Focus Groups**

- Local leaders
- Elected officials
- Partner organizations’ leadership
- Board members
- New and potential partners
- Clients
- Staff

**Interviews**

- Local leaders
- Elected officials

**Community Forums**

**Asset Mapping**

- Partner organizations' leadership
- Board members
- New and potential partners
- Clients

**Other**

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

N/A

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

Analysis of the data collected as part of the CNA focused on identifying the needs of low-income people, the causes and conditions of poverty in Orange County, trends in Orange County, and the identification of assets. Analysis techniques included examining the root causes of needs, trends over time, and potential future challenges that may arise. A full description of the 2021 Community Needs Assessment's methodology may be found in the "Methodology" section of the Assessment report, attached as an appendix.

Data collected included quantitative and qualitative data from all data sources, including community surveys, community meetings, and database research. Quantitative data sources included survey data (e.g. CNA Survey, Customer Satisfaction Survey) when examined in aggregate and a number of statistics researched from databases, such as US Census Bureau poverty data. Qualitative data sources included individual survey responses (e.g. CNA Survey) and the perspectives conveyed by community meeting participants. A full description of all data sources for the 2021 Community Needs Assessment may be found in the "Sources" section of the Assessment report, attached as an appendix.

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

**A. Community-based organizations**

Community-Based organizations (CBOs) provided data for the assessment through surveys, meetings, and databases. CBOs were a target for outreach from CAP OC, including numerous

direct emails advertising the CNA survey. The use of CBOs to boost the CNA survey ensured that survey results reflected the opinions of organizations' stakeholders. CBOs also hosted a number of community meetings, further guaranteeing that their stakeholders' views were represented in the Assessment. An example of a contribution from the CBO sector concerns the role of undocumented status in negatively affecting those without legal status in the United States. CAP OC also accessed any statistical information provided by CBOs such as the OC Hunger Alliance.

#### B. Faith-based organizations

Faith-based organizations were targeted as part of our CNA survey advertising efforts. One such effort included a direct email campaign using a list of over 200 email addresses for Orange County faith-based organizations. Their contributions and input are represented as part of our CNA survey data.

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

The private sector was targeted as part of our advertising campaign for the CNA, including directly contacting by email over 25 Chambers of Commerce located in the county. Their contributions are represented as part of our CNA survey data. The private sector also served as an invaluable source of statistical data – numerous private sector reports and databases were accessed as part of our research. For example, the Orange County Community Indicators report, a product of the Orange County Business Council, provided a wealth of data for the CNA.

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

The public sector was targeted as part of our CNA outreach. For example, CAP OC reached out to Orange County Supervisors with information about our assessment efforts via email. In addition, public datasets and statistics were crucial aspects of the Assessment report. Data from a wide variety of government offices at various levels of government were used, including data from the US Census Bureau, California Governor's Office, and Orange County Children's Partnership (a collaboration between public and community organizations).

#### E. Educational institutions (local school districts, colleges)

Educational institutions were targeted as part of our CNA survey outreach. For example, over 650 educational institutions were directly contacted via email with information about our CNA data collection efforts. Their contributions are represented as part of our CNA survey data. In addition,

educational organizations, such as TLC Public Charter School, engaged in virtual meetings with CAP OC's Planning Department as part of CNA data collection efforts. Educational institutions also hosted a variety of useful database sources.

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

Detailed analysis regarding the following causes of poverty in Orange County may be found in the 2021 Community Needs Assessment report which is attached as an appendix.

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

Detailed analysis regarding the following conditions of poverty in Orange County may be found in the 2021 Community Needs Assessment report which is attached as an appendix.

12. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 6.4, State Plan)

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

While the customer satisfaction procedures are mostly similar to those outlined in the previous CAP, CAP OC has transitioned the survey to an online-only format. CAP OC reports customer satisfaction data to the governing board through the CAP process.



## Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

**Table 1: Needs Table**

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

Needs Identified	Level	Integral to Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
There is a lack of living wage jobs in the community.	Community	Y	N	Y
Families and individuals struggle to save money for the future or pay debts.	Individual, Family	Y	Y	Y
Families and individuals struggle with access to nutritious food on a regular basis.	Individual, Family	Y	Y	Y
Families and individuals lack access to the job training and education they desire.	Individual, Family & Community	Y	Y	Y
Families and individuals lack financial literacy knowledge.	Individual, Family	Y	Y	Y
Families and individuals struggle to access resources to succeed in school and improve academic performance.	Individual, Family	Y	Y	Y
There is a lack of community resources for Orange County students to succeed in educational opportunities beyond high school.	Community	Y	Y	Y
Families and individuals struggle to access affordable housing due to high rent, mortgage, and utility bills.	Individual, Family & Community	Y	Y	Y
There is a lack of access to affordable health insurance and healthcare in the community affecting mental/behavioral community members.	Community	Y	Y	Y
Community members lack access to reliable high-speed internet connection.	Community	Y	N	Y
There is a lack of accessible childcare resources in the community.	Community	Y	N	Y
Families and individuals face barriers to accessing safe recreational and volunteer activities.	Individual, Family	Y	N	Y

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

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

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

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

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

**Table 2: Priority Ranking Table**

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

<b>Agency Priorities</b> <small>*Please see Appendices section for additional information for prioritizing needs.</small>	<b>Description of programs, services, activities</b>	<b>Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)</b>
There is a lack of living wage jobs in the community.	N/A	N/A
Families and individuals struggle to save money for the future or pay debts.	Economic Empowerment 3 & 5 Series Classes: FNPI 3h	Economic Empowerment 3 & 5 Series Classes: FNPI 3h
Families and individuals struggle with access to nutritious food on a regular basis.	Hot Meals Program: SRV 5ii	Hot Meals Program: SRV 5ii
Families and individuals lack access to the job training and education they desire.	FNPI 1b	FNPI 1b
Families and individuals lack financial literacy knowledge.	Economic Empowerment 3 & 5 Series Classes: FNPI 3h	Economic Empowerment 3 & 5 Series Classes: FNPI 3h
Families and individuals struggle to access resources to succeed in school and improve academic performance.	FNPI 2c	FNPI 2c
There is a lack of community resources for Orange County students to succeed in educational opportunities beyond high school.	SRV 1d	SRV 1d
Families and individuals struggle to access affordable housing due to high rent, mortgage, and utility bills.	FNPI 4e	FNPI 4e
There is a lack of access to affordable health insurance and healthcare in the community affecting mental/behavioral community members.	FNPI 5z	FNPI 5z
Community members lack access to reliable high-speed internet connection.	N/A	N/A
There is a lack of accessible childcare resources in the community.	N/A	N/A
Families and individuals face barriers to accessing safe recreational and volunteer activities.	N/A	N/A
<p><b>Agency Priorities:</b> Rank your agency priorities.</p> <p><b>Description of programs, services, activities:</b> 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.</p> <p><b>Indicator/Service Category (CNPI, FNPI, SRV):</b> List the indicator(s) or service(s) that will be reported in annual report.</p>		

## Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

### Vision and Mission Statement

#### 1. Provide your agency's Vision Statement.

We see generations of healthy communities where poverty ceases to exist.

#### 2. Provide your agency's Mission Statement.

We seek to end and prevent poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.

## 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.

Described in the Community Services Block Grant and detailed in the board's bylaws, the agency maintains a tri-partite board of which public officials represent one-third of the total membership and the remainder from low-income groups or individuals and private businesses. Membership recruitment is intentionally directed for each category and inclusive of faith-based organizations, public and private service providers, and community societies that serve historically underrepresented, low-income groups. Membership recruitment and opportunity announcements are made by public posts within minority focused newspapers, the agency's website, social media platforms, and platforms of low-income service providers and community organizations. Interested parties have access to descriptive overviews and guidance through the application process.

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.

CAP OC, as a Community Action Agency, is governed by a tri-partite board structured to assure relief in equal access, representation and participation for underrepresented and marginalized groups. Low-income persons who believe they are inadequately represented on the Board may petition for a determination as to whether there is adequate representation of low-income persons by presenting a specified petition to the board for investigation, hearing, evaluation, finding, and recommendation. If the Board determines that there is inadequate representation of low-income

persons on the Board, it shall take affirmative action. If action taken by the Board is held in good faith, either before or after such determination, shall be affected or remedied in respect.

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.

Described in the Community Services Block Grant and detailed in the board's bylaws, membership recruitment is intentionally directed for each category and inclusive of faith-based organizations, public and private service providers, and community societies that serve historically underrepresented, low-income groups.

Membership recruitment and opportunity announcements are made by public posts within minority focused newspapers, the agency's website and social media platforms, and platforms of low-income service providers and community organizations. Interested parties have access to descriptive overviews and guidance through the application process.

The Chairperson of the Board shall appoint a Membership Committee to nominate qualified candidates for election to the Board of Directors at least thirty (30) days before the date of any election of Directors. The Membership Committee shall forward a report and ballot listing all qualified candidates nominated to each member of the Board at least five (5) days before the date of the election. The Membership Committee shall be responsible to establish time frames, develop and distribute forms and literature, and take actions necessary to ensure fair and equitable solicitation of nominations. The term of office for members of the Board of Directors shall be three (3) years and will commence at the meeting at which they are elected.

## 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)

CAP OC provides direct services funded from public and private sources to serve Orange County low-income communities. CAP OC does not contract out for any CSBG-related services but may include sub-contractors as partners in other government funded programs, and they are evaluated as per the terms of the contract. CAP OC performs client intake for all programs that have eligibility requirements. We maintain a number of separate systems that serve our various programs, such as the Shah Software platform for programs that are primarily funded with CSBG dollars.

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. Some examples of CAP OC's intake and data collection process are Low Income Home Energy Assistance Program (LIHEAP), FaCT, Commodity Supplemental Food Program (CSFP), CPSD and our Family Resource Centers (FRCs):

- LIHEAP: CAP OC Program Coordinators and Eligibility Workers collect data during the client intake interview and use the self-sufficiency calculator to determine eligibility. Daily reports are submitted to the Case Manager and LIHEAP Supervisor; client follow-ups are collected monthly by Supervisors and Case Manager.
- Commodity Supplemental Food Program (CSFP): CAP OC Eligibility Workers conduct client in-take interviews and enrollment into the Commodity Supplemental Food Program. Enrollment verification and tracking is made at each monthly food box pick-up by CSFP workers. In 2021, our CSFP program is looking at different software databases to be able to track their participants and to ensure better reporting outcomes.

- FaCT: In partnership with the County of Orange Social Services, Families and Communities Together (FaCT) staff interview and enroll clients into counseling and family support services using VistaShare, a software platform utilized by participating FaCT agencies.

### **CAP OC Family Resource Centers**

CPSD and FRCs: Intake is done at three community centers in Orange, Anaheim, and Santa Ana for income eligibility determination and to obtain individual and household characteristics for inclusion in the CSBG Annual Report. The intake process also includes a short needs assessment, and if the participant is part of a program with potential outcomes, then a baseline is established for evaluation purposes. Intake is also performed for many of our other CPSD programs, but not all, as some like our NEOP program, are not set up for all participants to be case managed.

### **Shah Online Application**

Since September 2021, due to the constraints of the pandemic to meet in-person with participants, CAP OC piloted an online application service offered by Shah Software, to better serve our participants at our three Family Resource Centers. This service, Fastrack, allows the agency to process applications online from participants seeking services, which would allow for better data accuracy and efficiency. This service allows for 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.

### **Subcontractors**

All CAP OC subcontracts require CAP OC to pass on the requirements of the master contract to the sub-grantee, including insurance requirements. Each subcontractor helps CAP OC comply with the reporting requirements and monitoring by the funding agency, and all are subject to audit. We work with our funded partners to provide the required narrative and data driven reports for the required reporting period.

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)



CAP OC in 2020 received \$2,776,410 in CSBG funds. With these funds, CAP OC is providing direct program services in the amount of \$1,231,853 and uses \$1,369,564 to cover all direct and indirect administration costs required to manage the agency. However, our Energy and Environmental Services Department, covers all of its administrative costs.

In addition to the programs and services/CSBG expenditures below, our agency is currently in the process of considering additional services/programs for funding of \$1.35 million in 2022-2023 which is being informed by our recent adoption of our local Theory of Change, 2021 Community Needs Assessment, and recent needs of low-income individuals brought on by the COVID-10 pandemic. CSBG CARES funding is currently projected to end May 2022; based on the results of those programs, the agency will consider looking at multi-year grant programs. Based upon our community needs, current CARES programs that could be considered for future CSBG funding are success coaches programs, workforce development, and financial empowerment programs. To get a full listing of the top needs identified in our Community Needs Assessment, please see Table 1: Needs Table of this CAP and also our 2021 Community Needs Assessment report in Appendices section.

Direct CSBG expenditures in 2020 are for the following program (see Appendices section for full description of each expenditure):

- CAP OC (Administrative Costs) \$1,369,564
- Emergency Food Assistance Program (EFAP/Donated Food): \$128,067
- Commodity Supplemental Food Program (CSFP/Senior Food Box Program) \$239,328
- The Emergency Food and Shelter Program \$6,552
- Anaheim Independencia Family Resource Center (AIFRC): \$236,788
- El Modena Family Resource Center (EIMo): \$145,358
- Southwest Community Center (SWCC): \$313,621
- Nutrition Health & Wellness Programs: \$117,728
- FaCT (Families and Communities Together): \$44,411

## 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)

Due to the size of Orange County, the numbers of low-income individuals, and the high cost of living, coordination of funding and the use of partnerships are in place to address specific problems or with a focus on a single city. These reflect fostering inclusiveness, cross cultural initiatives generated and created among invested, local social service providers who strategize to deliver comprehensive tools to improve participant individuals and family members health and personal economic stability. Below you will find the major organizations or consortiums that CAP OC participates in the coordination of funding with other providers in Orange County.

- St. Joseph Health Central OC Intersections Initiative
- Office of Family Assistance Orange County Health Care Agency
- OC HCAOC United Way for Financial Stability Alliance
- OC HCA Youth Smoking Prevention (La Habra) and the related Sierra Foundation funded Elevate Youth. Our current Elevate youth was developed by methods used for OC HCA Youth Smoking Prevention (La Habra) program.
- County of Orange Health Care Agency Housing Navigation and Sustainability
- About Food Care (previously known as Waste Not OC-a public-private partnership with the goal of eliminating hunger and reducing food waste)
- CAP OC's role as program service provider and as limited fiscal agent of (FaCT) at the El Modena FRC and Anaheim Independencia FRC along with providing services

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)

CAP OC participates and succeeds in the competitive process to receive government funding or services on behalf of its program departments, Community Partnership and Service, Energy and Environmental Services and the OC Food Bank. Such government agencies award funding, so that there is no duplication of services. CAP OC negotiates and enters into multiple-year, calendar year and period of service contracts and memorandums with private or institutional service providers, vendors or partners that deliver, provide and maintain participant services. Other direct service agreements of interest include:

- Second Harvest's food distribution partnership for the La Colonia Market at CAP OC's Anaheim Independencia FRC (suspended in 2020 due to the pandemic and projected to reopen in summer 2021)
- PIMCO Cares Share the Harvest that provides funding for the acquisition of food, gift certificates, and packing 12,000 food boxes that are then made available to our 200 active non-profit OC Food Bank distribution partners (due to the pandemic in 2020 this became a cash payment for the purchase of pre-assembled food boxes that were made available to our non-profit partners for distribution); projected to return in fall 2021 or 2022.
- PIMCO Foundation funding of mobile food pantry, named Clementine, launched in early 2019 being deployed in selected Orange County neighborhoods that can feed 60 – 70 families when fully loaded with food.
- The State of California made two years of funding available in 2020 for the establishment of CAP OC to establish and fund a diaper bank, including a distribution vehicle named "Tom Tom" and efforts are underway to secure additional funding for 2022 and 2023.
- Orange County United Way's Financial Stability programs, which educate staff to administer the Volunteer Income Tax Assistance program and to educate participants on the applications of budget basics, smart saving, the impact of interest, and credit management; provided at three CAP OC locations in 2020 and 2021.
- MOUs, cooperative agreements, or partnerships of significant interest are:

- A major CAP OC funded collaboration is the Central OC Intersections Initiative, “Intersections Initiative,” which is a multi-agency upstream collaborative that seeks to address community trauma in the cities of Santa Ana and Stanton. This initiative from St. Joseph Health Systems Foundation identifies place-based trauma as cause of poor developmental and psychosocial barriers to achievements with the intent to increase skills, provide tools to training, or modify behavior.
- The OC Food Bank’s Giving Farm is a collaborative between Huntington Beach Unified High School District’s Westminster High School (WHS), Solutions for Urban Agriculture, and the OC Farm Bureau. The Westminster High School Agriculture Science Program provides WHS students and volunteers the opportunity to gain practical and professional development through hand-on experiences by fostering access to healthy, local food within the community. The Giving Farm project acknowledges environmental stewardship, resource scarcity, public health, and poverty.
- CalFresh (also known as SNAP) outreach in partnership with the CA Association of Food Banks, reduces the food insecurity in the Hard-to-Reach population, but the outreach has become increasingly challenging, resulting in the creation of a unified CalFresh Healthy Living website for Orange County in 2019.
- Abound Food Care (previously known as Waste Not OC) Coalition, a private not-for-profit partner supports the agency’s goodwill through the delivery of over 11 million warm, prepared meals to poverty ridden participants that CAP OC would otherwise be challenged to assist.

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.

Please see Appendices section-Linkages and Funding Coordination Question 3.

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

CSBG funds are leveraged and coordinated with both private and public resources whenever possible. For example, with CSBG funding in 2020, CAP OC used an annual CSBG grant of \$2,776,410 to mobilize an additional: \$21,029,195 in non-CSBG Federal Resources, \$1,488,063 in state resources, and \$7,060,816 private sector resources (2020 CSBG Annual Report).

Due to the pandemic in 2020, our need to help those in need, especially for food insecurity, dramatically increased, providing an opportunity to raise additional funds and immediately use those funds to address immediate needs. Thus, our ability to secure increased donations from individuals, corporations, and foundations resulted in an increase in our ability to leverage additional private sector resources. Such activity will continue in 2022 and 2023 using our organizational knowledge to leverage our CSBG funds to secure new funding, as previously demonstrated in securing major competitive grant funding to serve Orange County low-income communities from federal, state, and local sources. These grant programs allow us to address food insecurity, nutrition and health education, economic empowerment, and youth education, resulting in an increase in programmatic services. Our ability to secure increased private donations to benefit our programs will continue in 2020 and 2021. In 2018, for the first time ever, CAP OC exceeded \$2 million in private donations, and then again in 2019. The increased need resulted in CAP OC exceeding \$6 million in private donations in 2020 with donations continuing at this historic higher level in the early months of 2021. Our 2021 Budget assumes a donated fundraising target of \$2.7 million, and building a donor base to be able to sustain higher levels of donations for the CAP years of 2022 and 2023, especially with a focus on raising additional funds for three community centers.

Prior to the 2020 pandemic, our ability to secure over 18,000 community and corporate volunteers to pack 25,500 USDA senior food boxes every month under the supervision of our CSBG funded volunteer coordinator provided significant organizational capacity and cost savings. However, due to the pandemic, CAP OC had to rebuild its volunteer capacity primarily with individual volunteers, and we leveraged our investment in the software platform VolunteerHub. In mid-2021, corporate and community volunteers began to return to help pack senior food boxes, and increased management efficiencies continued with the use of the VolunteerHub.

CAP OC has leveraged its ability to secure and manage volunteers for the partnership with Westminster High School and Solutions for Urban Agriculture on The Giving Farm resulting in fresh produce production of benefit to our OC Food Bank and the school cafeteria. The value of these volunteer hours helped to secure a \$100,000 USDA Farm to School grant that was used to help the program and to provide increase nutrition education to students and parents at Westminster High School. Due to the pandemic, the corporate and community volunteers became non-existent but were replaced with long term volunteers who found themselves with available time due to the pandemic, although we were limited to groups no larger than 15 (and no children). It is expected that corporate and community volunteers will return to the Giving Farm in the later part of 2021, and be a steady source of community engagement and team building in 2022 and 2023 with group size limitations increased significantly.

CAP OC works closely with colleges and universities in Orange County and in Long Beach to provide internship opportunities for college credit. The interns volunteer their time with a number of agency departments, with the Planning Department, coordinating as needed with the various internship programs and helping to place such interns at CAP OC. Even during the pandemic, when interns were 100% remote, CAP OC was able to encourage and support such efforts. It is anticipated that interns will return in person, or a hybrid form of participation in late 2021, and be a continual source of assistance for 2022 and 2023.

Volunteers and interns also help at our Family Resource Centers, but due to the pandemic, FRC services were limited; Interns and Volunteers provided their assistance either virtually or outside of our facilities. The CSBG 2020 Annual Report showed that even with the pandemic in 2021, we were able to mobilize almost 49,392 hours of volunteer services that would be valued at \$642,096 if we paid \$13.00 per hour (California minimum wage in 2020 ) which added a significant increase in programmatic capacity.

CAP OC leveraged its investment of CSBG funding for our Family Resource Centers with FaCT funding from the County of Orange for El Modena and Anaheim Independencia to help strengthen families at the neighborhood level, and CDBG funding from the City of Santa Ana for financial empowerment services at our Southwest Community Center. All those being assisted with such

programs are supported from our Shah software platform to provide a limited degree of client management services to help our low-income clients overcome language and access barriers.

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.

**Contingency Plan**

Should CSBG funding be reduced, the CAP OC Board of Directors and Senior Management will implement the following strategies:

1. Zero-based funding strategies, in order of priority, administrative/program functions and cost(s) effectiveness/impact;
2. Secure alternative funding sources, while increasing efficiency and cost effectiveness;
3. Continue to implement agency resource development activities that focus on: grants from foundations, corporate support, private donors. annual giving, and general public support from fundraising events. Align ongoing program capacity with funding timetable;
4. Prioritize activities with priority given to maintaining support to core programs and key administrative personnel in support activities consistent with the recently created Theory of Change; review timing/sunset dates of existing programs, labor involved and ability to fold like programming into a suite, following the Whole Family Approach; and
5. Accelerate implementation of other complimentary strategies identified in CAP OC's current Five Year Strategic Plan 2017 – 2022, and the 10 Year Strategic Vision Plan 2022 – 2032 that is currently in development.

Due to our growth in overall revenue, annual CSBG funding (approximately \$2.7 million) has continued to shrink as an overall percentage of the total revenue. The real issue beginning in 2022 and continuing into 2023 will be to adjust to the loss of the temporary CSBG CARES funding (approximately \$3.8 million) that allowed us the opportunity to increase organizational capacity and provide additional case management program services to address long term issues exacerbated by the COVID-19 pandemic. In order to continue to support these programs intended to move families out of poverty in two generations, permanent ongoing fund sources will need to be developed like

increasing the number of donors who give on a monthly basis.

The Agency currently maintains net assets of over \$1 million dollars.

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.

Please see Appendices section-Linkages and Funding Coordination-Question 6.

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.

Youth programs that involve mentoring, tutoring, enrichment, and life skills development are provided at the El Modena and Anaheim Independencia FRCs and our 15 other partner Orange County FRCs through the County's FaCT funding providing case management and family development programs. Our agency follows best practices from the Federal Office of Family Assistance which provided support for healthy youth relationship training, financial stability and employment development services. El Modena also offers a regionally recognized karate program that serves approximately 60 youth with almost half of the participants being girls. This program was recognized in 2018 with a small grant from the LA84 Foundation. These are successful programs that benefit from general CSBG support; CAP OC will continue to seek competitive grant opportunities. The centers are designated violence-free zones, including our acquired Southwest Community Center.

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.

Youth programs that involve mentoring, tutoring, enrichment, and life skills development are provided at the El Modena and Anaheim Independencia FRCs, as part of a 15 member group of FRCs receiving County of Orange FaCT funding for case management and family development programs. In 2021, CAP OC added several new youth programs that will have funding through 2023, and due to the pandemic, there was a need to rebuild our after school and teen programs in 2021 with a focus on supporting students as they transition back into the classroom from a virtual learning environment.

Our multi-year Healthy Relationship program funded out of the Federal Office of Family Assistance providing support for healthy youth relationship training, financial stability and employment development services ended in September 2020 that supported from 60 – 80 families per year. Using CSBG CARES funds, CAP OC continued to fund the program on a smaller scale (20 families per year) with a projected end date of May 31, 2022. Due the extent additional funds can be identified and/or the CARES funding is extended to September 30, 2022, CAP OC will continue to work to provide these youth support services.

El Modena also offers a regionally recognized karate program that serves approximately 60 youth with almost half of the participants are girls. This program was recognized in 2018 with a small grant from the LA84 Foundation. Due to the pandemic, the program moved to a local park, and returned to El Modena in spring 2021 with reduced class sizes using alternate program days.

CAP OC in 2021 added several new youth programs that are expected to continue in 2022 and 2023: a summer youth program focusing on supporting students as they transition back into the classroom from virtual learning environment; elevate youth which is a youth led program to provide youth designed messages about substance use and PSE strategies to reduce the disproportionate effects created by the war on drugs, specifically to reduce the school to prison pipeline by 5%; and the Superior Court; and a workforce development program with a focus on young adults 18-26. Also of benefit to teen adults, is our CSBG CARES funded Adult Court program (18 – 24 men only)

in partnership with UC Irvine and Orangewood, in which the court works to remove certain felony counts when completing the program.

All of these successful programs benefit from general CSBG support or CSBG CARES funding. CAP OC will continue to seek multi-year competitive grant opportunities to obtain additional annual support of these programs.

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)

CAP OC coordinate CSBG activities with America's Job Centers (OneStops) operated by the (3) Workforce Development Boards operating in Orange County: Santa Ana, County of Orange, and Anaheim. CAP OC's President and CEO, Gregory C. Scott, is a member of the Anaheim Workforce Development Board. CAP OC in 2020 was a signatory to new MOUs with the Workforce Development Boards of Orange County, Santa Ana, and Anaheim. CAP OC offers activities to Job Centers throughout Orange County to provide outreach and enrollment assistance for Job Center clients.

Beginning in 2021, CAP OC will begin to offer an online workforce training curriculum for young adults (18 – 24) supported by a staff person with workforce development experience. This program was established to continue into 2022 and additional revenues will need to be identified for continuation into 2023. One of areas the program will address are the future opportunities developing from a Green Jobs perspective with partnerships being put in place. There are negotiations for other fields where entry level wages exceed the \$15 and there is a chance for advancement such as construction and the medical field.

The agency's Planning Department provides an internship program in coordination with local universities in which the students receive college credit in developing professional job skills. The CAP OC interns are from diverse backgrounds and mostly from low-income families, and for many, the first generation to attend college. During the pandemic, CAP OC continued its intern program providing remote opportunities which are expected to continue for most of 2021. For 2022 and 2023, depending upon the requirements of the partner universities, these intern opportunities could be provided on a hybrid basis.

Additionally, CAP OC serves as an employment site for the Orange County Social Services Agency CalWORKS (TANF) Work Experience Program and Senior Employment Program which was placed on hold during the pandemic, and is expected to resume in June 2021.

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.

Community Action Partnership of Orange County uses CSBG funds to target low-income individuals and families in Orange County to provide emergency supplies and services, nutritious foods and related services to counteract conditions of starvation and malnutrition among low-income individuals. Our OC Food Bank and Energy and Environmental Services Department largely provide emergency safety net services, including Utility Assistance and emergency replacement of HVAC systems. Our Community Partnerships and Services Department has a wide range of services including: economic empowerment, nutrition education, rental assistance housing navigation, physical activity promotion, obesity prevention, community engagement, and working towards local policy and system changes to address systematic racism and environmental justice issues.

The OC Food Bank, as a large food distribution program, provides emergency food to 200 active smaller nonprofit agencies, churches, and food pantries to address food insecurity issues from our database of 350 such agencies. CAP OC is a member of the Orange County Emergency Food and Shelter Program Board, Voluntary Organizations Active in Disaster (VOAD) and Emergency Network in Los Angeles (ENLA). The agency has a contract to operate the Emergency Food and Shelter Program (EFSP) and the Commodity Supplemental Food Program (CSFP).

During the 2020 pandemic, CAP OC increased its emergency food distribution by three-fold (from 22 million pounds to 66 million pounds of food) with the help of generous funding from new and existing donors, new programs from USDA such as Farm to Family, and support from other government agencies. Distribution of this extra food would not have been possible without the

organizing help of our partner organizations that established major distribution centers in Orange County at the Santa Ana Main Street Mall and the OC Fair which many times resulted in 7,000 families being served on a Saturday with emergency food.

Previously, CAP OC was funded by the OC Health Care Agency to provide Nutrition Education and Obesity Prevention (NEOP and later known as CAL Fresh Healthy Living) program leveraging our CSBG funds to make systematic changes in Anaheim and La Habra to address issues of how existing programs work that can exacerbate health and obesity issues. CAP OC worked closely with community stakeholders to bring about change in these communities related to unhealthy snacks being provided in youth sports programs and creating healthy opportunities. Funding ended in 2021, and CAP OC looks to offer such programs again when there is the competitive opportunity. CAP OC also provided nutrition education at Westminster High School in 2020 funded by the USDA Farm to School program.

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.

Please see Appendices section - Linkages and Funding Coordination- Question 11.

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.

CAP OC supports community and neighborhood-based initiatives that strengthen families and encourages effective parenting through two of our Family Resource Centers that receive significant support from being an awarded County of Orange FaCT program and our CSBG funds. The El Modena and Anaheim Independencia FRCs provide activities for the entire family and serve the

poorest communities in Orange County. With FaCT funding, CAP OC provides family development services and strengthening services, targeting: low-income adolescents, ages 12-21 with multiple risk factors; low-income homeless or unemployed families who are dealing with substance abuse, school failure, and emotional/personal crisis; and families with children who are at-risk of abuse and neglect. Parenting programs and fatherhood initiatives are incorporated into our family services and programs.

Previously CAP OC had been funded for four years by the federal Health and Human Services Department for The Healthy Relationship Program providing relationship/communications training for couples and youth and was offered at 15 Orange County Family Resource Centers which ended on September 30, 2020. Using CSBG CARES funding, CAP OC has been able to continue such services for approximately 25 families per year. These services are partnered with economic empowerment and workforce development services. There is a focus on fathers to increase their financial and employment skills.

Our programs at our Southwest Community Center is currently focused on providing neighborhood meals to those in need 7 days a week, and financial empowerment services. There is the possibility of first-ever programs that target the entire family at SWCC in 2022 and 2023 as multi-year funding sources are secured.

## Monitoring

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

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

### **Monitoring CSBG Programs & Activities**

Our three Community Centers are currently utilizing Shah Software as their case management and reporting system to monitor and report our CSBG-funded programs. 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 with additional programs and services being added to the software for better tracking of our services and outcomes. CAP OC's Planning Department is tasked with ensuring the quality of CSBG client data in the Shah database, training staff on utilizing the software, and compiling any additional information needed for completion of CSBG reporting.

CAP OC's OC Food Bank program, benefitting from CSBG funds, is our USDA senior food box program in which food is distributed to 25,500 low-income seniors at 70 different distribution sites. Eligibility is checked yearly with the management of the system maintained on an Access database. Each recipient is provided documentation that is required to be used to pick up their monthly food box, and there is a process to assign it to a proxy for those who have a disability and transportation issues. For three months during the pandemic in 2020, Amazon helped distribute CAP OC deliver to its entire database of over 24,000 eligible seniors, thus significantly reducing the number of distribution sites, and protecting our seniors from the risk of COVID-19. This effort required CAP OC to update its Access management database.

During 2021, CAP OC conducted a competitive process to select a software platform for the management of the program, including the required client characteristics and demographics, for implementation later in 2021. Even though there are 35,000 eligible individuals in our management database, we are restricted to an average of 25,500 monthly participants in the senior food box program. However due to the pandemic, the agency lost the volunteers needed to be able to input such information being collected for inclusion in the Shah software database. It is anticipated that whatever software program selected to manage the senior food box program, an

Application Programming interface (API) will be created to link that system with the agency's Shah software platform.

The El Modena and Anaheim Independencia Family Resource Centers, under the supervision of CAP OC's Department of Community Partnerships and Services (CPSD), in 2018 began the process of moving client intake information over to the Shah software database for client tracking and reporting. With the Shah platform, we are able to track service counts, outcomes, and unique household information. The FaCT program at our two participating FRCs also requires CAP OC to provide monthly reports on various measures and to report back into their VISTA Share Database to the County of Orange to maintain the integrity of the program. This requires agency staff to perform client intake on the County system and on the Shah software platform. Due to privacy restrictions, there is not an ability to share information across the two databases.

### **Improving Data Tracking and Integration**

CAP OC is undergoing an assessment of how we are collecting, tracking and reporting our programmatic outcomes for reported CSBG 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. Our agency 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.

With a goal of better managing our participants to access our services, and to move towards a single database of unduplicated clients, CAP OC staff is working to create an API to move client records from Serv-Trac to the Shah software platform. It is anticipated that this can be completed in the last quarter of 2021. Due to the complexity of the respective databases, and different requirements of the programs being tracked in each database, it has significant complications to implement.

Since our prior CAP for 2020 – 2021, the CAP OC Energy and Environmental Services Department migrated their participant database from the Hancock Software platform to Serv-Trac, a database approved by the State of California CSD for tracking and reporting on Utility Assistance and Weatherization activity. During the 2020 pandemic, CAP OC created an online application

form for those in need to Utility Assistance or emergency replacement of a heating or cooling system. Our Call Center was predominately remote, and we were able to assist participants in multiple languages.

### **Fiscal and Operational Monitoring**

A major component of maintaining the integrity of the CAP OC CSBG (and related CARES) programs are the procedures put in place and monitored by our Chief Financial Officer. Starting with the annual budget process, which results in the actual CSBG programmatic assignments, along with monthly financial performance reports, are monitored by the full Board of Directors and the Administrative Committee. A process is in place for the review and approval of all contracts that would be executed by the CAP OC President and CEO. Any expenditure that requires a payment also uses a formal requisition process for approval. The check disbursements then require two signatures to complete this process.

Starting in March 2020, the CAP OC Chief Operating Officer (COO) meets with senior programmatic-related staff every two weeks to review progress on strategic goals and issues regarding their respective programs. These oversight procedures result in maintaining high standards of program and fiscal performance, including those resources dedicated to critical administrative and overhead expenditures. During 2021, the CFO updated CAP OC's Procurement Policy which was reviewed and approved by the Board's Administrative Committee followed by the full Board of Directors. Also in 2021, the COO undertook an agencywide risk management assessment, presenting and discussing his findings with the Agency Programs and Planning Committee followed by the full Board of Directors. The report recommended areas for improvement to minimize any and all risks, including those related to financial management.

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.

Please see Appendices section- Monitoring Question 2.



## 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)

Client characteristics and demographic information is collected and analyzed using multiple software platforms. Planning and Management staff reviews all department information. Performance measures and outcomes tracking are being refined and modifications will be incorporated into our programs. Program evaluations are submitted to the CAP OC Board of Directors via-CAP OC Board Committees. Board members and staff review our Vision and Mission Statements and develop strategies for improving capacity and ensures that the agency meets its goals.

CAP OC services are mostly emergency, immediate needs services. Programs, information, referrals, community outreach and education provide information to the larger community. Unmet needs are identified through coordinated partnerships with private and public entities. CAP OC operate the three community centers that provide information and referral services, makes referrals and run case management programs.

Additionally, CAP OC provides an extensive selection of consumer education programs that engage with participating groups on a regular basis. Each community center hosts advisory boards comprised of residents and local public/private agencies that contribute input from staff, board members, community, collaborators and consumers. All contributions are incorporated into our planning, monitoring, and evaluation processes. Changes are made at the direction of the agency, if necessary.

The community centers provide linkages to an array of community services and fills identified gaps in services. CAP OC applies the Results Oriented Management Accountability (ROMA) evaluation tools to measure family development. The Family Development Matrix enables management to monitor the impact of services on and make adjustments, as determined.

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.

During 2020-2021, CAP OC adopted a local Theory of Change (TOC) and applied the Whole Family Approach Model. CAP OC's Theory of Change is our visual articulation of our beliefs and strategies for ending poverty in the communities we serve. The adoption of a TOC utilized a participatory process to engage CAP OC staff, Directors, and Board Members. The first step in creating the TOC was to identify our assumptions about poverty and the responses to these challenges and then thinking about the connections between identified needs, population served, outcomes that are possible given our services/programs and capacity.

**CAP OC agency assumptions:**

- Poverty is a complex problem.
- Families often need multiple generations to move out of poverty.
- Individuals in crisis need immediate assistance.
- Individuals, with a focus on youth and young adults, need targeted educational, technical, and skill-based training to increase the skills needed for tomorrow's workforce.
- Affordable housing and living wages are essential.
- There is a direct correlation between systemic racism and poverty.

After identifying our agency's assumptions, we were able to ascertain the underlying conditions that need to prevail for planned change to occur. Out of this process, nine (9) strategies were identified as the means to move our participants out of poverty:

- Alleviate Hunger
- Promote Financial Stability
- Prevent Homelessness
- Pursue Civic and Community Engagement
- Establish Economic Stability

- Provide Education Opportunities and Youth Empowerment
- Support Individual and Community resilience
- Promote Racial Equity and Social and Environmental Justice
- Create Workforce and Development Opportunities

### **Whole Family Approach**

The agency will use the Whole Family Approach model in addressing long-term generational poverty by utilizing all the resources of CAP OC and through our newly created program, Success Coaches Program. This new program aims to empower adults, seniors, youth, and children with the tools they need to make plans and reach goals. Each family is different and will need a variety of services to achieve their goals.

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)

Please see Appendices section, Data Analysis & Evaluation- Question 3.

## Additional Information (Optional)

### Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster?

Yes

No

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

CAP OC's Energy and Environmental Services Department has an approved business continuity plan as submitted to California Department of Community Services (CSD) for the continued provision of LIHEAP services during a disaster. The plan was submitted on August 14, 2020. The agency has an approved employee related emergency preparedness plan last updated and approved in 2019. It does not have a formally adopted Disaster Plan with a focus on business continuity services that applies to the entire agency but there are procedures in place.

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

During the first four months of the pandemic in 2020, CAP OC reported on a weekly basis to CSD on how it was providing emergency food and other services to those in need, including services provided by our three Family Resource Centers. In order to provide such services, CAP OC developed a plan for keeping staff safe when providing services from remote offices. However, our emergency food services required CAP OC to continue operating its Food Bank. In order to comply, It was necessary to re-establish our volunteer program due to the loss of corporate and community volunteers.

CAP OC developed internal policies for the continuation of vital business systems such as phones, computer networks, internet, facilities, accounting, payroll, and maintaining data and reporting systems. CAP OC's does have an employee Disaster Plan for earthquakes, fire, or other incidents impacting the safety of employees. The plan covers disaster holding areas for staff, volunteer and participants, identifies safety leaders responsible for managing a disaster emergency kit/bag and two-way radios for communication, after taking roll at the predetermined meeting areas. The Plan

was last updated in early 2019 and needs to be expanded and a need for staff training. The need to update was identified in our 2020 Risk Assessment and will be updated in 2021, along with appropriate corresponding training. Additionally, CAP OC's has an Injury and Illness Prevention Plan as well as evacuation plans for each site.

### 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.

Please see appendices section- Additional Information- Agency Capacity Building Question 1.

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

Please see appendices section- Additional Information- Agency Capacity Building Question 2.

# Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

## Use of CSBG Funds Supporting Local Activities

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

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

## Needs of Youth

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

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

## **Coordination of Other Programs**

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

## **Eligible Entity Service Delivery System**

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

## **Eligible Entity Linkages – Approach to Filling Service Gaps**

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

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

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

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

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

## **Eligible Entity Emergency Food and Nutrition Services**

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

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

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

## **State Coordination/Linkages and Low-income Home Energy Assistance**

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

## **Community Organizations**

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

### **Eligible Entity Tripartite Board Representation**

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

### **Eligible Entity Community Action Plans and Community Needs Assessments**

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

### **State and Eligible Entity Performance Measurement: ROMA or Alternate System**

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

### **Fiscal Controls, Audits, and Withholding**

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

- By checking this box and signing the Cover Page and Certification, the agency’s Executive Director/President & CEO 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/President & CEO 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
Public Hearing Transcript(s)	C
CAP OC-Promoted Public Hearing Documentation	D
Public Hearing Documentation	E
Data Analysis & Evaluation- Question 3	F
Linkages and Funding Coordination- Question 3	G
Linkages and Funding Coordination-Question 6	H
Linkages and Funding Coordination- Question 11	I
Monitoring- Question 2	J
Additional Information- Agency Capacity Building Question 1	K
Additional Information- Agency Capacity Building Question 2	L
Service Delivery System- Question 2	M
2022-2023 CAP Priority Ranking Table Matrix	N
2021 Community Needs Assessment	O

# Appendices

## **Appendix A**

### **Copy of the Notice(s) of Public Hearing**

## Copy of the Notice(s) of Public Hearing

### Facebook Ads (through Stats Digital)

**Date:** April 26 – May 12<sup>th</sup>

**Target:** Demo- Men/Women, Age 25 – 65+

Interests to include Parents, Free public transport, Community issues, Volunteering, Housing, Employment, Community Centers, and Vaccine relevant info.

### MAKE YOUR VOICE COUNT

Join us in discussing our 2022-2023  
Community Action Plan (CAP) at our  
2021 Public Hearing live on our Facebook

**Wednesday, May 12, 2021 5-7 PM**

RSVP at [linktr.ee/capoc](https://linktr.ee/capoc)

A draft of our CAP will be available for  
comment beginning on Monday, April  
26th, 2021 also at the link above.

Questions?  
Contact Yesenia at  
[yhernandez@capoc.org](mailto:yhernandez@capoc.org)  
or 714-334-7142



### MAKE YOUR VOICE COUNT AT OUR 2021 PUBLIC HEARING



**Wednesday, May 12, 2021  
5 PM - 7 PM  
Live on our Facebook!**

Date: May 1 – May 12<sup>th</sup>

Target: Orange County

# Los Angeles Times



Sambusas, a triangular fried dumpling filled with meat, seafood or vegetables, is celebration food in Somalia for Ramadan or Eid celebrations. (Jahid Alwadi)

By IRISH F. AHMED  
MAY 6, 2021 10 AM PT

Food, memory and migration fold together like the three corners of sambusas, holding at their center our history, culture and identities.

Sambusas, a triangular fried dumpling filled with meat, seafood or vegetables, is eaten throughout East Africa and the Middle East (it has many names and siblings internationally, including samosa, sambusaq, chamuqa). This is celebration food, consumed during special occasions like weddings, Ramadan or Eid celebrations. There's no definitive answer on how sambusas came to exist, but this beloved golden-brown treat is likely a result of the marriage between East African and Middle

### SUBSCRIBERS ARE READING

#### COMPANY TOWN

Top Hollywood talent agency accused of tolerating sexual harassment, misconduct

#### CALIFORNIA

Drones show California's great white sharks are closer — and more common — than you think

#### LOS ANGELES

USGS Song Girls project a glamorous ideal: 10 women describe a different, toxic reality

#### CALIFORNIA

As L.A. County moves into yellow tier, hopes for economic recovery grow

#### ENTERTAINMENT

A new film studio is coming to Hollywood — and not a moment too soon for eager creators

### ADVERTISEMENT

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Join us Wednesday, May 12, 2021 5-7 PM  
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#### FOOD

How Zwart's cooking classes liberated a...



### ADVERTISEMENT

**MAKE YOUR VOICE COUNT**  
at our 2021 Public Hearing  
See on our Facebook

**RSVP: [lnkd.in/g/pepoc](https://lnkd.in/g/pepoc)**  
May 12, 2021 5-7 PM

### CALIFORNIA

## U.S. appeals court upholds California program for workers without retirement benefits







**Programmatic Banner Ads (through Southern California News Group)**

**Date:** May 1 – May 12<sup>th</sup>

**Target:** Orange County

**Demo** – Men/women, Ages 25 -65+, Max \$50,000 (income) Language – English/ Spanish

## MAKE YOUR VOICE COUNT

Join us in discussing our '22-'23  
Community Action Plan (CAP)  
at our 2021 Public Hearing live  
on our Facebook

Wednesday,  
May 12, 2021 5-7 PM  
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or 714-334-7142

OC NEWS | www.ocregister.com | 2021-05-02

COMMUNITY IN OC REGISTER

# Broad's impact on L.A. remembered

Businessman, art collector opens his 'year-plus' in the city's cultural and philanthropic scene

By Greg Kirsch

When a man with a name as famous as Jeffrey Broad opens a new home in a city, it's not just a personal choice. It's a statement. Broad, 63, has lived in Los Angeles for 15 years. He has a long history of philanthropy and art collecting. He is now settling in a new home in the city's cultural and philanthropic scene.

At the time, Broad purchased a home from a local developer. He had a long history of philanthropy and art collecting. He is now settling in a new home in the city's cultural and philanthropic scene.



Jeffrey Broad, a businessman and art collector, is shown in a photograph. He is wearing a suit and tie, and is looking towards the camera.

Broad's impact on L.A. is remembered through his philanthropy and art collecting. He has supported many cultural and philanthropic organizations in the city.

He moved into his new home in the city's cultural and philanthropic scene. He has a long history of philanthropy and art collecting. He is now settling in a new home in the city's cultural and philanthropic scene.

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Broad's impact on L.A. is remembered through his philanthropy and art collecting. He has supported many cultural and philanthropic organizations in the city.

**MAKE YOUR VOICE COUNT**

Join us for our 2021-23 Community Action Plan (CAP) on Wednesday, May 12, 2021 5-7 PM

**ROVP at Link's and Lopez**

A drink of our CAP will be available for community members on Monday, April 29, 2021 at Link's and Lopez.

Questions? Contact Tasha at [tshahmendes@capoc.org](mailto:tshahmendes@capoc.org) or 714-334-7342

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**Vote online April 27 – May 28**

**[ocregister.com/voteocbest](http://ocregister.com/voteocbest)**

For complete rules and information, go to [ocregister.com/voteocbest](http://ocregister.com/voteocbest)

Date: May 1 – May 12<sup>th</sup>

Target: Orange County

Language: Vietnamese



## New Rule Affects Ages 65+

Seniors 65+ on Medicare are getting a huge pay day (But Only If You Claim It)



Friday, May 7, 2021 NV SHOP THƯ VIỆN RAO VẶT CÁO PHỐ LEGAL NOTICE ABOUT US

# NGƯỜI VIỆT

TV HOA KỲ LITTLE SAIGON VIỆT NAM THẾ GIỚI ĐỜI SỐNG XE HƠI PHỤ NỮ GIẢI TRÍ NHÀ ĐẤT >> 🔍

### Độc nhiều nhất

**Bị tuyên 8 năm tù, bà Cấn Thị Thêu và con trai thết lên 'đảo Cộng Sản'**

May 5, 2021

**Một ông cướp 2 xe cảnh sát ở Florida, bị rượt đuổi và bị bắt**

May 6, 2021

**Trung Quốc tạo áp lực, hủy đối thoại kinh tế với Úc**

May 6, 2021

**Công quỹ vẫn chi ít nhất \$140,000 mỗi tháng để bảo vệ các con Trump**

May 7, 2021

**Ông 63 tuổi lái từ Louisiana sang Texas để quan hệ tình dục với trẻ em**

May 6, 2021

## SAIGON NHỎ

**Cháy lớn tại Sài Gòn, 8 người tử vong**

05-07-2021



## WHO chuẩn thuận sử dụng khẩn cấp vaccine Trung Quốc

May 7, 2021

WHO quyết định chuẩn thuận sử dụng khẩn cấp vaccine COVID-19 của hãng bào chế Sinopharm, Trung Quốc, vào hôm Thứ Sáu, 7 Tháng Năm.



**Làm cho tiếng nói quý vị có giá trị!**  
Hãy cùng chúng tôi thảo luận về Kế hoạch hành động cộng đồng (CAP) 2022-2023 tại Phiên điều trần công khai năm 2021 trực tiếp trên Facebook của chúng tôi  
Thứ tư, Ngày 12 Tháng 5 Năm 2021 5-7 giờ

Bản thảo CAP của chúng tôi sẽ có sẵn để lấy ý kiến bắt đầu từ Thứ Hai, Ngày 26 Tháng 4 Năm 2021 cũng tại liên kết ở trên.

Đăng Ký tại [linktr.us/capoc](#)

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Date: May 1st – May 12th

Target: Orange County

Language: Spanish



democratas y republicanos

27 de Abril 2021



**CDC: Millones han perdido su segunda cita de dosis de la vacuna Pfizer o Moderna COVID-19**

27 de Abril 2021

**¡HAZ QUE SU VOZ CUENTE!**

Únase a nosotros para discutir nuestro Plan de Acción Comunitario (CAP) del 2022-2023 en nuestra Audiencia Pública del 2021 en vivo en nuestro Facebook

**Miércoles, 12 de mayo de 2021 5-7 PM**

Un borrador de nuestro CAP estará disponible para comentarios a partir del lunes 26 de abril de 2021 en el enlace de arriba.

**RSVP en [linktr.ee/capoc](https://linktr.ee/capoc)**

¿Preguntas? Comuníquese con Yesenia en [yhernandez@capoc.org](mailto:yhernandez@capoc.org) o 714-334-7142



**Una escuela de Miami advirtió que no emplearán a personas que se vacunen contra COVID-19**

27 de Abril 2021



**Turista gana \$2.1 millones de dólares en una máquina tragamonedas de Las Vegas**



**pocas semanas**

28 de Abril 2021



**¡Perturbador! Chris Weidman muestra radiografía de su pierna tras fracturarse en pelea de la UFC**

27 de Abril 2021

**¡HAZ QUE SU VOZ CUENTE!**

Únase a nosotros para discutir nuestro Plan de Acción Comunitario (CAP) del 2022-2023 en nuestra Audiencia Pública del 2021 en vivo en nuestro Facebook

**12 de mayo de 2021 5-7 PM**

**RSVP en [linktr.ee/capoc](https://linktr.ee/capoc)**

¿Preguntas? Comuníquese con Yesenia en [yhernandez@capoc.org](mailto:yhernandez@capoc.org)



**Ricardo Arjona y su conmovedor mensaje a su hija**

27 de Abril 2021



**Niños lograron detener un ataque contra su madre con la ayuda de un conductor de autobús**

27 de Abril 2021



**El FBI abre una investigación de derechos civiles sobre el asesinato de Andrew**



**Bad Bunny: ¿Quién es la mujer que le dijo que cantaba boateando?**



**Paty Montero se muestra inconforme con el personaje basado en ella que apareció en la serie de Luis Miguel**



**Laura León sorprende haciendo cover de exitosa canción de Madonna**



**Pluto TV se renueva con nuevos canales y más programación en español**

**DEPORTES**

**¿Candidato de Japón Juan Carlos Osorio podría sustituir a Ricardo Ferretti en Tigres**  
Quié tan grave es la cuarta ola de COVID-19 en Japón a solo 3 meses de los Juegos Olímpicos

**¿Cómo trabaja esta máquina? Cruz Azul ganó a Toronto y mira las semifinales de la Concachampions**

**INMIGRACIÓN**

**"Operación Centinela": EE.UU. inicia un operativo contra los traficantes de inmigrantes**

**Tribunal falla que la primera entrada ilegal a EE.UU puede ser juzgada como delito**

**ICE descarta detener a indocumentados cerca de cualquier tribunal**

## **Appendix B**

### **Low-Income Testimony and Agency's Response**

## Low-Income Testimony and Agency's Response

Comment/ Testimonial	Addressed in the CAP?	If so, indicate Section of CAP.	If not, indicate reason
<p>Christine Flores Diaper Bank Participant</p> <p>Hi, my name is Christina Flores. I have a one-year old baby. I've been a client of MOMS Orange County's home visitation program this past year. And as part of that program, I was able to receive diapers for my baby. I've been getting them for the past year. COVID has definitely made an impact in our family and our finances. And I just want to thank the Community Action Partnership of Orange County for being able to partner up with MOMS Orange County to provide diapers for families just like me. We want to thank everyone that participated in the program and MOMS Orange County for being there for the mother's. My daughter was born April 29th, 2020, during COVID time. I was told she was gonna have a cleft lift and that's when I reached out to MOMS Orange County and became part of their home visitation program. During those times, I didn't know what the necessities would be and struggling through COVID and work, we needed to reach out for additional assistance and that's when I received diapers. I was able to get diapers several times from the program and that has really made an impact as we were able to put food on the table and get any other necessities. So, we want to thank Community Action Partnership of Orange County, MOMS Orange County, and the community.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Mayra Oseguera CalFresh Participant</p> <p>Hi. My name is Mayra Oseguera and I am affiliated with the CAP OC because I came in and applied for food stamps, due to the pandemic that's going on. I just wanted to say that I've had the best experience with Daisy Diaz. She was extremely helpful, very kind, very understanding. And I would definitely recommend more people to come and apply here for benefits. She's the type of person that, you know, makes you feel comfortable and I just really wanted to take the time and appreciate her help. Thank you.</p>	Yes	Linkages & Funding Coordination Question 2	

<p>Billy Carter CalFresh Participant</p> <p>Good afternoon. My name is Billy Carter. I've been working with CAP OC to get on the food program. I haven't been employed now for nearly a year and Daisy Diaz, our food stamp manager, has been working very hard to put my application in. And also it comes in a time when my daughter is pregnant and having a baby at the end of May. So all the help we can get is greatly appreciated. Daisy has been amazing, she's so efficient and she gets things done really fast. So we are very lucky to be working with her and have her as our manager. Thank you very much CAP OC for your help.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Azucena Diaz CalFresh Participant</p> <p>Hi, my name is Azucena Diaz and I went into CAP OC a couple months back in regards to food stamps. The rep Daisy Diaz helped me out and she went above and beyond for what she helped me with. It was my first time she helped me with the application process, she made me feel comfortable. She also provided food distribution places, and other resources available to me as well, since it was my first time applying. Yeah, it was a great experience and I really appreciate all the work and help that this company does. Thank you.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Luis Jonas Director of Food Pantry, Crossline Community Church</p> <p>Good morning. My name is Luis Jonas, and I'm the director of the Food Pantry here at Crossline Community Church. I joined in October 1st of 2019, that year we did about a hundred and twenty-five thousand pounds of food distribution. In 2020, we did 2.1 million pounds of food, distributed in the OC community, and a lot of that goes to a partnership with OC Food Bank. Judy Chacon and the team there have been an incredible team. We have been able to feed as many as over a 600 individual families on a weekly basis. We are open on Wednesday, Friday and Sunday from 10 to 12, and it's been an incredible journey here at our distribution center. We are very grateful, we're very thankful for what's happening. Even in the midst of the pandemic, we have been able to provide the food for the needy and for those that are in crisis, and we are grateful to the volunteers who have made it possible. The volunteers are the bedrock and the heartbeat of what we do here. And without them, this would not be possible. But we are so grateful and thankful for the</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	



<p>partnership that we share with Judy Chacon and the OC Food Bank. without the food that we get from them on a regular basis, this too would be impossible. So I'm very grateful and thankful.</p>			
<p>James Carr Agency Partner Participant</p> <p>Good morning. My name is James Carr and I've been coming to the Crossline Food Pantry for about a year now. It's been a huge blessing to our family. We've had number of times I've come here where the service has been just phenomenal, everyone is so kind and patient with Lewis and Ark. Just been amazing. I'm so thank you for all the people here and the generosity of the church. We're so blessed and so grateful for everything that's come our way. And I'm glad to be a part of the ministry and hope we can keep coming as long as it's necessary for this pandemic that we are all having to deal with unfortunately. But God is in control and we're just believing that would be a good outcome to this soon and we'll be able to get back to normal whenever that is thank you very much.</p>	Yes	Service Delivery System Question 2	
<p>John Ibasitas Agency Partner Participant</p> <p>My name is John Ibasitas. I've been coming here, this food bank, this cross the line (crossline) church, for three or four months now. I love the people here. They are so friendly, so heartfelt, so honest. They are so good. And I will keep coming until they close it. But that benefits my family too because they love the food that I'm bringing home and also that we share it to our family, our sons, and our daughters and neighbors. And they love it too. So thank you, thank you, thank you.</p>	Yes	Service Delivery System Question 2	
<p>Chelo Velásquez Agency Partner Participant</p> <p>My name is Chelo Velásquez. I come here for the Crossline Church Food Pantry for one year. And I'm very happy because it helped me a lot. The people are very nice. Helps everybody. And I'm happy, they bring the food for my house, for my family. And sometimes I have to give to my nephew and my friend. But I'm happy to come here. I come every Wednesday. All the time, I'm second person in the line. I like it! I'm very happy! And very nice you guys, very nice. Everybody</p>	Yes	Service Delivery System Question 2	
<p>Blanca and Victoria Vaga Clementine, Mobile Food Trolley Participant</p>	Yes	Linkages & Funding	

<p>My name is Blanca Vaga, and this is Victoria. Alright. Why are you here today? I'm here to get some food to help us out during the week through these hard times. Yes, yes, yes.... Is this your first time receiving food from Clementine? From here, yes. Okay. So, how did you hear about Clementine? I actually was referred here by... I guess she's a case-worker that referred me over here. Okay. And what are you receiving today from Clementine? Currently, it's gonna be the food and therapy. And then this box of fruit. Oh yeah, the box of fruit. Is this program helpful for you and your family? Yes. Okay. How is it helping you and your family? It helps us where we don't have to buy as much food during the week. You know, make sure we have snacks and fruits. Whatever it is for the kids. Okay. Would you return next month or recommend it to other families? Yes. Is there anything you would like to say or add on? No, just everybody is very nice so far! Thank you so much! Alright! Awesome! Thank you!</p>		<p>Coordination Question 2</p>	
<p>Mariana Dzib Anaheim Independencia Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Good afternoon, what is your name? Good afternoon, my name is Mariana Dzib. And how are you related here Mariana with the center Anaheim Independencia and Community Action Partnership? I came to Anaheim Independence last year because of difficult situation with the family. In reality this center was really helpful for me. In the year 2020 due to the pandemic, we went through various difficult familial processes, one of which was, the pandemic. My husband, his work decreased. They (CAP OC) had a cash aid of which it has helped us a lot to support us with a month's rent that was a lot of help for me for my family, so that they we would not be evicted from the place where we live. Another of the things in which Anaheim Independence, has helped me a lot is in regards to my marriage. Some classes in which I participated that they recommended that in truth really helped me out. Especially to me and my husband that we were in a situation difficult. And another thing is also that they have contributed to me much help in the aspect of the food. They have a food foundation in which when they have the opportunity to donate all that food they call us and if we have the opportunity to come and pick it up, we do it. I am very grateful to this organization, they have helped in the worst moments of my life. Just as much as to my children, my husband and me and in everything that this pandemic encompasses. It is very difficult that it has come to be. It has change our lives. Thank you.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	

<p>Dora Marquez Anaheim Independencia Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Good morning. What is your name? My name is Dora Marquez. And how are you associated with Anaheim Independencia and Community Action Partnership? I'm associated, they are helping me with the market on behalf of many worries. They help us a lot. They have helped me a lot through classes like now in the pandemic I have taken them online. I have taken them on Zoom. They help us a lot. Also with the children they have helped us with supporting whatever our needs are. If I go to María and María gives me the options that there is to follow. How long have you been coming here now? About 8 or 9 years, more or less, that I am here. Okay. Thank you very much for your testimony. Okay Bye.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	
<p>Marina Grimaldo Anaheim Independencia Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Good afternoon, what is your name? Good afternoon, my name is Marina Grimaldo. And how are you associated with the Anaheim Independencia and CAP OC? I am associated as my children started in the Summer Youth Program here and in the after-school program where they helped them with their homework and in the mercadito (food pantry) with food during the pandemic that helped us a lot and with food and with the rent of that during the pandemic my husband lost his job, they (CAP OC) did help me pay part of the rent with housing. Okay. That's it. Okay therefore, how were you helped? How did they help you? So that you could budget your money in other expenses? Well, it helped in completing the rent, pay the bills- the ones that were missing such as gas and expenses for the children. Okay thank you very much, Marina. Thank you Maria.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	
<p>Julieta Lozada El Modena Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	

<p>Hello good afternoon, my name is Julieta Lozada I belong to the group of community leaders here in the center of El Modena. I have about a little over a year participating here in the groups' events. For me and for my family it has been a blessing. Really to find very good people who work with a real (purpose) service to the community. We have learned many things in my case I have taken several workshops with them that they provide us with provided now it was online because of everything that has happened it has been various support that I have been able to get from the community center here they can provide us from food, any type of help that we have needed some help, for example to pay a bill. They have supported with that, the community center has many activities and things that maybe we can't or don't know how to make the most of it because information is there, but sometimes we do not get close to it. I would like very much to recommend the center because we in the Latino community we have many needs, we do not know many things, there is information and we have it at our fingertips, but sometimes they are not utilized. Not only that too, for example, my family was blessed with gifts at Christmas. When you have any questions about Some topic, you can come, it can be immigration services or financial or for students, my children have also been able to get free tutoring that also helped them a lot because now of course they are not attending schools. They need extra support. Therefore, I don't have anything to say more than just good things about the center and the staff that is here. Thank you very much for everything and I hope you continue with you name.</p>			
<p>Socorro Cervantes El Modena Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Okay Socorrito, how has the food we bring from the center? And the center itself helped you? It has helped me very much because in reality I can no longer go for it (the food) on Tuesdays Therefore, it is a lot of help for me that they bring it (to me) Right now, you have not been able to go unless they bring it to you, what is it What do you think of the center? I would like it to be open to be able to go over there and to be with my friends talking, to be to be with you all. To see all the programs you have I would like it very much. Okay, anything else you want to add. Well that I miss you all.</p>	Yes	Service Delivery System Question 2	
<p>Griselda Reyes Muñoz El Modena Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p>	Yes	Service Delivery System Question 2	

<p>Good morning my name is Griselda Reyes Muñoz and I belong to the Center (El Modena FRC) for almost 9 years ago. I came here looking for help for my son because he was overweight and was having difficulty with his heart, he had an accelerated heart. My first help was with the classes from karate this was attended by Miss Maribel (CAP OC) and from there I have not left the Center. I've received a lot of help and support for my children from tutoring support for my daughter they have helped me a lot from when she went to college. They (Center Staff) were in charge of helping me to find all the information so that she could be in College. They have given me help economically with things like grocery voucher cards and now that with the pandemic, they provided me with gas and food cards now that the four of us were sick with COVID in the month of December, they also provided food, they would leave food for us at the door of our house. I have also been provided with intellectual knowledge, I've been in many courses with them, the most important course in which I liked the most a lot, it is the course where we were able to have the opportunity to learn how to talk as a couple, the course was called "ask for your word" The course I took with my husband was very important to us because we have learned a lot on how to ask each other's word, how to talk at times, no screaming, no raising your voice when it isn't necessary. That course we took for a full month in the afternoons. It was precisely a marriage course, but also another course that helped a lot was the one on how to save and how to manage finances on day-to-day basis. They have helped me with my taxes year after year that I've come here and they helped with my taxes, they have done my taxes here. For me, the experience of being in this place has been very good, very positive, that we have not only received help, but we have also found a support group, we have found great friends inside and outside the Center. As we are the mom leaders with whom until now we have had a friendship, a different way of relating with each other and with people like Miss Jessica has done and Maribel, too. They have provided us with their friendship and their moral support at all times Being part of this institution/Center, has been great and it has also been of great benefit, I have learned to know everything they can give us and that we, by our ignorance we did not seek, but above all, they have made me feel part of a community.</p>			
<p>Teresa Dirvas El Modena Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p>	Yes	Service Delivery System Question 2	

<p>My name is Teresa Dirvas. And how has the center helped you? A lot. I am a single woman and I don't have a way to move around. I have children, but. What is it that we (El Modena) bring you? Food? Food and many little things. Anything else you want to add? Thank everyone, everyone sees me with eyes of mercy. Okay</p>			
<p>Adela Chavarria Vape Free La Habra Participant</p> <p>I want to thank Vape Free, La Habra, for all the information that they have provided, it's been very professional. The meetings have been extremely informative, presenting a lot of real data and a lot of questions' answers. I come from a family of heavy smokers. My dad was a lifelong smoker of unfiltered cigarettes and he died of emphysema. Of all the siblings, half of them were heavy smokers, but thankfully they've all quit now. But those lasting effects of smoking, and in these days you would say vaping, but they're still felt. I have two sisters with COPD and those are just the effects. For one of them of second-hand smoke, for the other of actual smoking. So this shows to me and it's something that I can pass along to the children, that it's a generational thing and we need to change it by staying away from tobacco and vape products. And this is something that Free La Habra is working toward, and it's something that's needed and appreciated.</p>	Yes	Linkages & Funding Coordination Question 1	
<p>Nohemi Valenzuela Vape Free La Habra Participant</p> <p>Hi, my name is Nohemi Valenzuela. I'm part of Vape Free La Habra. I love this organization because it's taught us a lot. I'm actually in ex vapor. I used to vape and I am happy that I could encourage other kids or adults do not do this because it's not healthy. I've been around that environment and I know what it's all about and I wouldn't want my kids or anybody loved one to do to do this kind of thing. So I encourage anybody that if there's any organization around your city that you guys take the opportunity to take to come in and take a look at what Vape Free is all about. My daughter is actually also in Vapor Free for Teens and I'm very proud of her because me as a mom I'm a good example for her. So she's so she's going to do the same thing that I am doing. Thank you very much. I want to thank Yvonne and all my online, my friends here that we've become a family and because we all want to change for our city and everything could be possible if we all put our minds to it. And anybody with all of us, there could be a change in our city. Thank you very much for your time and support.</p>	Yes	Linkages & Funding Coordination Question 1	

<p>Luz B Olano Vape Free La Habra Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>I wanted to thank you (CAP OC) for inviting us to form this beautiful group and well, somehow we are friends, even if it is at a distance for this COVID problem, but I like the collaboration we're having and that there is the desire from the La Habra Chamber of Commerce and as she said, we should not feel discriminated against because we do not speak the English language. Well in the end the idea is that the City of La Habra embraced a bilingual community and we shouldn't feel discriminated against for not speaking English, thank you.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 1</p>	
<p>Karen Villegas Vape Free La Habra Participant</p> <p>Vape Free La Habra has given me the best experience. To interact, communicate, and intern for the members of the community. I was not only educated on tobacco and vaping, but I was provided with tobacco awareness and cessation information. Vape Free La Habra has impacted my educational level, community level, and personal level. The members of the group have been amazing and respectful. I have personally never been involved in an educational group, who focuses to change and improve the community's well-being. And being part of this group has influenced me to continue advocating, work harder, and make changes in the community, whether it's tobacco-related, vape-free related, or nutritional related. Like many of us, tobacco, or vaping has personally affected us. Our family members, our friends, and having the opportunity to educate them, morally support them, and guide them through the correct path is very heartwarming. It has inspired me to continue educating my friends, colleagues, family members, and people of the community.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 1</p>	
<p>Gloria Campaña Vape Free La Habra Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Vape Free La Habra has given us the tools to talk with our children about the risks of tobacco and vaping. La Habra has a lot do with, along with Vape Free and the County of Orange has educated</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 1</p>	

<p>us and has given us awareness to combat tobacco in our community. It starts early and in our homes. We thank you for uniting us to join this cause, United for the health of our family. Thank you.</p>			
<p>Aura Zacarías Resident Leadership Academy – Move More, Eat Healthy</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Hello good morning, my name is Aura Zacarías. I am a resident of the City of Buena Park. I belong to a group of leaders and volunteers of the city. I have 4 years working with Peter Hernandez via Move More, Eat Healthy. Actively participating in nutrition classes, mental health workshops, leadership and promoting Zumba classes via Jamboree. As a testimony I can say that the organization Community Action Partnership has been of great help in my personal, family and community growth because of the workshops that have provided us. We have encouraged much more the importance of complete health, that is, physical and mental. Strengthening and empowering everyday more new leaders to create better communities. I want to thank all of you for the great support that you provide. Thank you.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	
<p>Norma Guillermo Resident Leadership Academy – Move More, Eat Healthy</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Hello, good afternoon, my name is Norma Guillermo, and I am a resident of the City of Buena Park. I have been a volunteer mom since the year 2014. I know the organization CAP OC since then on and it gives me so much pleasure and I thank you, right? Because they have always maintained this collaboration with our residents and with our family. And thanks to Peter who is our coordinator, the one in charge. He has brought us a training called RLA, Resident Leadership Academy where can we learn about leadership tools, about how we can advocate for ourselves within our community and he is also supporting those of us who are already leaders, a little more years to be able to have that training and collaboration with the new people who are getting involved. We have had thanks to his support free guitar lessons for our youth. We also have a workshop for young people. Teen Fridays it is called and there they can have different activities where they can de-stress over everything in this pandemic time. We also have workshops where</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	



<p>they are about mental health. Where we can as mothers de-stress for a while and connect with other moms. Take the time for relaxation also physical activity and nutrition classes that are bringing our community that this is something very important, right to be able to be much healthier and especially during this pandemic. I want to thank you because you have always supported us you have never left us without any kind of resources and motivation, right. We give you thanks on behalf of our entire Buena Park community.</p>			
<p>Corina Success Coaches Participant</p> <p>My name is Corina. And how long have you been with the program? 3 months. Great! What help did you receive from our program? Mainly was the computers like Zoom and how to download a couple programs. I was taking classes online and I didn't know how to use the Zoom. So Griselle was really nice and showed me how to use it and it was a great experience, really good. Did the services provided meet your needs? Yes, of course! More than I ever expected. That at this age, I didn't think that I gonna go back to school. And I'm doing it. So it's been great. That's why when I called Griselle the first time, she said, "Come over, we can do this!" And she was so right. I can do it. And I did it. Yeah, I did not know that I was capable to be doing all this stuff before. And the last question for you. Would you refer this to your friends and family? Of course. I will definitely do that. It's a great program, especially for seniors. And everybody that working here is so friendly and so helpful. They're amazing people that I met in here in this program. I'm really, really blessed.</p>	Yes	Data Analysis and Evaluation Question 2	
<p>Maria Ana Bucataru Success Coaches Participant</p> <p>Hi. My name is Maria Ana Bucataru. I am originally from Romania. I've been involved in the Success Coaching Program for the last three months. I enjoy this program tremendously. We started the program with S.M.A.R.T. It's like setting up some goals that we were to work on it. My goal was to have some rental assistance because I was short on that end. Then to purchase a cell phone, or better update the cellphone. We did that. We went and shopped. Also the program, and the manager of the program, Justin Nguyen, provided some \$500 that I used. And part of it, I used to finance my cellphone. We shopped for the cell phone. That was not the full \$500 used for the cellphone. I saved so much out of that toward another goal. Teaching of the S.M.A.R.T was very good. It taught you how to save money, to set up the goals, how to, where to spend the money, how to put aside the money, give you the time frame. So it was very guidance and directions. How to do</p>	Yes	Data Analysis and Evaluation Question 2	

<p>that and to accomplish this in a time frame, not a short-term goals, long-term goals. How has the service helped you mentally, financially, behaviorally, or how did it help you? It gives me a lot of relief. I don't feel no more pressure like I used to have that pressure. How I am going to pay the bills, how I am going to function or you know cellphones. So it's a lot of anxiety taking care of it. I have less now, so it makes it easier for me to think of this program. Financially, from that standpoint it's a lot of a no pressure for the rent which is good. Then I am saving money with the national goals and then that's another objective was to save money and I am doing that. I keep connected on Zoom, do workshops on Zoom. I have a lot of options. Texting, calling. I have WhatsApp installed which is very helpful talking to my friends and family and I have lots of data. So thank you for the help. And do you feel or believe that you can succeed almost anything that you set your mind in? Most definitely! I mean, we went shopping for the cell phone. We did like a theme, a very good relationship, a very personal relationship. Like a customer is for accommodate me. And so, I'm so grateful. A lot of relief in many ways. Economic, financial, mental, less stress. Thank you, God, for this program, it's just such a blessing. Thank you so much! Thank you so dearly! So, I can smile back! It brought my smile back! Too bad I can't show it!</p>			
<p>María and Jessica Medina CAP OC Participant</p> <p>Part of the following testimony was submitted in Spanish and has been translated to English.</p> <p>Hi my name is María Medina and I'm Jessica Medina and we'd like to thank you for the opportunity to share our experiences and involvement with Community Action Partnership agency. We will share in English and in Spanish.</p> <p>I want to mention many of the services that the Community action partnership agency has provided to me and you have also given me the opportunity to invite and share this information with other families who have also taken advantage of these resources in our community. There is help to cover the utilities financial support to pay your rent, food pantries, donation of school supplies every summer to our schools. In addition, Community Action Partnership was the connection that helped me to be part of County of Orange Champions of Change for over 6 years I had the honor of meeting these wonderful people with passion for their work. Like Justin Nguyen and María Elena Rodríguez (CAP OC) teaching exercise nutrition classes in my community, they opened the door for me to many connections with other groups of beautiful people like Belinda Ong (CAP OC) where my children and my husband joined The group of walking in the park also interacted with the</p>	Yes	Linkages & Funding Coordination Question 11	

<p>nutritionist Quan Nguyen in asking questions to improve our diet and our lifestyle in general, this activity was maintained for 2 consecutive years until the pandemic began. Wendy Ramírez, Vanessa Orozco (CAP OC) later were also part of the people we met, another group of people who also participated and we had the honor of meeting is Mrs. María Rosas (CAP OC) and her team made up of Griselda and Emilio (CAP OC) they were teaching emotional and motivational help classes to improve relationships for couples. We also benefited from the \$ 500 gift card that helped us cover some basic expenses such as food and utility payments to families like mine who were unemployed during the pandemic while this agency continues to have this wonderful group of people who have passion for your work that you were born to do this job and you do it We also have faith to receive the support we need in the future and we know that you will continue to provide more resources for our community you are all amazing from me and my whole family , the Medina family We thank you infinitely for all your support, thank you very much.</p> <p>So I will be speaking in English. I stand by all that my mom said, um there is not enough words to describe</p> <p>Community Action Partnership agency, um thanks to everyone who's been involved. Our lives have improved, there's been some kind of peace, more stability in our lives because of every program, every involvement that we've been able to participate in. Um definitely with expenses in terms of being able to pay for bills, being able to buy groceries. There's been less worry about having to question how we're going to get it because of all the opportunities that we've to be able to, secure that for me, for my brother, for all 4 of us here at home. I feel that the last couple years I have been away for a little while-I've been in college and I didn't always know what was going on at home anymore, but to hear from my parents that there a lot of resources available for them, provided me some kind peace. I was able to redirect my attention towards my academics and it's something that I'm grateful for because I'm planning on getting back all of the time I spent in school to my family, to my career and knowing that my parents are not alone, that they have people who care about them outside of our family is something that I can't express just through this video how grateful I am that people like that exist. Currently, the most active I've been with the Community Action Partnership agency has been through the Elevate Youth Program. So my mom had mentioned that we already know Vanessa and we already know Wendy so it was really awesome getting to see their friendly faces again on camera and I decided to join the program because of my brother and I know that things have been tough for him not having to get to do his classes in person right now, being away from his friends, but there was still a sense of community and friendship that we were able to build even within like the first three of four meetings that we've been part of through Elevate Youth. He</p>			
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<p>loves art knowing that there's art-based activities there, I thought that would be something that would drive him to want to know more and for me, I've benefited through all the leadership and advocacy development that this program offers, I think I can implement it into certain other things outside of the program so in terms of my career goals, I can apply that there, in terms of building networking with other people. There's no limit to the stuff I'm learning and all I want to do is try to absorb as much knowledge as possible and I'm thankful to them that they're making it possible. The comfort, the stabilities, something that's so hard to obtain right now, but with people like you guys and your organization, the best way to repay it is to pass that on to other people, so thank you very much for everything you guys have done. We look forward to being as involved as we already are for as long as you let us and thank you again and we hope that everyone is safe and well. Hopefully you get to see us in person again sometime soon, but for now, good luck with everything. Bye. Thank you, bye bye.</p>			
<p>Sarah Middleton Social Impact Consultant</p> <p>Hello, my name is Sarah Middleton, and I'm a social impact consultant here in Orange County. I'm recording this video in support of Community Action Partnership of Orange County. I'm a huge fan and a huge believer in CAP OC's mission and work. I first met Community Action Partnership of Orange County back in 2008, through the Orange County Food Bank, for more than 10 years I had the honor and privilege of working professionally with the Orange County Food Bank, and its director, Mark Lowry and Mark's amazing team. After 2008, when I became an independent consultant. I also had the honor and privilege of working with Community Action Partnership by way of the 2020 Census, CAP OC became one of the lead subcontractors to Charitable Ventures which was named the Administrative Community-Based Organization for 2020 Census outreach by the state for Orange County. CAP OC did a tremendous job with Census outreach and education and their team was completely and always responsive and absolutely incredible to work with. The team at CAP OC during the 2020 Census campaign came up with wonderful ideas for outreach amid the Covid-19 pandemic, including a census parade through Santa Ana and phone banking events and virtual Town Hall events. CAP OC is one of the reasons why Orange County was able to achieve a 76.6% self-response rate in the 2020. Census higher than the 2010 self-response rate of just over 71% without a pandemic work that they continue to do, 10 years ago. I fully support Community Action Partnership of Orange County and the work that they continue to do. They are a masterful organization with dedicated leadership. A brilliant team. They work tirelessly every</p>	Yes	Data Analysis and Evaluation Question 3	

<p>single day to combat poverty. In our region, they are a wonderful partner organization they're a fantastic collaborator and we're lucky to have CAP OC here in Orange County. Thank you.</p>			
<p>Amy and Justin Vazquez Karate Participants</p> <p>Hey, what are your guys names? Amy. Justin. And how old are you? I'm 9. I'm 11. And what program do you guys participate here at El Modena? Karate. Karate. And what does it mean for you to participate in the karate program? I can learn to self-defense. I like it because I want to stretch and I like to learn the new goals here. Okay, what is the best part of karate? Coming. I like the classes. And what does it mean to have this program while going through a pandemic? And being social distanced from your friends and neighbors? What does that mean for you to come here and have this place to do karate? I can distract myself from the pandemic. Because we got to do something instead of just watching tv During the pandemic. And is this a, do, is karate a fun program for you all? Yes. Yes. And what is one thing that you're thankful for from the karate program? Your teachers are they are good teachers? Yes. Anything else that you would like to add? Any other comments, anything else you would like to add? I'm thankful for everything, they teach us. Good nice people and they teach well.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 7</p>	
<p>Patricia Vázquez El Modena Family Resource Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Hello good morning, my name is Patricia Vázquez. I am 53 years old, I have three children.. and my husband. I've be coming to this this community Center at El Modena between 12 to 13 years receiving assistance, my children began when they were in elementary school. They have received tutoring for their homework and college-related events, where they have been presented with options for staying on track for any stage of their education. Here we have spent these years as if we were a family in which we have supported each other in different ways friendships of feelings and needs in the community we have grown in that friendship In that family and in the Center we have been helped a lot for my children and for me, as a mother they have helped me a lot with my children so that they can also strengthen them to get ahead, academically, morally, spiritually it's helped them, the events that have been held and things that have been, they have grown in an environment with a sense of community to socialize them, to have friends, because they are older</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	

<p>and the eldest one that began here, Moisés, he is 22 years old now at the moment and works with the district (school), he loves working with children with special needs. My daughter Loe is 19 years old is following the same path to work with the district at the moment is going through the application process. My son Moises that he comes to the Center because he's an adolescent and is doing via-Zoom, he's in a program that he's assisting art where they assist young people and they are instructing them right now also to prepare them for art-based activities in mind, they can realize it. He enjoys painting, music, and we wait from God that tomorrow we have visually, personally the activities. Us as a couple, my husband and I they were able to assist us with discussions, that they've had with parents about the needs here in the community with material of what's needed such as more lighting, street safety, more trees that so that we are better also in the streets too. I am part of the Leadership group here at the Center we are a group of ladies and gentlemen, too, but majority are ladies and we have been active, they have been training us with some classes for leadership with Peter (CAP OC) and María Elena (CAP OC) that they have directed us this leadership course that is helping us on how to speak with the City so that we can address any need here in the community so that our community is safer and the environment, too. We are developing projects, but first we are going to improve ourselves, because we need to improve ourselves first.</p>			
<p>Irene Basdakís Director, FOCUS in Southern California</p> <p>My name is Irene Basdakís. I work for a national nonprofit organization called FOCUS North America. I am the Director for FOCUS in Southern California. FOCUS has been a partner agency with the Orange County Food Bank since 2010. It has been my privilege to work with the Orange County Food Bank the last couple years, and together, we work to help our neighbors in need. During the pandemic in 2020, so many people needed food, through no fault of their own. The Orange County Food Bank provided us with over 1.6 million pounds of food that we distributed throughout Orange County, feeding close to 300,000 individuals and families. We remain grateful to have such a wonderful partner to work with during such challenging times. In 2021, the Orange County Food Bank began providing us with assistance for babies. We now help 230 babies each month with diapers/pull ups and wipes. The Orange County Food Bank also gave us over \$40,000 of infrastructure for our Santa Ana warehouse. The refrigeration, freezers and equipment allow us to continue food distributions on an ongoing basis. The staff at the Orange County Food Bank is a pleasure to work with. They are professional, compassionate, dedicated and committed to doing all they can to support the efforts of their agencies. We are just one of over 300 agencies they serve yet</p>	Yes	Service Delivery System Question 2	

<p>their quick response and support makes us feel like we are their top agency. I am sure their other agencies feel the same.</p> <p>Besides sharing my own thoughts about the Orange County Food Bank, I will share the effect the food has had with three (3) recent food recipients. Last week we gave food to a man named J. J is a single parent and father of 4 who also takes care of his elderly parents. J has been out of work since the start of the pandemic and is unable to find steady employment. J let us know he is deeply appreciative of the food support because it helps him get fresh food to his family. Sheryl receives food boxes weekly from FOCUS. Sheryl is in her 60's and lost her job due to the pandemic. She worked at the Anaheim Convention Center for over 30 years. Sheryl has her 20-year-old son living with her who has kidney failure and is on dialysis. She also has her 30-year-old daughter and son in law and their three children living with her. Sheryl's daughter and son in law are also not working at this time. Sheryl and her family are dependent on food donations to survive. Janet and her husband's household consists of 10 kids (ranging from 5 to 21). Her husband's hours at work have been cut in half resulting in half the income. Janet relies on our weekly food distributions to feed her family of 12. FOCUS could not do what we do without the continuous support of the Orange County Food Bank. FOCUS has had much success helping our neighbors in need because of the Orange County Food Bank and its wonderful staff. Thank you for the opportunity to share my thoughts with you about the Orange County Food Bank.</p>			
<p>Kathy Warf Senior Food Box Participant</p> <p>My name is Kathy Warf I've belonged to CSFP senior food box since December 2020 I really appreciate what they have done for me I would be without food if not for them I have truly been blessed thank you</p>	Yes	Service Delivery System Question 2	
<p>Yesenia Juarez Elevate Youth and El Modena Family Resource Center Participant</p> <p>My name is Yesenia Juarez. I was introduced to Elevate Youth by Gaby Gregg! She took some time to explain to me why the program was about and what their hopes were regarding how they want to see the program grow and I was really interested! I think Elevate Youth has created a space to talk about issues and topics that I never really get the chance to talk about elsewhere. I really appreciate how they create such a safe place for me and everyone who attends. The allies of Elevate Youth do a great job of creating a safe space for everyone who attends. For example, you don't have to use</p>	Yes	Linkages & Funding Coordination Question 8 and Service Delivery System Question 2	

<p>your full name if you don't feel safe doing so and they never force you to turn on your camera and mic on. I'd also say that being surrounded by others who have been or are in a similar situation or have a common mindset on specific issues can lead to so much growth. Most importantly, I would most likely say how helpful it is to hear from others and having a space to share what we are going through. Sometimes sharing can be scary but everyone at Elevate Youth has been so supportive and kind it truly is amazing.</p> <p>I also volunteer at the El Modena Family Resource Center. Back in high school! My mom went in to ask about certain programs and the lady who helped her told me about a leadership program they were having and being shy back then, my mom and I thought it would be a neat idea to join. The leadership program was super neat and it allowed to me learn more about the FRC and what it had to offer. I also saw that there were many ways to volunteer, so I always tried to help out wherever I could! Volunteering definitely helped me learn more about my community. It was taught me that while many of the members of the Hispanic community and other communities of color can share similar struggles, they can still be unique in their own manner. We also carry things differently from one another and that's okay. Volunteering specifically at the FRC taught me that support from others can be such a huge help and that little things matter. I remember how happy the little ones from the YMCA program would be if they had a fun snack for lunch. Little things like that could bring lots of joy to someone. My mom and I are truly grateful for the food distribution programs at CAP OC. Especially when the pandemic started, my mom and I were out of a job and being able to receive some veggies and other foods helped so much. We knew we wouldn't go hungry and had resources to go to if we needed any help.</p>			
<p>Norma Perez Vape Free La Habra</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>I am Norma Perez. For me, Vape Free La Habra has given me very valuable information and I have learned all the diseases that are caused by tobacco and electronic cigarettes.</p> <p>Besides that, it is pain and suffering to lose a beloved one because of these products sold at every store, at every post no matter how much they earn from selling them but how many die every day from these vices and I thank Vape Free La Habra and Orange for giving us this valuable information.</p>	Yes	Linkages & Funding Coordination Question 1	



<p>Agripina Lopez Intersections Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>I am grateful for help and orientation that I am receiving to defend my rights here in the Tina Pacific neighborhood in the City of Stanton. Thank you Yesenia Hernandez for the advice and orientation on how to defend our rights.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 3</p>	
<p>Juan Gonzalez Intersections Participant</p> <p>I would like to thank Yesenia, CAP OC staff and her staff for helping to organize a neighborhood coalition for the Tina-Pacific community. They have been instrumental in achieving meetings with the city in order to help improve conditions within the community. Thank you on behalf of the Tina-Pacific residents.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 3</p>	
<p>Daniel Nuñez Ayala Southwest Community Center Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>I am writing these lines of gratefulness for Southwest Community Center and to their personnel for being friendly and very professional in their work. I have received help in the preparation of my taxes for more than 10 years. The employees have given me support and trust and make us feel very special. Especially, for Rosa Renteria for being a very professional person in her work and I thank her for giving me her support at all moments especially during this pandemic, I found myself in need of asking for help with my rent. I am a person with a chronic disease and my work was affected, thank you very much for helping us in these difficult times. Thank you and blessings.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	
<p>Georgie Ortiz Southwest Community Center Participant</p> <p>I am glad coming to Southwest Community Center for all the help I receive: hot meals, mail service, food pantry which has made my life as a senior disabled person more easy to handle. I can</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	

<p>say that without the center life would be more hard. For all the help I get from the center I am very thankful to SWCC.</p>			
<p>Maria and Destiny LiHEAP Participant</p> <p>CAP OC and the LiHEAP Program. Just wanted to say thank you! My daughter and I are very grateful for your program and assistance.</p>	Yes	Linkages & Funding Coordination Question 11	
<p>Jessica Jaime Diaper Bank Participant</p> <p>I came today to receive food and diapers. It's my first-time receiving help from Clementine, the Mobile Food Pantry. I heard about Clementine through the Magnolia Family Resource Center. Today, I received fresh produce and diapers. The program is very helpful. At the end of the month, we [my family] run out of food so this helps a lot to feed [my] family. I would recommend this program to other families. Thank you to all for organizing this event. Everyone is so friendly and the food is great and it's very clean</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Diana Clementine, Mobile Food Trolley Participant</p> <p>My name is Diana and I receive food from the Food Trolley once a month. I like the diapers and the help and the food, fruits and vegetables. [Clementine, the Mobile Food Trolley] has helped us out a lot because the pandemic has affected our jobs. It has helped us with the diapers, it is helping us save money. Thank you for all of the help &amp; I hope these programs continue.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Julia Chara Utility Assistance Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Ms. Elva may God bless you today, tomorrow and always. Two years ago, you helped me and you were a loving and sweet angel and that was etched in my heart. I don't know if you remember me. Julia, an old woman who is now 84 years old; and very ill with arthritis I can't walk much and even more so with that "Covid" pandemic locked up at home, taking care of myself. But thank God I already received both vaccines I feel good because of the power of God. I am sending you all the</p>	Yes	Linkages & Funding Coordination Question 11	

<p>necessary paperwork for my power benefits. I thank you very much for what you do for me, God will reward you. I always ask God for you.</p>			
<p>Guadalupe Gutierrez Energy and Environmental Services Department Participant</p> <p>Dear CAP Team, Thank you all!!! For your friendly professional work. It has been a pleasure doing business with you.</p>	Yes	Linkages & Funding Coordination Question 11	
<p>Unknown Energy and Environmental Services Department Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>May God bless Ms. Patricia and Elva you are so kind to help us with the papers. Thank you for your help and thank you for that blessing that you have given me. I am an old lady I am 84 years old and in December will be 85. I will always ask God for your families. Love you so much.</p>	Yes	Linkages & Funding Coordination Question 11	
<p>Patricia Wenskunas Founder CEO, Crime Survivors, Inc</p> <p>On behalf of the Crime Survivors Resource Center, we would like to thank the CAP OC Diaper Bank program; especially Natalie Anderson for going above and beyond in ensuring 100 child victims of crime have diapers monthly through our nonprofit organization. This partnership is extremely important for victims, crime survivors and their families, and the collaboration during the pandemic has been an intricate part with service providers for our communities. We are better together and this ensures the opportunity to bring awareness, prevention, advocacy and healing while also breaking the cycles of abuse, trauma and empowering hope and healing to survive and thrive! We truly value and appreciate all the team does to order, communicate, load, unload, and all with a smile for the community! Victims, crime survivors, families, and our nonprofit along with a community; thank you!</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Meli Diaper Bank Participant</p>	Yes	Linkages & Funding Coordination Question 2	

<p>My name is Meli and I am with the Priority Center agency and we are a partner of the CAP OC Diaper Bank program. I am a mother of 1 children. As part of their program, I have received diapers from the CAP OC Diaper Bank. I am so grateful for all the items that I received from the program. It helped me financially. I have saved money so I could get other essentials things for my family. COVID-19 has been hard for me because I was in a shelter and transitioning to housing, I did not have the financial security to provide much for my child but with a little help like free diapers, I feel hopeful that my future will get better because of programs like CAP OC Diaper Bank. Thank you so much!</p>			
<p>Maria Diaper Bank Participant</p> <p>My name is Maria. I am a mother of two children and I am a client with The Priority Center's Toddler Home Visitation program. As part of their program, I have received diapers from the CAP OC Diaper Bank. We are a family of four, me, my husband and two children and only my husband works. My husband does not earn enough income and we sometimes do struggle to make ends meet. This diaper assistance will help us so much monetary wise. The cost of diapers is only going up and they are very much needed. Also, the diapers will at most last us for a month and we can either use that money to buy other necessary items or save it. Thank you so much for the assistance.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Mara Diaper Bank Participant</p> <p>My name is Mara. I am with The Priority Center and we are a partner of the CAP OC Diaper Bank program. I am a mother of twin baby girls and I am a client with the Priority Center. As part of their program, I have received diapers from the CAP OC Diaper Bank. I am a 1st time mother with twin girls, so the diapers are twice as much and expensive to me. I am only working part-time and I feel this was so amazing and I am so appreciative for this help. I cannot thank you enough.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Angelica Diaper Bank Participant</p> <p>My name is Angelica and I am with The Priority Center agency, and we are a partner of the CAP OC Diaper Bank program. I am a mother of three children, and I am a client with The Priority Center agency. As part of their program, I have received diapers and wipes from the CAP OC</p>	Yes	Linkages & Funding Coordination Question 2	

<p>Diaper Bank. I appreciate the diapers and wipes it really helped my family and my daughter with diapers and wipes expenses during COVID-19. Thank you.</p>			
<p>Blanca Diaper Bank Participant</p> <p>My name is Blanca and I participate in a program that partners with CAP OC Diaper Bank. I am a single mom living at home with my parents and younger siblings. I am currently in school and unfortunately I was laid off from my part time job due to covid-19. Both of my parents also lost their jobs during this pandemic. This has been a really tough time making ends meet, especially with a newborn. However, it was such a blessing to have received these diapers from the CAP OC diaper bank. It was such a relief for me and my family. I can now use that money that they saved and buy more formula. I am great full for this help and I feel very lucky to be part of this program and receive this support.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am a mother of six children and I am a client with The Priority Center. As part of their program, I have received diapers from the CAP OC Diaper Bank. It has been hard being a single mother of 6 with 5 children being one year apart from each other. The children have my attention full day, so it hard for me to look for a job and more so because of COVID. It is great to know that there is still people that help people like use. I am truly grateful for all the help you have given my family and I. The diapers have been of great help for my family. Thank you once again for all your help and still caring for people like us.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am with CalWORKs HVP agency and we are a partner of the CAP OC Diaper Bank program I am a mother of four children. As part of their program, I have received diapers from the CAP OC Diaper Bank I am a temporary caregiver of her 2 grandchildren plus has 2 children of her own who are autistic. My family has been struggling since my husband lost his job and money has been really tight. These diapers could have not come at a better time since I had just run out and were worried and how the children were going to get diapers. Thanks to the CAPC OC Diaper Bank my child were able to have some diapers.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	

<p>Unknown Diaper Bank Participant</p> <p>I am very grateful to this program that has provided me with diapers since the beginning of the pandemic, this has been a great help for my family and for me, because of the corona virus we got low work and also had a great help to save a little, thank you very much from all.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Unknown Diaper Bank Participant</p> <p>I am a low-income mom of three. Now that I am receiving diaper for my 9-month old son I am able to change his diaper as often as I feel he needs. My son hasn't had a diaper rash in two months.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Kimberly Diaper Bank Participant</p> <p>Hello, my name is Kimberly. I have my two children enrolled at RSCCD-Early Head Start which partners with CAP OC Diaper Bank. I have received assistance with diapers since covid started. Assistance with diapers has greatly helped me because I would struggle with buying diapers for one child before covid and recently having another baby and buying diapers for two was even more challenging especially because I don't work and my partners hours have not been stable ever since covid started. Thanks you so much for the diaper assistance that you have provided. Assistance has really helped during these times.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Ana Martinez Diaper Bank Participant</p> <p>Hello my name is Ana Martinez and I am enrolled in Rancho Santiago Community College Early Head Start Program and as part of the program I receive diapers on a monthly basis. I am a single mom of 5 children and with the program providing diapers for my kids has helped me so much. I am very thankful to the program that provides RSCCD with the diapers to give to families because it has helped me to be able to buy them other things that my children need. Diapers are so expensive and my children go through them so fast and it is also a huge expense. It has been a great relief to know that every month I will be receiving diapers from CAP OC Diaper bank. I don't know how I would be able to afford the diapers for my kids if it wouldn't have been for CAP OC Diaper bank,</p>	Yes	Linkages & Funding Coordination Question 2	

<p>especially during these tough times with Covid-19. I can't thank them enough for helping low income families that are in great need in the community, just like mine.</p>			
<p>Jerelyn Cowan, on behalf of a participant Diaper Bank Participant</p> <p>My name is Jerelyn Cowan, I am with Rancho Santiago Community College district at Santa Ana College Early Childhood Education Center, a partner of CAP OC for approximately 14 months. I am writing on behalf of one of our families at the center, the Caudillo Family...This is a single father with two children both under 3. The father works full time and his mother, the Grandma, helps out with the children when she can. The children's mother is in and out of their lives and although she has returned, her involvement is extremely inconsistent and minimal at best. The program gives the children structure that is very much needed due to the family dynamics and the diaper distribution resource is especially beneficial because receiving the diapers through the distribution is a huge help to the father financially.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Melinda Hoag Smith Center for Healthy Living</p> <p>I am with the Melinda Hoag Smith Center for Healthy Living and we have been a partner of the CAP OC Diaper Bank Program since the beginning of 2021. We hold our diaper distribution here at the center once a month and it really showed us the extreme need for diapers within our community, every month, we receive well over 300+ messages for our registration and receive requests for registration all across Orange County. CAP OC's program has been a wonderful addition to the other resources we provide at our center. We have received so many heartfelt comments as clients have come by to pick up their diapers, expressing how much it has helped them especially during this time in the middle of the pandemic. The staff at CAP OC has been very helpful with accommodating where they can with the capacity of diapers they are able to offer the members of our community. Thank you once again to our partners at CAP OC and their ongoing efforts to provide diapers to the community. It has helped and impacted the members of our community in a very positive way.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Susan Martinez Social Worker Assistant, Melinda Hoag Smith Center for Healthy Living</p> <p>Hello I am Susan Martinez, Social Worker Assistant with the Melinda Hoag Smith Center for Healthy Living and we are a partner of the CAP OC Diaper Bank Program. Melinda Hoag has been</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	

<p>a partner with the CAP OC Diaper Bank for five months. We are very thankful to be receiving the CAP OC diapers, pull-up's, baby wipes, and pampers. The need for diapers and pull-ups in our community is huge. We have clients who have more than one child, are single parents, and/or aren't working at the moment. Simply receiving free diapers and/or pull-up's gives them hope and makes their lives a little less stressful. Thank you CAP OC Diaper bank for bringing a smile to our clients faces and helping them provide for their children.</p>			
<p>Unknown Diaper Bank Participant</p> <p>We have been very fortunate to receive diapers and pull ups from the diaper bank to distribute to those in need. We give out diaper to teen parents, survivors of sex trafficking, families unemployed/hours cut due to the pandemic, low income families etc. and have received many many notes of thanks. Here is just a small example of some of the people benefitting from the diaper bank program:</p> <ol style="list-style-type: none"> <li>1) teen parents who are residing in inadequate situations such as garages, sheds, sharing rooms, and apartments with other families due to the pandemic. These single young parents are raising little ones while trying to work and attend school and face many hurdles along the way. The diapers help these teens meet additional needs to keep them in school.</li> <li>2) One person receiving diapers recently became parent/guardian to her 3 grandchildren. She also has a handicapped husband and 15 yr old daughter living at home. Receiving diapers for all 3 grandchildren helped lessen the financial stress to her family and allowed her more money to purchase food.</li> <li>3) One mother of three small children is a survivor of sex-trafficking and is healing emotionally and spiritually. Jobs are hard to find and the diapers helped her a lot. The fact that the we provided diapers and asked for nothing in return meant a lot to her and we were told "helped her see the world in a different way".</li> <li>4) A single mother with a 9 month old child who was recently diagnosed with epilepsy received diapers and wipes. The mother has not been able to work in order to care for her sick child. She cried when a volunteer dropped off the diapers and wipes at her door.</li> </ol> <p>We have heard stories of families trying to use one diaper for the whole day or trying to rinse the diapers out to reuse them because they can't afford to buy more. As you can see, the diaper bank program provides a valuable resource to a wide range of people in need. We appreciate their assistance in helping our neighbors and community.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	



<p>Rosalia Vargas V. Food Distribution Coordinator, Latino Health Access</p> <p>My name is Rosalia Vargas V., Food Distribution Coordinator for Latino Health Access in Santa Ana, CA. Our distribution is every Friday. We have worked with CAPOC since before the pandemic collecting food for families. After the pandemic started, the situation worsened and they not only provided us with food, but also diapers for the children. Currently we serve an average of 500 to 600 people every Friday and what I have been able to hear from some of them is that this donation has been a great benefit for them because they did not expect to experience the pandemic that as a consequence they have lost hours of employment or lost their job totally. I think that the pandemic will leave serious economic consequences and it will take time to recover, therefore, as a representative of this organization, I hope that we can continue the collaboration for as long as necessary with CAPOC and I thank each of the personnel involved in this great project in for families in need.</p>	Yes	Linkages & Funding Coordination Question 2 and Service Delivery System Question 2	
<p>Cassie Owens Associate Director of Operations, South County Outreach</p> <p>My name is Cassie Owens and I am the Associate Director of Operations at South County Outreach- a non-profit organization based in Irvine that focuses on hunger and housing. One of the programs that we operate is a Food Pantry where local, low-income individuals and families can visit on a monthly basis to receive food as well as other resources. Our agency has partnered with CAPOC for years but recently we expanded our partnership to facilitate a diaper bank for any current or new clients. Since October, we have been able to consistently provide diapers (as well as wipes) for our families in need on a monthly basis. Though we often get diaper donations from other partners, we didn't always have the required size and quantity requested and/or needed. This partnership with CAPOC allowed us better serve our clients as well as the young children in their households. A big "Thank You" to the great team at CAPOC for making this program happen!</p>	Yes	Linkages & Funding Coordination Question 2 and Service Delivery System Question 2	
<p>Mayra Hernandez Diaper Bank Participant</p> <p>I'm a mother of three children and I'm a client with RSCCD as part of their program. I have received diapers from the CAP OC Diaper Bank. I have received diapers from them for a couple of</p>	Yes	Linkages & Funding Coordination Question 2	

<p>months and it has been very helpful for my family because we have a newborn and our expenses have increased. Thank you!</p>			
<p>Yazmin Garcia Diaper Bank Participant</p> <p>I am a client of RSCCD and a mother of three children. I have received diapers from CAP OC Diaper Bank for many months now. Thanks to this program that provides us with diapers, it has been a great help to me and my family because since the beginning of the pandemic the work has been slow, so I am grateful that they can do this great help to us.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Evelia Merida Diaper Bank Participant</p> <p>My name is Evelia Merida. I am a single mom of twins. I have my children enrolled in the RSCCD Early Head Start program at Santa Ana College Child Development Center. My children's school partners with CAP OC Diaper Bank and I have received assistance with diapers since COVID-19 started every month for both my children. As a single mom with twins, the diaper assistance has been a great help because it has been a struggle for me to buy diapers due to financial reasons since I don't work. The help with diapers has helped me because it has been one less thing to worry about. I want to thank CAP OC Diaper Bank for the help with diapers I have received for my children during these difficult times. I am glad there are programs like these that assist families during these difficult times. Thank you!</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Michelle Bernal Diaper Bank Participant</p> <p>Good morning, I want to thank you so much for all the help with diapers that you have been providing for my twins. It's such a great help honestly since COVID has affected my family. The diapers have been a great help for us. Specially because we have twins and diapers are expensive. Thank you again so much I really appreciate it. Michelle Bernal, RSCCD parent</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Damaris Simon Diaper Bank Participant</p>	Yes	Linkages & Funding Coordination Question 2	

<p>Hello, my name is Damaris Simon. I am a single mom of one child. I have my child enrolled in Rancho Santiago Community College-Early Head Start program. Since COVID-19 started, I have received diapers monthly with the assistance from agency CAP OC Diaper Bank. The assistance I have received from CAP OC Diaper Bank has really helped me financially because I have not spend as much money on diaper. I don't know how I would have done it without the diaper assistance. Thank you for the assistance.</p>			
<p>Marta Torres Diaper Bank Participant</p> <p>Hello my name is Marta Torres and I am enrolled in the RSCCD EHS. I have been so blessed to receive the diapers every month for 2 of my 5 children. The diapers have helped me and my family economically. In some occasions I have also received wipes which is a greater help. With my husband being the only one that works it has been very tough for our family. I can't thank this program enough to be able to give diapers to our family. I will never be able to thank your organization enough for the help and support you have given our family. Not having such a big expense has made it easier for our family to buy food and stay current on the rent. I greatly appreciate the support of this program and thank you so much.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Unknown Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for about a year now. It has been a great help for my family to receive free diapers! Thank you so much!</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Rabie Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for about a year now. It reliefs some of the expenses indeed.</p>	Yes	Linkages & Funding Coordination Question 2	
<p>Maria Diaper Bank Participant</p>	Yes	Linkages & Funding	

<p>I am a parent of three children and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for one month. It is a great help diapers prices have stayed the same and our income has decreased so I'm very thankful!</p>		<p>Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank since November 2020. We appreciate your kind support to our family. After 6 years of trying to have another baby, we welcomed a baby boy last November during the pandemic. We used hundreds of diapers each week month and they are expensive! We appreciate your support as we now can use that money for other basic things. THANK YOU!!! Once we graduate and have a better situation we'd love to pay forward this kindness</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank since October 2020. Diaper Bank helps us to save money. Now we buy one more pack of night diapers and usual ones just one time in three months.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for 6 months to a year. The Diaper Bank has been really helpful to our family since it helped us reduced our diapers expenses. Initially we had to buy a new set of diapers every month. With the additional diapers from Diaper Bank, we now buy a new set perhaps in every 2 or 3 months.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p>	<p>Yes</p>	<p>Linkages &amp; Funding</p>	

<p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for about 6 months. It's been really helpful to our newborn since diaper can cost so much and I am still a student.</p>		<p>Coordination Question 2</p>	
<p>Unknown Diaper Bank Participant</p> <p>I am a parent of one child and I am a client with UCI's FRESH Basic Needs Hub. As part of their program, I have received diapers from the CAP OC Diaper Bank. I have been receiving diapers through the CAP OC Diaper Bank for about 4-6 months. This service is deeply appreciated. It supplements our regular diaper purchases and takes the edge off of an expensive essential item for our 16 month old.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Orange Coast College</p> <p>The Orange Coast College community of faculty, staff, and students STRONGLY urge for the continuation of the Diaper Bank. The vital resource has assisted in ensuring equity and fairness to our parenting students who struggle with many barriers to their academic and family success. This opportunity has been a tremendous benefit for our college community and support all efforts to continue the effort.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Blanca Parral Diaper Bank Participant</p> <p>My name is Blanca Parral, my child is enrolled at RSCCD-Early Head Start at the Santa Ana College Child Development Center. The program CAP OC Diaper Bank has helped me with diapers monthly ever since the pandemic started. I am really grateful with the help they have provided me with diapers for my child. It has helped me financially since I have not had to spend so much money on diapers especially during these difficult times. Thank you!</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Cristina Hernandez Diaper Bank Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	

<p>On behalf of this letter, I thank you for the help that you are giving me and my kids with the diapers and the things that Brayan and Susan have given me as they very helpful to my family and for all the resources you give to necessary families. Thank you to the Melinda Hoag Center and Community Action for everything.</p>			
<p>Valencia and Norma Vergara Diaper Bank Participants</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>We are here at the food bank, my name Rosalía, Coordinator of the event. This is Sandra she is giving us a donation to the families who you need diapers for their children. What is your name? Excuse me. Valencia. How old are your children? They will be 10 months old. And you what is your name? Norma Vergara. And how does this donation work that they are going to give to your children? Well its very helpful because we don't work, only the husband works. And truthfully thank you very much. It helps a lot because we save money and what we save we use it for food. Magnificent. Here is the next donation. That our volunteer Sandra is delivering. How often do you come? Well when we can because our kids are in tutoring, they have classes and sometime we have to go walking. Well we'll wait for you here. Be well. Bye.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	
<p>Yanelly Espinoza Diaper Bank Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>We are in Latino Health Access' food bank, they are making a delivery to the family, that right now I'm going to ask her name also our volunteer Sandra is doing a favor of delivering a donation of diapers to the woman. What is your name? Yanelly Espinoza How does this donation help you? The one we are giving you today. Much more in these difficult situations that we are all going through. Right now my husband does not have a job so this will be very useful. How often do you come? This is the first time. The first time? Yes my mom is volunteer here. Ah yes that's true. Ms. Natividad. Yes. She is your mother. Well, thank you very much. Welcome. Thank you. And we are here to serve you. Thank you go ahead. Thank you very much madam for bringing your daughter and for helping us every week. We will wait for you here. Friday. Sounds good.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	

<p>Don Pack-a-Box Volunteer</p> <p>I started volunteering in May 2020 because I felt our community needed the help. I've continued to volunteer to this day. I get a sense of accomplishment and personal satisfaction knowing I helped a family put food on the table</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 6</p>	
<p>Angela Driscoll Pack-a-Box Volunteer</p> <p>Volunteering at the OC Food Bank has been an amazing and fulfilling experience. They are very organized and very grateful for the volunteers.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 6</p>	
<p>Jessi &amp; Roberto Rodriguez CAP OC Participant</p> <p>The following testimony was submitted in Spanish and has been translated to English.</p> <p>Hello good afternoon, my name is Jessi Rodríguez and Roberto Rodríguez in this moment we are going to share a little bit about our family. We have three beautiful children Jessica is 20-years-old, Valeria is 14, and Maxim is 7-years-old. We found a family resource center in Anaheim that provided us with financial classes and healthy marriage classes in Orange County. These classes have been of great help during this pandemic my husband lost his job and those techniques they have taught us we have put them into practice. The family resources center has been very aware of us especially María Rosa because she has supported us with classes and has supported us with food. Thank you very much. May God bless you.</p>	<p>Yes</p>	<p>Service Delivery System Question 2</p>	
<p>Grecia Hinaletisa Diaper Bank Participant</p> <p>Hello. My name is Grecia Hinaletisa a mother of two children which are both part of the Rancho Santiago Community College District program. And currently my one-year-old which is 17 months is, part of his class through the Valley High School Child Development Center and we have been receiving a good sense in diapers through the program. Which they've gone through CAP OC Diaper Bank for us to get you know a couple of diapers. We've received approximately 3 batches. Since he began in the program and it's been very helpful on specially considering how much a one-</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	

<p>year-old goes through in addition to the expense that it causes and during the time that I was unemployed so that helped a lot. And we are really grateful for the help that we received. Thank you.</p>			
<p>Jessica Solano Diaper Bank Participant</p> <p>So what is your name and how did you hear about us? Jessica Solano and I heard from you guys from the Diaper Bank. Awesome. Online. And what did you receive from us today? Today I received diapers, wipeys (wipes), cleaning supplies, and food and drinks. Awesome and how many people are in your family? Four. Awesome. Thank you so much. And how has, you know, covid affected you guys. And how has this helped you? It affected us pretty badly to the point that we are not receiving any income right now. EDD is taking a little bit longer than usual. We have to be resorting into food banks and diaper banks to pretty much survive on renter's assistance as well so we are trying to hang in there. Awesome. Well, we are glad you were able to come with us. Thank you for sharing and thank you for being willing. Thank you guys for your help.</p>	<p>Yes</p>	<p>Linkages &amp; Funding Coordination Question 2</p>	



## **Appendix C**

### **Public Hearing Transcript(s)**

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COMMUNITY ACTION PARTNERSHIP

ORANGE COUNTY

PUBLIC MEETING

WEDNESDAY, MAY 12, 2021

5:00 P.M. TO 7:00 P.M.

VIA FACEBOOK, YOUTUBE AND ZOOM

24

STENOGRAPHICALLY REPORTED

25

BY: MARIE MELLGREN, CSR NO. 9442

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AGENDA ITEMS

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5:00-5:02 - ARRIVAL TIME

GREGORY C. SCOTT  
(PRESIDENT/CEO)

4

ALICIA BERTHOW  
(BOARD CHAIR)

5

6

5:02-5:12 - PRESENTATION ON  
2022-2023 COMMUNITY  
ACTION PLAN (CAP)

ALEXANDER CARO  
(SENIOR PLANNER)

7

8

ADAM LEVY  
(AMERICORPS VIP  
FELLOW)

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5:27-5:29 - TESTIMONIALS  
GUIDELINES AND  
ACKNOWLEDGEMENTS

ALEXANDER CARO  
OR  
ADAM LEVY  
(CONTINUATION OF  
PPT)

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5:29-6:48 - PUBLIC TESTIMONY  
AND COMMENTS

ALL

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16

6:48-6:58 - CLOSING REMARKS

GREGORY C. SCOTT

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6:58-7:00 - RAFFLE

TBD

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1 WEDNESDAY, MAY 12, 2021

2 5:00 P.M.

3

4 GREGORY SCOTT: HELLO THERE, EVERYBODY, AND  
5 THANK YOU SO MUCH FOR JOINING US TONIGHT, WHETHER  
6 YOU'RE WATCHING ON FACEBOOK, YOUTUBE OR ZOOM. WE ARE  
7 CERTAINLY PROVIDING THIS VIA VIETNAMESE OR SPANISH  
8 LANGUAGE INTERPRETING TODAY VIA ZOOM. SO IF YOU NEED  
9 LANGUAGE INTERPRETATION, WE ARE PUTTING THE LINK IN THE  
10 CHAT FOR YOU TO ACCESS AS WE SPEAK.

11 AGAIN, MY NAME IS GREGORY SCOTT. I AM THE  
12 PRESIDENT AND CEO OF COMMUNITY ACTION PARTNERSHIP. SO  
13 FOR MORE THAN 50 YEARS, COMMUNITY ACTION PARTNERSHIP OF  
14 ORANGE COUNTY HAS BEEN A TRUSTED RESOURCE FOR HELPING  
15 PEOPLE FIND THEIR WAY OUT OF POVERTY FROM SOLUTIONS FOR  
16 SURVIVAL AND FAMILY THROUGH JOB AND EDUCATION SERVICES  
17 TO ADVOCACY TO RACIAL EQUITY, WE HELP PEOPLE IN  
18 COMMUNITIES THRIVE. SO TODAY IS AN IMPORTANT DAY.

19 A DRAFT OF OUR 2022 AND 2023 COMMUNITY ACTION

20 PLAN AND 2021 COMMUNITY NEEDS ASSESSMENT IS AVAILABLE  
21 RIGHT NOW AT CAPOC.ORG/2021PUBLICHEARING FOR COMMENTS.  
22 THE COMMENT PERIOD IS OPEN FOR ANOTHER TWO  
23 WEEKS UNTIL -- IS OPEN FOR ANOTHER TWO WEEKS.  
24 THROUGHOUT THE PUBLIC HEARING, FEEL FREE TO SUBMIT YOUR  
25 COMMENTS IN THE CHAT, WHETHER THIS IS ON FACEBOOK,

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1 YOUTUBE OR ZOOM, REGARDING OUR PROGRAMS, OUR DRAFT  
2 COMMUNITY ACTION PLAN OR THE COMMUNITY NEEDS  
3 ASSESSMENT.

4 PLEASE NOTE, AS PRESIDENT OF THIS  
5 ORGANIZATION, WE TAKE THESE SESSIONS AND YOUR COMMENTS  
6 VERY SERIOUS. WE HAVE STAFF MONITORING THE CHATS IN  
7 CASE YOU HAVE ANY QUESTIONS OR SEEK INFORMATION.

8 GUESS WHAT? THAT'S NOT IT. WE ALSO HAVE A  
9 RAFFLE FOR THOSE OF YOU WATCHING OUR LIVE STREAM.  
10 WE'LL BE RAFFLING OFF TWO \$25 TARGET GIFT CARDS. AND  
11 THE GRAND PRIZE OF \$100 -- \$100 TARGET GIFT CARD.

12 CHECK THE COMMENTS IN THE CHAT FOR THE LINK  
13 TO ENTER THE RAFFLE.

14 HERE'S WHAT'S GOING TO HAPPEN TONIGHT: NEXT  
15 UP IS A PRESENTATION OF OUR 2022 AND 2023 COMMUNITY

16 ACTION PLAN AND 2021 COMMUNITY NEEDS ASSESSMENT DONE BY  
17 MR. ALEXANDER CARO AND MR. ADAM LEVY.

18 AFTER THAT, THE MAJORITY OF OUR PUBLIC  
19 HEARING WILL CONSIST OF PUBLIC TESTIMONY THAT'S BEEN  
20 SUBMITTED, EITHER AS PRE-RECORDED VIDEO OR WRITTEN  
21 COMMENTS.

22 THOSE WRITTEN COMMENTS WILL BE READ ALOUD AT  
23 THE END BY MR. ADAM LEVY.

24 AS WE GET TOWARDS THE END, YOU'RE GOING TO  
25 HEAR CLOSING REMARKS FROM OUR CAP OC BOARD CHAIR, MADAM

4



1 CHAIR ALICIA BERTHOW.

2 SO AS WE MOVE FORWARD, LET ME INTRODUCE TO  
3 YOU BOTH ALEX CARO AND ADAM LEVY.

4 TAKE IT AWAY.

5 ALEXANDER CARO: HELLO AND WELCOME TO THE  
6 2021 CAP OC PUBLIC HEARING BROUGHT TO YOU BY COMMUNITY  
7 ACTION --

8 SORRY ABOUT THAT.

9 HELLO AND WELCOME TO THE 2021 CAP OC PUBLIC  
10 HEARING BROUGHT TO YOU BY CAP OC.

11 MY NAME IS ALEXANDER CARO, SENIOR PLANNER  
12 HERE AT CAP OC. AND WE ALSO HAVE ADAM.

13 DO YOU WANT TO INTRODUCE YOURSELF?

14 ADAM LEVY: YEAH. MY NAME IS ADAM LEVY AND  
15 I'M AN AMERICORPS VIP FELLOW AT CAP OC.

16 ALEXANDER CARO: THIS EVENING WE WILL BE  
17 REVIEWING CAP OC'S 2022, 2023 COMMUNITY ACTION PLAN,  
18 WHICH IS CURRENTLY IN ITS DRAFT FORM.

19 ADAM LEVY WILL BE GOING OVER OUR AGENCY'S  
20 2021 COMMUNITY NEEDS ASSESSMENT TO GO OVER WHAT WE'VE  
21 DONE AS PART OF OUR OUTREACH EFFORT, PROVIDING  
22 PRELIMINARY FINDINGS OF OUR RESEARCH AND PROVIDING US  
23 WITH INFORMATION ABOUT THE IMPORTANT DATES AS IT  
24 RELATES TO THE COMMUNITY NEEDS ASSESSMENT.

25 WE WILL FOLLOW THIS WITH A SERIES OF

5



1 PRE-RECORDED TESTIMONIALS BY THE PUBLIC, INCLUDING  
2 COMMUNITY MEMBERS AND COMMUNITY PARTNERS WHO WILL SPEAK  
3 ABOUT HOW CAP OC HAS MADE A DIFFERENCE IN THEIR LIVES.

4 DO YOU WANT TO GO TO THE NEXT SLIDE, PLEASE?

5 I WANTED TO TAKE THIS TIME TO GO OVER THE  
6 AGENCY'S MISSION AND MISSION STATEMENTS.

7 OUR MISSION STATEMENT: WE SEEK TO END  
8 POVERTY BY STABILIZING, SUSTAINING AND EMPOWERING

9 PEOPLE WITH THE RESOURCES THEY NEED WHEN THEY NEED  
10 THEM. BY FORGING PARTNERSHIPS, WE FORM A POWERFUL  
11 FORCE TO IMPROVE OUR COMMUNITY.

12 OUR VISION STATEMENT: WE SEE GENERATIONS OF  
13 HEALTHY COMMUNITIES WHERE POVERTY CEASES TO EXIST.

14 NEXT SLIDE, PLEASE.

15 WHO WE ARE: BY 1965, CAP OC HAS BEEN A  
16 TRUSTED RESOURCE WALKING ALONGSIDE OUR NEIGHBORS TO  
17 STABILIZE, SUSTAIN AND EMPOWER INDIVIDUALS AND  
18 COMMUNITIES. WE TACKLE POVERTY HEAD-ON BY GENERATING  
19 SOLUTIONS USING TWO MAIN PLATFORMS - ADDRESSING  
20 IMMEDIATE NEEDS AND EMPOWERING COMMUNITIES.

21 SERVING PEOPLE IN CRISIS, WE PROVIDE THE  
22 BASIC NEEDS, RESOURCES AND TOOLS FOR SURVIVAL THROUGH  
23 PROGRAMS, SUCH AS THE ORANGE COUNTY FOOD BANK, WHERE IN  
24 2020 WE DISTRIBUTED 63 MILLION POUNDS OF FOOD DURING  
25 THE COVID-19 PANDEMIC.

6



1 OUR UTILITY ASSISTANCE PROGRAM SERVED OVER  
2 8,000 INDIVIDUALS WITHIN THE SAME YEAR. OTHER  
3 IMMEDIATE NEED PROGRAMS INCLUDE HOMELESS PREVENTION AND  
4 EMERGENCY RENTAL ASSISTANCE, A DIAPER BANK PROGRAM  
5 WHERE WE DISTRIBUTED AN AVERAGE OF 250,000 DIAPERS PER



6 MONTH. AND WEATHERIZATION SERVICES WILL CONTINUE TO  
7 WEATHERIZE HOMES OF HUNDREDS OF LOW-INCOME HOUSEHOLDS  
8 EACH YEAR.

9                   ADDITIONALLY, CAP OC IS ADDRESSING  
10 INTERGENERATIONAL POVERTY THROUGH A WHOLE FAMILY  
11 APPROACH MODEL TO EMPOWER COMMUNITIES AND BREAK THE  
12 CYCLE OF POVERTY.

13                   WE ACHIEVE THIS THROUGH ADVOCACY AND SOCIAL  
14 JUSTICE, EDUCATION AND YOUTH EMPOWERMENT, HEALTHY HOMES  
15 PROGRAMS, WORKFORCE DEVELOPMENT, BY HELPING MARRIAGE  
16 PROGRAM, COMMUNITY HEALTH INITIATIVES AND A WIDE ARRAY  
17 OF SERVICES OFFERED AT OUR COMMUNITY CENTERS IN  
18 SANTA ANA, ORANGE AND ANAHEIM.

19                   NEXT SLIDE, PLEASE.

20                   WHY ARE WE HERE? AS A COMMUNITY ACTION  
21 AGENCY, OUR ORGANIZATION IS REQUIRED TO CONDUCT A  
22 PUBLIC HEARING TO SOLICIT INPUT FROM THE GENERAL PUBLIC  
23 ABOUT OUR COMMUNITY ACTION PLAN AS WE ARE A COMMUNITY  
24 SERVICES BLOCK GRANT RECIPIENT.

25                   OUR CAP IS CURRENTLY IN DRAFT FORM AND IS



2 ALSO BE FOUND IN PHYSICAL FORM AT SEVERAL OF OUR  
3 FACILITIES.

4 THE PUBLIC HEARING TESTIMONIES: THE PUBLIC  
5 HEARING WILL ALLOW THE PUBLIC TO PROVIDE FEEDBACK OF  
6 OUR COMMUNITY ACTION PLAN AND ALSO TO GET TESTIMONIALS  
7 FROM OUR PARTICIPANTS ABOUT SERVICES AND PROGRAMS.

8 AFTER THIS PRESENTATION WE WILL PLAY THESE  
9 PRE-RECORDED TESTIMONIES FROM PARTICIPANTS ABOUT HOW  
10 THE AGENCY HAS IMPACTED THEM, THEIR COMMUNITY, THEIR  
11 FAMILIES AND HOW WE CAN IMPROVE OUR SERVICES AND  
12 PROGRAMS.

13 THE 2021 COMMUNITY NEEDS ASSESSMENT: AS  
14 MENTIONED, WE WILL GET AN OPPORTUNITY TO HEAR FROM ADAM  
15 LEVY ABOUT OUR CURRENT PROGRESS ON OUR COMMUNITY NEEDS  
16 ASSESSMENT AND OUR PRELIMINARY FINDINGS.

17 THE NEEDS IDENTIFIED IN THESE EFFORTS WILL  
18 INFORM OUR LARGER COMMUNITY ACTION PLAN AND PROVIDE OUR  
19 AGENCY WITH THE DIRECTION AS TO THE PROGRAMS AND  
20 SERVICES THAT OUR COMMUNITY NEEDS THE MOST.

21 NEXT SLIDE, PLEASE.

22 WHAT IS THE COMMUNITY ACTION PLAN? IT IS  
23 ESSENTIALLY A TWO-YEAR ROAD MAP DEMONSTRATING HOW  
24 COMMUNITY SERVICES BLOCK GRANT AGENCIES PLAN TO DELIVER  
25 SERVICES. THE CAP IDENTIFIES AND ASSESSES



1 POVERTY-RELATED NEEDS AND RESOURCES IN THE COMMUNITY  
2 AND ESTABLISHES A DETAILED PLAN, GOALS AND PRIORITY FOR  
3 DELIVERING THOSE SERVICES TO INDIVIDUALS AND FAMILIES  
4 MOST AFFECTED BY POVERTY.

5 OUR CURRENT CAP FOR THE 2022, 2023 PERIOD IS  
6 CURRENTLY IN DRAFT FORM, BUT IS AVAILABLE FOR COMMENT  
7 WITH THE FINAL VERSION OF THIS DOCUMENT GOING TO OUR  
8 BOARD OF DIRECTORS FOR APPROVAL IN JUNE 2021.

9 TO PROVIDE COMMENT ON OUR DRAFT CAP, YOU CAN  
10 GO TO [WWW.CAPOC/2021PUBLICHEARING](http://WWW.CAPOC/2021PUBLICHEARING), SCROLL DOWN TO THE  
11 BOTTOM OF THE PAGE AND YOU WILL FIND THE DRAFT 2022,  
12 2023 CAP LINK.

13 NEXT SLIDE, PLEASE.

14 COMMUNITY ACTION PLAN, WHY IS IT IMPORTANT?  
15 ESSENTIALLY IT PROVIDES A ROAD MAP FOR OUR AGENCY TO  
16 SPEND OUR CSBG FUNDS. IT HELPS TO INFLUENCE HOW WE CAN  
17 CONSIDER IN SPENDING FOR THE NEXT TWO YEARS.

18 TWO, IT ALLOWS OUR AGENCY TO IDENTIFY THE  
19 MOST PRESSING NEEDS IN THE COMMUNITY AND DEVELOP  
20 PROGRAMS TO RESPOND TO THOSE NEEDS.

21 LASTLY, THE CAP IS USED IN PLANNING WHERE WE  
22 WOULD USE THE THEORY OF CHANGE AS A GUIDING FOR RANKING  
23 OUR NEEDS IN THE CAP AND THE CNA.

24 CAP OC'S THEORY OF CHANGE IS OUR VISUAL  
25 ARTICULATION OF OUR BELIEFS AND STRATEGIES FOR ENDING

9



1 POVERTY IN THE COMMUNITIES WE SERVE. OUR HOPE IS TO  
2 USE THIS AS A MODEL FOR RANKING OUR AGENCY'S MOST  
3 PRESSING NEEDS.

4 NEXT SLIDE, PLEASE.

5 TO UNDERSTAND HOW THE CAP IS USED, I WANTED  
6 TO GO OVER HOW CSBG FUNDS COULD POTENTIALLY BE USED IN  
7 THE COMING YEARS AS REFLECTED IN OUR COMMUNITY ACTION  
8 PLAN.

9 ONE, ADDITIONAL SERVICES AND PROGRAMS UNDER  
10 CONSIDERATION FOR FUNDING OF 1.535 MILLION IN 2022,  
11 2023. OUR AGENCY IS CURRENTLY IN THE PROCESS OF  
12 CONSIDERING ADDITIONAL SERVICES AND PROGRAMS WHICH WILL  
13 BE FORMED BY OUR COMMUNITY NEEDS ASSESSMENT, OUR LOCAL  
14 THEORY OF CHANGE, AND RECENT CHANGES AND NEEDS OF LOW  
15 INCOME INDIVIDUALS BROUGHT ON BY THE COVID-19 PANDEMIC.

16 CURRENT PROGRAMS BEING CONSIDERED FOR THIS  
17 PERIOD INCLUDE A WORKFORCE DEVELOPMENT AND INTERNSHIP  
18 PROGRAM, FUNDING FOR HOMELESS PREVENTION PROGRAMMING,  
19 YOUTH EMPOWERMENT PROGRAMS, SUCCESS COACH PROGRAMS.

20 HOWEVER, THESE PROGRAMS WOULD UNDOUBTEDLY BE INFLUENCED  
21 BY THE CHANGING NEEDS OF OUR COMMUNITY.

22 TWO, UNDER CONSIDERATION, NEW WORKFORCE  
23 DEVELOPMENT INITIATIVES: BEGINNING IN 2021, CAP OC  
24 WILL BEGIN TO OFFER AN ONLINE WORKFORCE TRAINING  
25 CURRICULUM FOR YOUNG ADULTS AGES 18 TO 24, SUPPORTED BY

10



1 A STAFF PERSON WITH WORKFORCE DEVELOPMENT EXPERIENCE.

2 THESE PROPOSED PROGRAMS WILL LIKELY CONTINUE  
3 INTO 2022 AND ADDITIONAL REVENUES WANTING TO BE  
4 IDENTIFIED FOR CONTINUATION INTO 2023.

5 ONE OF THE AREAS THE PROGRAM WILL ADDRESS ARE  
6 THE FUTURE OPPORTUNITIES, DEVELOPING GREEN JOBS  
7 PERSPECTIVE AND PARTNERSHIPS BEING IN PLACE.

8 THREE, INVESTMENTS IN CAPACITY AND AGENCY  
9 INFRASTRUCTURE: THE AGENCY IS IN THE PROCESS OF  
10 UPDATING MANY OF ITS AGENCY INFRASTRUCTURE, SUCH AS,  
11 THE AGENCY'S PHONE SYSTEMS, UPGRADING SECURITY AND  
12 THEIR IT INFRASTRUCTURE.

13 THESE CHANGES COME IN A TIME WHEN STAFF IS  
14 HAVING TO WORK REMOTELY OR FROM HOME AND SO IT IS  
15 CRITICAL THAT UPGRADES BE MADE TO KEEP UP WITH CHANGES  
16 THAT WERE BROUGHT ON BY THE PANDEMIC AND EVEN BEFORE

17 THEN.

18 DATA AND SYSTEMS INTEGRATION: CAP OC IS  
19 UNDERGOING AN ASSESSMENT OF HOW WE ARE COLLECTING,  
20 TRACKING, REPORTING OUR OUTCOMES FOR MANY OF OUR  
21 PROGRAMS AND SERVICES. MANY PROGRAMS ARE CURRENTLY  
22 UTILIZING DATA TRACKING SYSTEMS THAT CAPTURE DIFFERING  
23 INFORMATION. AND SO FOCUS IS BEING PLACED ON HOW TO  
24 UNIFY INFORMATION FOR BETTER REPORTING.

25 THE AGENCY IS EXPLORING WAYS TO CONNECT ALL

11



1 SYSTEMS TOGETHER TO MAKE SURE THAT REPORTING AND  
2 TRACKING IS EASIER THAN IN THE PAST.

3 NEXT SLIDE, PLEASE.

4 NEXT, WE WILL HAVE ADAM LEVY, HE WILL BE  
5 PROVIDING US WITH INFORMATION ABOUT OUR COMMUNITY NEEDS  
6 ASSESSMENT.

7 ADAM LEVY: SO STARTING OFF, WHAT IS THE CNA?  
8 THE COMMUNITY NEEDS ASSESSMENT IS A REPORT. IT'S ABOUT  
9 30 PAGES LONG, COMPILED BY CAP OC EVERY TWO YEARS AS  
10 PART OF THE COMMUNITY ACTION PLAN PROCESS.

11 THE REPORT AIMS TO CAPTURE A FEW TOPICS.

12 FIRST, THE CAUSES AND CONDITIONS OF POVERTY

13 IN ORANGE COUNTY AND ANY TRENDS.

14 AND, SECOND, THE NEEDS AND RESOURCES OF LOW  
15 INCOME PEOPLE. THOSE TOPICS ARE BROKEN DOWN INTO SIX  
16 MAIN ISSUE DOMAINS: EMPLOYMENT, FINANCE, EDUCATION,  
17 HOUSING, HEALTH AND COMMUNITY INVOLVEMENT.

18 THE REPORT ALSO EXAMINES CAP OC'S AGENCY  
19 NEEDS AND CUSTOMER SATISFACTION DATA.

20 DATA FROM REPORT IS COLLECTED IN THREE WAYS.

21 FIRST, SURVEYS. OUR COMMUNITY NEEDS  
22 ASSESSMENT SURVEY REACHED A LARGE AUDIENCE WHO RECEIVES  
23 750-PLUS RESPONSES FROM OUR ENTIRE COMMUNITY. THE  
24 SURVEY COVERED A BROAD RANGE OF TOPICS. THE SURVEY WAS  
25 CONDUCTED ONLINE VIA SURVEYMONKEY DUE TO THE PANDEMIC,

12



1 AN OUTREACH FOCUS ON LEVERAGING EXISTING CONNECTIONS TO  
2 CAP OC AND OTHER LOCAL ORGANIZATIONS, LIKE SCHOOLS AND  
3 NON-PROFITS.

4 THE SECOND DATA COLLECTION METHOD WAS  
5 COMMUNITY MEETINGS. THESE COMMUNITY MEETINGS CONSISTED  
6 OF A SMALLER AUDIENCE, AND THERE WERE TEN IN TOTAL.  
7 EACH WITH ABOUT -- BETWEEN TWO AND 20 PARTICIPANTS.

8 THE CONVERSATION TOPICS WERE CONTRIBUTED BY  
9 THE PARTICIPANTS WHO WERE PRESENT. MEETINGS WOULDN'T

10 HAVE BEEN POSSIBLE WITHOUT SCHOOLS, COMMUNITY-BASED  
11 ORGANIZATIONS AND CAP OC STAFF GENEROUSLY OFFERING  
12 THEIR TIME TO SHARE THEIR THOUGHTS WITH US.

13 THE THIRD DATA COLLECTION METHOD WAS  
14 DATABASES AND STATISTICAL INFORMATION. THE PURPOSE OF  
15 THIS DATA COLLECTION METHOD WAS TO PROVIDE A  
16 STATISTICAL BASE FOR DATA COLLECTED DIRECTLY FROM  
17 COMMUNITY MEMBERS.

18 THIS IS AN AREA WHERE OUR GREAT COHORT OF  
19 INTERNS FROM UNIVERSITY OF CALIFORNIA, IRVINE, WAS  
20 INVALUABLE AS THEY CONDUCTED FANTASTIC RESEARCHES IN  
21 PUBLIC AND PRIVATE STATISTICAL INFORMATION.

22 ULTIMATELY, USING DATA FROM ALL THREE OF  
23 THESE SOURCES, THE REPORT IS USED TO GUIDE CAP OC'S  
24 PROGRAMS AND SERVICES. AND IT'S ALSO SHARED WITH  
25 COMMUNITY MEMBERS TO HELP INFORM ORANGE COUNTY ABOUT



1 MAJOR AREAS OF NEED AND POTENTIAL RESOURCES TO ADDRESS  
2 THE IDENTIFIED CONCERNS.

3 THE TIMELINE OF THE CNA: THE DRAFT -- THE  
4 FIRST DRAFT, I SHOULD SAY, WAS MADE AVAILABLE IN EARLY  
5 APRIL. AND IT FOCUSED ON COMMUNITY LEVEL STATISTICS



6 REGARDING THE PREVALENCE OF POVERTY AND THE EFFECTS OF  
7 COVID-19.

8 THE NEXT DRAFT WILL BE AVAILABLE THIS FRIDAY,  
9 MAY 14TH, IN ADVANCE OF A LATE MAY APPROVAL DATE.

10 HERE'S A QUICK SUMMARY.

11 YOU CAN FLIP THE SLIDES NOW.

12 HERE'S A QUICK SUMMARY OF SOME OF OUR MAIN  
13 FINDINGS. AGAIN, THE NEXT DRAFT OF THE REPORT WILL BE  
14 AVAILABLE THIS FRIDAY, MAY 14TH.

15 BASED ON OUR SURVEY, 90 PERCENT OF OUR  
16 COMMUNITY MEMBERS EXPERIENCED SOME FORM OF NEGATIVE  
17 IMPACT DUE TO COVID. OVER 25 PERCENT WERE SEVERELY  
18 IMPACTED IN AT LEAST ONE MAJOR AREA, WHETHER THAT BE  
19 EMPLOYMENT, HOUSING, COMMUNICATION, ET CETERA.

20 THERE ARE A VARIETY OF SPECIFIC CHALLENGES  
21 CITED WITH RESPECT TO THE COVID IMPACT, INCLUDING  
22 CHALLENGES RELATED TO ACCESSING HEALTHCARE WITH  
23 PREEXISTING CONDITIONS, LIKE CANCER, DEALING WITH  
24 STRESS AND LONELINESS RESULTING FROM SOCIAL DISTANCING,  
25 AND PAYING FOR RENT AND OTHER NECESSITIES, ESPECIALLY

14



1 WHILE CONFRONTING PANDEMIC AND UNEMPLOYMENT.

2 THE TOP ISSUES WE IDENTIFIED IN GENERAL WERE

3 EMPLOYMENT, SPECIFICALLY FINDING A LIVING WAGE JOB;  
4 HOUSING, PAYING FOR RENT, SLASH, MORTGAGES AND OTHER  
5 HOUSING COSTS; HEALTH, SEEING A DOCTOR ON A REGULAR  
6 BASIS.

7 EVERYONE AT CAP OC LOOKS FORWARD TO SHARING  
8 THE FINAL RESULTS WITH YOU IN THE NEAR FUTURE.

9 THANKS SO MUCH, ALEX.

10 ALEXANDER CARO: UP NEXT WE ARE GOING TO BE  
11 GOING OVER SOME PUBLIC TESTIMONIALS. WE RECEIVED BOTH  
12 PRE-RECORDED VIDEOS AND ALSO WRITTEN COMMENTS.

13 FIRST, WE WILL BE WATCHING ABOUT 50 MINUTES  
14 OF PRE-RECORDED VIDEO TESTIMONIALS IN ENGLISH AND IN  
15 SPANISH. WE WILL NOT BE RESPONDING TO TESTIMONIALS  
16 TODAY. HOWEVER, THEY WILL BE DOCUMENTED AND ANSWERED  
17 IN OUR FINAL VERSION OF THE COMMUNITY ACTION PLAN.

18 IF YOU SEEK ANY INFORMATION ABOUT OUR  
19 PROGRAMS AND SERVICES, PLEASE FEEL FREE TO LET US KNOW  
20 IN THE CHAT SO THAT WE CAN PROVIDE YOU WITH THE CONTACT  
21 INFORMATION.

22 REMINDER, YOU CAN WATCH THIS LIVE STREAM ON  
23 FACEBOOK, YOUTUBE AND ZOOM. IF YOU NEED ASSISTANCE IN  
24 SPANISH OR VIETNAMESE, WE ARE PROVIDING VIETNAMESE AND  
25 SPANISH LANGUAGE INTERPRETATION TODAY VIA ZOOM.



1 WE ARE PUTTING THE LINK IN THE CHAT SO THAT  
2 YOU CAN ACCESS THIS IF YOU NEED IT.

3 WE ARE ALSO GOING TO HOLD A RAFFLE, IF YOU'RE  
4 WATCHING ON LIVE STREAM. WE WILL BE RAFFLING OFF TWO  
5 \$25 TARGET GIFT CARDS AND A GRAND PRIZE OF A HUNDRED  
6 DOLLAR TARGET GIFT CARD. SO CHECK THE COMMENTS OR THE  
7 CHAT FOR THE LINK TO THAT RAFFLE.

8 AGAIN, THANK YOU VERY MUCH. WE'RE GOING TO  
9 BE PLAYING SOME PRE-RECORDED TESTIMONIALS. SO I HOPE  
10 YOU ENJOY THEM.

11 THANK YOU.

12

13 TESTIMONIALS

14

15 CHRISTINA FLORES: HI, MY NAME IS CHRISTINA  
16 FLORES. I HAVE A ONE-YEAR-OLD BABY. I'VE BEEN A  
17 CLIENT OF MOMS ORANGE COUNTY'S HOME ASSISTANCE PROGRAM  
18 THIS PAST YEAR. AND AS PART OF THAT PROGRAM, I WAS  
19 ABLE TO RECEIVE DIAPERS FOR MY BABY. I'VE BEEN GETTING  
20 THEM FOR THE PAST YEAR.

21 COVID HAS DEFINITELY MADE AN IMPACT IN OUR  
22 FAMILY AND OUR FINANCES. AND I JUST WANT TO THANK THE  
23 COMMUNITY ACTION PARTNERSHIP OF ORANGE COUNTY FOR BEING

24 ABLE TO PARTNER UP WITH MOMS ORANGE COUNTY TO PROVIDE  
25 DIAPERS FOR FAMILIES JUST LIKE ME.

16



1 WE WANT TO THANK EVERYONE THAT'S PARTICIPATED  
2 IN THE PROGRAM AND MOMS ORANGE COUNTY FOR BEING THERE  
3 FOR THE MOTHERS.

4 MY DAUGHTER WAS BORN APRIL 29TH, 2020 DURING  
5 COVID TIME. I WAS TOLD SHE WAS GOING TO HAVE A CLEFT  
6 LIFT AND THAT'S WHEN I REACHED OUT TO MOMS ORANGE  
7 COUNTY AND BECAME PART OF THE HOME VISITATION PROGRAM.

8 DURING THOSE TIMES I DIDN'T KNOW WHAT THE  
9 NECESSITIES WOULD BE. AND STRUGGLING THROUGH COVID AND  
10 WORK, WE NEEDED TO REACH OUT FOR ADDITIONAL ASSISTANCE  
11 AND THAT'S WHEN I RECEIVED DIAPERS.

12 I WAS ABLE TO GET DIAPERS SEVERAL TIMES FROM  
13 THE PROGRAM. AND THAT HAS REALLY MADE AN IMPACT AS WE  
14 WERE ABLE TO PUT FOOD ON THE TABLE AND GET ANY OTHER  
15 NECESSITIES.

16 SO WE WANT TO THANK COMMUNITY ACTION  
17 PARTNERSHIP OF ORANGE COUNTY, MOMS ORANGE COUNTY AND  
18 THE COMMUNITY.

19

20

\*\*\*\*\*

21

22                   MAYRA OSEGUERA: HI, MY NAME IS MY MAYRA  
23 OSEGUERA. AND I AM AFFILIATED WITH THE CAP OC BECAUSE  
24 I CAME IN AND APPLIED FOR FOOD STAMPS DUE TO THE  
25 PANDEMIC THAT'S GOING ON.

17



1                   I JUST WANTED TO SAY THAT I HAD THE BEST  
2 EXPERIENCE WITH DAISY DIAZ. SHE WAS EXTREMELY HELPFUL,  
3 VERY KIND, VERY UNDERSTANDING. AND I WOULD DEFINITELY  
4 RECOMMEND MORE PEOPLE TO COME AND APPLY HERE FOR  
5 BENEFITS.

6                   SHE'S THE TYPE OF PERSON THAT, YOU KNOW,  
7 MAKES YOU FEEL COMFORTABLE. AND I JUST REALLY WANTED  
8 TO TAKE THE TIME AND APPRECIATE HER HELP.

9                   THANK YOU.

10

11

\*\*\*\*\*

12

13                   BILLY CARTER: GOOD AFTERNOON. MY NAME IS  
14 BILLY CARTER. I'VE BEEN WORKING WITH CAP OC TO GET ON  
15 THE FOOD PROGRAM. I HAVEN'T BEEN EMPLOYED NOW FOR  
16 NEARLY A YEAR. AND DAISY DIAZ, OUR FOOD STAMP MANAGER,

17 HAS BEEN WORKING VERY HARD TO PUT MY APPLICATION IN.

18 AND, ALSO, IT COMES AT A TIME WHEN MY  
19 DAUGHTER IS PREGNANT AND HAVING A BABY AT THE END OF  
20 MAY. SO ALL THE HELP WE CAN GET IS GREATLY  
21 APPRECIATED.

22 DAISY HAS BEEN AMAZING. SHE'S SO EFFICIENT  
23 AND SHE GETS THINGS DONE THINGS REALLY FAST. SO WE'RE  
24 VERY LUCKY TO BE WORKING WITH HER AND HAVE HER AS OUR  
25 MANAGER.

18



1 THANK YOU VERY MUCH, CAP OC, FOR YOUR HELP.

2

3 \*\*\*\*\*

4

5 AZUCENA DIAZ: HI, MY NAME IS AZUCENA DIAZ  
6 AND I WENT INTO CAP OC A COUPLE MONTHS BACK IN REGARDS  
7 TO FOOD STAMPS. THE REP, DAISY DIAZ, HELPED ME OUT AND  
8 SHE WENT ABOVE AND BEYOND FOR WHAT SHE HELPED ME WITH.

9 IT WAS MY FIRST TIME. SHE HELPED ME WITH THE  
10 APPLICATION PROCESS. SHE MADE ME FEEL COMFORTABLE.  
11 SHE ALSO PROVIDED FOOD DISTRIBUTION PLACES AND OTHER  
12 RESOURCES AVAILABLE TO ME AS WELL SINCE IT WAS MY FIRST  
13 TIME APPLYING.



10 A. CURRENTLY IT'S GOING TO BE THE FOOD AND  
11 THERAPY.

12 Q. AND THEN THIS BOX OF FRUIT?

13 A. OH, YEAH, THE BOX OF FRUIT.

14 Q. IS THIS PROGRAM HELPFUL FOR YOU AND YOUR  
15 FAMILY?

16 A. YES.

17 Q. OKAY. HOW IS IT HELPING YOU AND YOUR FAMILY?

18 A. IT HELPS US WHERE WE DON'T HAVE TO BUY AS  
19 MUCH FOOD DURING THE WEEK. YOU KNOW, MAKE SURE WE HAVE  
20 SNACKS, FRUITS, WHATEVER FOR THE KIDS.

21 Q. OKAY. WOULD YOU RETURN NEXT MONTH OR  
22 RECOMMEND IT TO OTHER FAMILIES?

23 A. YES.

24 Q. OKAY. IS THERE ANYTHING YOU WOULD LIKE TO SAY  
25 OR ADD ON?

20



1 A. NO. JUST EVERYBODY IS VERY NICE SO FAR.

2 THANK YOU SO MUCH.

3 Q. ALL RIGHT. AWESOME. THANK YOU.

4

5 \*\*\*\*\*

6



7                   LUIS JONAS: GOOD MORNING. MY NAME IS LUIS  
8 JONAS AND I'M THE DIRECTOR OF THE FOOD PANTRY HERE AT  
9 CROSSLINE COMMUNITY CHURCH. I JOINED IN OCTOBER THE  
10 1ST OF 2019.

11                   THAT YEAR WE DID ABOUT A HUNDRED AND  
12 TWENTY-FIVE MILLION POUNDS OF FOOD DISTRIBUTION.

13                   IN 2020, WE DID 2.1 MILLION POUNDS OF FOOD  
14 DISTRIBUTED IN THE OC COMMUNITY AND A LOT OF THAT GOES  
15 TO A PARTNERSHIP WITH OC FOOD BANK.

16                   JUDY CHACON AND THE TEAM THERE HAVE BEEN AN  
17 INCREDIBLE TEAM. WE HAVE BEEN ABLE TO FEED AS MANY AS  
18 OVER 600 INDIVIDUAL FAMILIES ON A WEEKLY BASIS.

19                   WE ARE OPEN ON WEDNESDAY, FRIDAY AND SUNDAY  
20 FROM 10:00 TO 12:00. AND IT'S BEEN AN INCREDIBLE  
21 JOURNEY HERE AT OUR DISTRIBUTION CENTER. WE ARE VERY  
22 GRATEFUL. WE ARE VERY THANKFUL FOR WHAT'S HAPPENING.

23                   EVEN IN THE MIDST OF THE PANDEMIC, WE HAVE  
24 BEEN ABLE TO PROVIDE FOOD FOR THE NEEDY AND FOR THOSE  
25 THAT ARE IN CRISIS. AND WE ARE GRATEFUL TO THE



1 VOLUNTEERS WHO MADE IT POSSIBLE.

2                   THE VOLUNTEERS ARE THE BEDROCK AND THE

3 HEARTBEAT OF WHAT WE DO HERE. AND WITHOUT THEM, THIS  
4 WOULD NOT BE POSSIBLE.

5 BUT WE ARE SO GRATEFUL AND THANKFUL FOR THE  
6 PARTNERSHIP THAT WE SHARE WITH JUDY CHACON AND THE OC  
7 FOOD BANK. WITHOUT THE FOOD THAT WE GET FROM THEM ON A  
8 REGULAR BASIS, THIS, TOO, WOULD BE IMPOSSIBLE. SO I'M  
9 VERY GRATEFUL AND THANKFUL.

10

11 \*\*\*\*\*

12

13 JAMES CARR: GOOD MORNING. MY NAME IS JAMES  
14 CARR. AND I'VE BEEN COMING TO THE CROSSLINE FOOD  
15 PANTRY FOR ABOUT A YEAR NOW. IT'S BEEN A HUGE BLESSING  
16 TO OUR FAMILY.

17 WE'VE HAD A NUMBER OF TIMES I'VE COME HERE  
18 WHERE THE SERVICE HAS BEEN JUST PHENOMENAL. EVERYONE  
19 IS SO KIND AND PATIENT, WITH LEWIS AND ARK. IT'S JUST  
20 BEEN AMAZING.

21 I'M SO THANKFUL FOR ALL THE PEOPLE HERE AND  
22 THE GENEROSITY OF THE CHURCH. WE'RE SO BLESSED AND SO  
23 GRATEFUL FOR EVERYTHING THAT'S COME OUR WAY. AND I'M  
24 GLAD TO BE A PART OF THE MINISTRY. AND HOPEFULLY WE  
25 CAN KEEP COMING AS LONG AS IT'S NECESSARY FOR THIS



1 PANDEMIC WE'RE ALL HAVING TO DEAL WITH, UNFORTUNATELY.

2 BUT GOD IS IN CONTROL AND WE'RE JUST

3 BELIEVING THAT THERE WILL BE A GOOD OUTCOME TO THIS

4 SOON AND WE'LL BE ABLE TO GET BACK TO NORMAL, WHENEVER

5 THAT IS.

6 THANK YOU VERY MUCH.

7

8 \*\*\*\*\*

9

10 JOHN IBASITAS: MY NAME IS JOHN IBASITAS.

11 I'VE BEEN COMING HERE TO THIS FOOD BANK, THIS

12 CROSSLINES CHURCH FOR THREE OR FOUR MONTHS NOW. I LOVE

13 THE PEOPLE HERE. THEY ARE SO FRIENDLY, SO HEARTFUL, SO

14 HONEST. THEY ARE SO GOOD.

15 AND I WILL KEEP COMING UNTIL THEY CLOSE IT.

16 BUT THAT BENEFITS MY FAMILY, TOO, BECAUSE THEY LOVE THE

17 FOOD THAT I'M BRINGING HOME. AND ALSO WE SHARE IT WITH

18 OUR FAMILY, OUR SONS, OUR DAUGHTERS, AND NEIGHBORS AND

19 THEY LOVE IT, TOO.

20 SO THANK YOU, THANK YOU, THANK YOU.

21

22 \*\*\*\*\*

23

24 CHELO VELASQUEZ: MY NAME IS CHELO VELASQUEZ.

25 I COME HERE FOR THE CROSSLINE CHURCH FOOD PANTRY FOR

23



1 ONE YEAR. AND I'M VERY HAPPY BECAUSE IT HELPS ME A  
2 LOT. THE PEOPLE ARE SO VERY NICE, HELPS EVERYBODY.

3 AND I'M HAPPY. THEY BRING THE FOOD FOR MY  
4 HOUSE, FOR MY FAMILY. AND SOMETIMES I HAVE TO GIVE TO  
5 MY NEPHEW AND MY FRIEND. BUT I'M HAPPY TO COME HERE.

6 I COME EVERY WEDNESDAY. ALL THE TIME I'M  
7 SECOND PERSON IN THE LINE. I LIKE IT. I'M VERY HAPPY.  
8 AND VERY NICE, YOU GUYS, VERY NICE, EVERYBODY.

9

10 \*\*\*\*\*

11

12 Q. GOOD MORNING. WHAT IS YOUR NAME?

13 A. MY NAME IS MARIANA DZIB.

14 Q. AND HOW ARE YOU RELATED HERE, MARIANA, WITH  
15 THE CENTER OF ANAHEIM INDEPENDENCE AND COMMUNITY ACTION  
16 PARTNERSHIP?

17 A. I CAME TO ANAHEIM INDEPENDENCE LAST YEAR  
18 BECAUSE OF A DIFFICULT SITUATION WITH THE FAMILY. IN  
19 REALITY, THIS CENTER WAS REALLY HELPFUL FOR ME.

20 IN THE YEAR 2020 DUE TO THE PANDEMIC WE WENT

21 THROUGH VARIOUS DIFFICULT FAMILIAL PROCESSES, ONE OF  
22 WHICH WAS THE PANDEMIC.

23 MY HUSBAND, HIS WORK DECREASED. THEY (CAP  
24 OC) HAD A CASH AID OF WHICH IT HAS HELPED US A LOT TO  
25 SUPPORT US WITH A MONTH'S RENT. THAT WAS A LOT OF HELP

24



1 FOR ME, FOR MY FAMILY SO THAT WE WOULD NOT BE EVICTED  
2 FROM THE PLACE WHERE WE LIVE.

3 ANOTHER OF THE THINGS IN WHICH ANAHEIM  
4 INDEPENDENCE HAS HELPED ME A LOT IS IN REGARDS TO MY  
5 MARRIAGE, SOME CLASSES IN WHICH I PARTICIPATED THAT  
6 THEY RECOMMENDED THAT, IN TRUTH, REALLY HELPED ME OUT,  
7 ESPECIALLY TO ME AND MY HUSBAND THAT WE WERE IN A  
8 SITUATION DIFFICULT.

9 AND ANOTHER THING IS ALSO THAT THEY HAVE  
10 CONTRIBUTED TO ME MUCH HELP IN THE ASPECT OF THE FOOD.  
11 THEY HAVE A FOOD FOUNDATION IN WHICH WHEN THEY HAVE THE  
12 OPPORTUNITY TO DONATE ALL THAT FOOD THAT THEY CALL US.  
13 AND IF WE HAVE THE OPPORTUNITY TO COME AND PICK IT UP,  
14 WE DO IT.

15 I AM VERY GRATEFUL TO THIS ORGANIZATION.  
16 THEY HAVE HELPED IN THE WORST MOMENTS OF MY LIFE. JUST  
17 AS MUCH AS TO MY CHILDREN, MY HUSBAND AND ME AND IN

18 EVERYTHING THAT THIS PANDEMIC ENCOMPASSES. IT IS VERY  
19 DIFFICULT THAT IT HAS COME TO BE. IT HAS CHANGED OUR  
20 LIVES.

21 Q. THANK YOU.

22

23 \*\*\*\*\*

24

25 Q. GOOD MORNING. WHAT IS YOUR NAME?

25



1 A. MY NAME IS DORA MARQUEZ.

2 Q. AND HOW ARE YOU ASSOCIATED WITH ANAHEIM  
3 INDEPENDENCE AND COMMUNITY ACTION PARTNERSHIP?

4 A. I'M ASSOCIATED, THEY ARE HELPING ME WITH THE  
5 MARKET ON BEHALF OF MANY WORRIES. THEY HELP US A LOT.

6 THEY HAVE HELPED ME A LOT THROUGH CLASSES,  
7 LIKE NOW IN THE PANDEMIC, I HAVE TAKEN THEM ONLINE. I  
8 HAVE TAKEN THEM ON ZOOM. THEY HELP US A LOT.

9 ALSO WITH THE CHILDREN, THEY HAVE HELPED US  
10 WITH SUPPORTING WHATEVER I NEED. IF I GO TO MARIA AND  
11 MARIA GIVES ME THE OPTIONS THAT THERE IS TO FOLLOW.

12 Q. HOW LONG HAVE YOU BEEN COMING HERE NOW?

13 A. ABOUT EIGHT OR NINE YEARS, MORE OR LESS, THAT

14 I AM HERE.

15 Q. OKAY. THANK YOU VERY MUCH FOR YOUR TESTIMONY.

16 A. OKAY. BYE.

17

18 \*\*\*\*\*

19

20 Q. GOOD AFTERNOON. WHAT IS YOUR NAME?

21 A. GOOD AFTERNOON. MY NAME IS MARINA GRIMALDO.

22 Q. OKAY. AND HOW ARE YOU ASSOCIATED TO THE

23 ANAHEIM INDEPENDENCE AND COMMUNITY ACTION PARTNERSHIP?

24 A. I AM ASSOCIATED AS MY CHILDREN STARTED IN THE

25 SUMMER YOUTH PROGRAM HERE AND IN THE AFTER-SCHOOL

26



1 PROGRAM WHERE THEY HELPED THEM WITH THEIR HOMEWORK AND

2 IN THE MERCADITO (FOOD PANTRY) WITH FOOD DURING THE

3 PANDEMIC, THAT HELPED US A LOT, AND WITH FOOD AND WITH

4 THE RENT.

5 THAT DURING THE PANDEMIC MY HUSBAND LOST HIS

6 JOB. THEY (CAP OC) DID HELP ME PAY PART OF THE RENT

7 WITH HOUSING.

8 OKAY. THAT'S IT.

9 Q. OKAY. THEREFORE, YOU -- HOW WERE YOU HELPED?

10 HOW DID THEY HELP YOU SO THAT YOU COULD BUDGET YOUR

11 MONEY IN OTHER EXPENSES?

12 A. WELL, IT HELPED IN COMPLETING THE RENT, PAY  
13 THE BILLS, THE ONES THAT WERE MISSING, SUCH AS GAS AND  
14 EXPENSES FOR THE CHILDREN.

15 Q. OKAY. THANK YOU VERY MUCH, MARINA.

16 A. THANK YOU, MARIA.

17

18 \*\*\*\*\*

19

20 JULIETA LOZADA: HELLO. GOOD AFTERNOON. MY  
21 NAME IS JULIETA LOZADA. I BELONG TO THE GROUP OF  
22 COMMUNITY LEADERS HERE IN THE CENTER OF EL MODENA. I  
23 HAVE ABOUT A LITTLE OVER A YEAR PARTICIPATING HERE IN  
24 THE GROUPS' EVENTS.

25 FOR ME AND FOR MY FAMILY, IT HAS BEEN A

27



1 BLESSING, REALLY TO FIND VERY GOOD PEOPLE WHO WORK WITH  
2 A REAL PURPOSE, SERVICE TO THE COMMUNITY.

3 WE HAVE LEARNED MANY THINGS. IN MY CASE I  
4 HAVE TAKEN SEVERAL WORKSHOPS WITH THEM THAT THEY  
5 PROVIDE US WITH, PROVIDED NOW ONLINE BECAUSE OF  
6 EVERYTHING THAT HAS HAPPENED.



7                   IT HAS BEEN VARIOUS SUPPORT THAT I HAVE BEEN  
8 ABLE TO GET FROM THE COMMUNITY CENTER HERE. THEY CAN  
9 PROVIDE US FROM FOOD, ANY TYPE OF HELP THAT WE HAVE  
10 NEEDED, SOME HELP, FOR EXAMPLE, TO PAY A BILL, THEY  
11 HAVE SUPPORTED WITH THAT.

12                   THE COMMUNITY CENTER HAS MANY ACTIVITIES AND  
13 THINGS THAT MAYBE WE CAN'T OR DON'T KNOW HOW TO MAKE  
14 THE MOST OF IT BECAUSE INFORMATION IS THERE, BUT  
15 SOMETIMES WE DO NOT GET CLOSE TO IT.

16                   I WOULD LIKE VERY MUCH TO RECOMMEND THE  
17 CENTER BECAUSE WE, IN THE LATINO COMMUNITY, WE HAVE  
18 MANY NEEDS. WE DO NOT KNOW MANY THINGS. THERE IS  
19 INFORMATION AND WE HAVE IT AT OUR FINGERTIPS, BUT  
20 SOMETIMES THEY ARE NOT UTILIZED.

21                   NOT ONLY THAT, TOO, FOR EXAMPLE, MY FAMILY  
22 WAS BLESSED WITH GIFTS AT CHRISTMAS.

23                   WHEN YOU HAVE ANY QUESTIONS ABOUT SOME TOPIC,  
24 YOU CAN COME. IT CAN BE IMMIGRATION SERVICES OR  
25 FINANCIAL OR FOR STUDENTS.



1                   MY CHILDREN HAVE ALSO BEEN ABLE TO GET  
2 TUTORING THAT ALSO HELPED THEM A LOT BECAUSE NOW, OF  
3 COURSE, THEY ARE NOT ATTENDING SCHOOLS. THEY NEED



1 Q. OKAY. ANYTHING ELSE YOU WANT TO SAY?

2 A. WELL, THAT I MISS YOU ALL.

3

4 \*\*\*\*\*

5

6 GRISELD REYES MUNOZ: GOOD MORNING. MY NAME  
7 IS GRISELD REYES MUNOZ. AND I BELONG TO THE CENTER (EL  
8 MODENA FRC) FOR ALMOST NINE YEARS AGO.

9 I CAME HERE LOOKING FOR HELP FOR MY SON  
10 BECAUSE HE WAS OVERWEIGHT AND WAS HAVING DIFFICULTY  
11 WITH HIS HEART. HE HAD AN ACCELERATED HEART.

12 MY FIRST HELP WAS WITH THE CLASSES FROM  
13 KARATE. THIS WAS ATTENDED BY MISS MARIBEL (CAP OC).  
14 AND FROM THERE I HAVE NOT LEFT THE CENTER.

15 I'VE RECEIVED A LOT OF HELP AND SUPPORT FOR  
16 MY CHILDREN FROM TUTORING SUPPORT FOR MY DAUGHTER.  
17 THEY HAVE HELPED ME A LOT FROM WHEN SHE WENT TO  
18 COLLEGE.

19 THEY (CENTER STAFF) WERE IN CHARGE OF HELPING  
20 ME TO FIND ALL THE INFORMATION SO THAT SHE COULD BE IN  
21 COLLEGE.

22 THEY HAVE GIVEN ME HELP ECONOMICALLY WITH  
23 THINGS LIKE GROCERY VOUCHER CARDS. AND NOW THAT WITH  
24 THE PANDEMIC, THEY PROVIDED ME WITH GAS AND FOOD CARDS.



1 IN THE MONTH OF DECEMBER, THEY ALSO PROVIDED FOOD.  
2 THEY WOULD LEAVE FOOD FOR US AT THE DOOR OF OUR HOUSE.

3 I HAVE ALSO BEEN PROVIDED WITH INTELLECTUAL  
4 KNOWLEDGE. I'VE BEEN IN MANY COURSES WITH THEM. THE  
5 MOST IMPORTANT COURSE IN WHICH I LIKED THE MOST A LOT,  
6 IT IS THE COURSE WHERE WE WERE ABLE TO HAVE THE  
7 OPPORTUNITY TO LEARN HOW TO TALK AS A COUPLE.

8 THE COURSE WAS CALLED "ASK FOR YOUR WORD."  
9 THE COURSE I TOOK WITH MY HUSBAND WAS VERY IMPORTANT TO  
10 US BECAUSE WE HAVE LEARNED A LOT ON HOW TO ASK EACH  
11 OTHER'S WORD, HOW TO TALK AT TIMES, NO SCREAMING, NO  
12 RAISING YOUR VOICE WHEN IT ISN'T NECESSARY. THAT  
13 COURSE, WE TOOK FOR A FULL MONTH IN THE AFTERNOONS. IT  
14 WAS PRECISELY A MARRIAGE COURSE.

15 BUT ALSO ANOTHER COURSE THAT HELPED A LOT WAS  
16 THE ONE ON HOW TO SAVE AND HOW TO MANAGE FINANCES ON  
17 DAY-TO-DAY BASIS. THEY HAVE HELPED ME WITH MY TAXES  
18 YEAR AFTER YEAR THAT I'VE COME HERE AND THEY HELPED  
19 WITH MY TAXES. THEY HAVE DONE MY TAXES HERE.

20 FOR ME, THE EXPERIENCE OF BEING IN THIS PLACE  
21 HAS BEEN VERY GOOD, VERY POSITIVE THAT WE HAVE NOT ONLY

22 RECEIVED HELP, BUT WE HAVE ALSO FOUND A SUPPORT GROUP.  
23 WE HAVE FOUND GREAT FRIENDS INSIDE AND OUTSIDE THE  
24 CENTER.

25 AS WE ARE THE MOM LEADERS WITH WHOM UNTIL NOW

31



1 WE HAVE HAD A FRIENDSHIP, A DIFFERENT WAY OF RELATING  
2 WITH EACH OTHER AND WITH PEOPLE LIKE MISS JESSICA HAS  
3 DONE AND MARIBEL, TOO. THEY HAVE PROVIDED US WITH  
4 THEIR FRIENDSHIP AND THEIR MORAL SUPPORT AT ALL TIMES.

5 BEING PART OF THE INSTITUTION/CENTER HAS BEEN  
6 GREAT. AND IT HAS ALSO BEEN OF GREAT BENEFIT. I HAVE  
7 LEARNED TO KNOW EVERYTHING THEY CAN GIVE US AND THAT  
8 WE, BY OUR IGNORANCE, WE DID NOT SEEK. BUT ABOVE ALL,  
9 THEY HAVE MADE ME FEEL PART OF A COMMUNITY.

10

11

\*\*\*\*\*

12

13 UNIDENTIFIED SPEAKER: I WANT TO THANK VAPE  
14 FREE LA HABRA FOR ALL THE INFORMATION THAT THEY HAVE  
15 PROVIDED. IT'S BEEN VERY PROFESSIONAL. THE MEETINGS  
16 HAVE BEEN EXTREMELY INFORMATIVE, PRESENTING A LOT OF  
17 REAL DATA AND A LOT OF QUESTIONS ANSWERED. SO I

18 APPRECIATE THAT.

19 I COME FROM A FAMILY OF HEAVY SMOKERS. MY  
20 DAD WAS A LIFELONG SMOKER OF UNFILTERED CIGARETTES AND  
21 HE DIED OF EMPHYSEMA.

22 OF ALL THE SIBLINGS, HALF OF THEM WERE HEAVY  
23 SMOKERS, BUT THANKFULLY THEY'VE ALL QUIT NOW. BUT  
24 THOSE LASTING EFFECTS OF SMOKING, AND IN THESE DAYS YOU  
25 WOULD SAY VAPING, BUT THEY'RE STILL FELT.

32



1 I HAVE TWO SISTERS WITH COPD. AND THOSE ARE  
2 JUST THE EFFECTS, FOR ONE OF THEM OF SECONDHAND SMOKE,  
3 FOR THE OTHER OF ACTUAL SMOKING.

4 SO THIS SHOWS TO ME, AND IT'S SOMETHING THAT  
5 I CAN PASS ALONG TO THE CHILDREN, THAT IT'S A  
6 GENERATIONAL THING. AND WE NEED TO CHANGE IT BY  
7 STAYING AWAY FROM TOBACCO AND VAPE PRODUCTS.

8 AND THIS IS SOMETHING THAT FREE LA HABRA IS  
9 WORKING TOWARDS. AND IT'S SOMETHING THAT'S NEEDED AND  
10 APPRECIATED.

11

12 \*\*\*\*\*

13

14 NOHEMI VALENZUELA: HI. MY NAME IS NOHEMI

15 VALENZUELA. I'M PART OF VAPE FREE LA HABRA. I LOVE  
16 THIS ORGANIZATION BECAUSE IT'S TAUGHT US A LOT.

17 I'M ACTUALLY AN EX-VAPER. I USED TO VAPE.  
18 AND I AM HAPPY THAT I COULD ENCOURAGE OTHER KIDS OR  
19 ADULTS TO NOT DO THIS BECAUSE IT'S NOT HEALTHY.

20 I'VE BEEN AROUND THAT ENVIRONMENT AND I KNOW  
21 WHAT IT'S ALL ABOUT. AND I WOULDN'T WANT MY KIDS OR  
22 ANY OF MY LOVED ONES TO DO THIS KIND OF THINGS.

23 SO I ENCOURAGE EVERYBODY THAT IF THERE'S ANY  
24 ORGANIZATION AROUND YOUR CITY THAT YOU COULD TAKE THE  
25 OPPORTUNITY TO TAKE -- TO COME IN AND TAKE A LOOK AT

33



1 WHAT VAPE FREE IS ALL ABOUT.

2 MY DAUGHTER IS ACTUALLY ALSO IN VAPE FREE FOR  
3 TEENS AND I'M VERY PROUD OF HER BECAUSE ME, AS A MOM,  
4 I'M A GOOD EXAMPLE FOR HER SO SHE'S GOING TO DO THE  
5 SAME THING THAT I AM DOING.

6 THANK YOU VERY MUCH.

7 I WANT TO THANK YVONNE AND ALL MY FRIENDS  
8 HERE. WE'VE BECOME A FAMILY BECAUSE WE ALL WANT TO  
9 CHANGE OUR CITY. AND EVERYTHING COULD BE POSSIBLE IF  
10 WE ALL PUT OUR MINDS TO IT. AND WITH ALL OF US, THERE

11 COULD BE A CHANGE IN OUR CITY.

12                   THANK YOU VERY MUCH FOR YOUR TIME AND  
13 SUPPORT.

14

15                                           \*\*\*\*\*

16

17                   LUZ OLANO: I WANTED TO THANK YOU CAP OC FOR  
18 INVITING US TO FORM THIS BEAUTIFUL GROUP AND -- WELL,  
19 SOMEHOW WE ARE FRIENDS, EVEN IF IT IS AT A DISTANCE FOR  
20 THIS COVID PROBLEM, BUT I LIKE THE COLLABORATION NOHEMI  
21 (VAPE FREE LA HABRA PARTICIPANT) IS HAVING WITH THE LA  
22 HABRA CHAMBER OF COMMERCE.

23                   AND AS SHE SAID, WE SHOULD NOT FEEL  
24 DISCRIMINATED AGAINST BECAUSE WE DO NOT SPEAK THE  
25 ENGLISH LANGUAGE. WELL, IN THE END THE IDEA IS THAT

34



1 THE CITY OF LA HABRA EMBRACED A BILINGUAL COMMUNITY AND  
2 WE SHOULDN'T FEEL DISCRIMINATED AGAINST FOR NOT  
3 SPEAKING ENGLISH.

4                   THANK YOU.

5

6                                           \*\*\*\*\*

7



8 KAREN VILLEGAS: VAPE FREE LA HABRA HAS GIVEN  
9 ME THE BEST EXPERIENCE TO INTERACT, COMMUNICATE AND  
10 INTERN FOR THE MEMBERS OF THE COMMUNITY.

11 I WAS NOT ONLY EDUCATED ON TOBACCO AND  
12 VAPING, BUT I WAS PROVIDED WITH TOBACCO AWARENESS AND  
13 CESSATION INFORMATION.

14 VAPE FREE LA HABRA HAS IMPACTED MY  
15 EDUCATIONAL LEVEL, COMMUNITY LEVEL AND PERSONAL LEVEL.

16 THE MEMBERS OF THE GROUP HAVE BEEN AMAZING  
17 AND RESPECTFUL. I HAVE PERSONALLY NEVER BEEN INVOLVED  
18 IN AN EDUCATIONAL GROUP WHO FOCUSES TO CHANGE AND  
19 IMPROVE THE COMMUNITY'S WELL-BEING. AND BEING PART OF  
20 THIS GROUP HAS INFLUENCED ME TO CONTINUE ADVOCATING,  
21 WORK HARDER AND MAKE CHANGES IN THE COMMUNITY, WHETHER  
22 IT'S TOBACCO-RELATED, VAPE FREE-RELATED OR  
23 NUTRITIONAL-RELATED.

24 LIKE MANY OF US, TOBACCO AND VAPING HAS  
25 PERSONALLY AFFECTED US, OUR FAMILY MEMBERS AND FRIENDS.

35



1 AND HAVING THE OPPORTUNITY TO EDUCATE THEM, MORALLY  
2 SUPPORT THEM AND GUIDE THEM THROUGH THE CORRECT PATH IS  
3 VERY HEARTWARMING.

4 IT HAS INSPIRED ME TO CONTINUE EDUCATING MY  
5 FRIENDS, COLLEAGUES, FAMILY MEMBERS AND PEOPLE OF THE  
6 COMMUNITY.

7

8 \*\*\*\*\*

9

10 GLORIA CAMPANA: VAPE FREE LA HABRA HAS GIVEN  
11 US THE TOOLS TO TALK WITH OUR CHILDREN ABOUT THE RISKS  
12 OF TOBACCO AND VAPING.

13 LA HABRA HAS A LOT TO DO WITH -- ALONG WITH  
14 VAPE FREE LA HABRA AND THE COUNTY OF ORANGE HAS  
15 EDUCATED US AND HAS GIVEN US AWARENESS TO COMBAT  
16 TOBACCO IN OUR COMMUNITY. IT STARTS EARLY AND IN OUR  
17 HOMES.

18 WE THANK YOU FOR UNITING US TO JOIN THIS  
19 CAUSE, UNITED FOR THE HEALTH OF OUR FAMILY.

20 THANK YOU.

21

22 \*\*\*\*\*

23

24 AURA ZACARIAS: HELLO. GOOD MORNING. MY  
25 NAME IS AURA ZACARIAS. I AM A RESIDENT OF THE CITY OF



1 BUENA PARK.

2 I BELONG TO A GROUP OF LEADERS AND VOLUNTEERS  
3 OF THE CITY. I HAVE FOUR YEARS WORKING WITH PETER  
4 HERNANDEZ VIA MOVE MORE, EAT HEALTHY, ACTIVELY  
5 PARTICIPATING IN NUTRITION CLASSES, MENTAL HEALTH  
6 WORKSHOPS, LEADERSHIP AND PROMOTING ZUMBA CLASSES VIA  
7 JAMBOREE.

8 AS A TESTIMONY, I CAN SAY THAT THE  
9 ORGANIZATION COMMUNITY ACTION PARTNERSHIP HAS BEEN OF  
10 GREAT HELP IN MY PERSONAL, FAMILY AND COMMUNITY GROWTH  
11 BECAUSE OF THE WORKSHOPS THEY HAVE PROVIDED US.

12 WE HAVE ENCOURAGED MUCH MORE THE IMPORTANCE  
13 OF COMPLETE HEALTH, THAT IS PHYSICAL AND MENTAL.  
14 STRENGTHENING AND EMPOWERING EVERY DAY MORE NEW LEADERS  
15 TO CREATE BETTER COMMUNITIES.

16 I WANT TO THANK ALL OF YOU FOR THE GREAT  
17 SUPPORT THAT YOU PROVIDE.

18 THANK YOU.

19

20 \*\*\*\*\*

21

22 NORMA GUILLERMO: HELLO. GOOD AFTERNOON. MY  
23 NAME IS NORMA GUILLERMO AND I AM A RESIDENT OF THE CITY  
24 OF BUENA PARK.

25 I HAVE BEEN A VOLUNTEER MOM SINCE THE YEAR



1 2014. I KNOW THE ORGANIZATION CAP OC SINCE THEN AND IT  
2 GIVES ME SO MUCH PLEASURE. AND I THANK YOU, RIGHT,  
3 BECAUSE THEY HAVE ALWAYS MAINTAINED THIS COLLABORATION  
4 WITH OUR RESIDENTS AND WITH OUR FAMILY.

5 AND THANKS TO PETER WHO IS OUR COORDINATOR,  
6 THE ONE IN CHARGE. HE HAS BROUGHT US TRAINING CALLED  
7 RLA, RESIDENT LEADERSHIP ACADEMY, WHERE WE CAN LEARN  
8 ABOUT LEADERSHIP TOOLS, ABOUT HOW WE CAN ADVOCATE FOR  
9 OURSELVES WITHIN OUR COMMUNITY.

10 AND HE IS ALSO SUPPORTING THOSE OF US WHO ARE  
11 ALREADY LEADERS A LITTLE MORE YEARS TO BE ABLE TO HAVE  
12 THAT TRAINING AND COLLABORATION WITH THE NEW PEOPLE WHO  
13 ARE GETTING INVOLVED.

14 WE HAVE HAD, THANKS TO HIS SUPPORT, FREE  
15 GUITAR LESSONS FOR OUR YOUTH. WE ALSO HAVE A WORKSHOP  
16 FOR YOUNG PEOPLE. TEEN FRIDAYS, IT IS CALLED. AND  
17 THERE THEY CAN HAVE DIFFERENT ACTIVITIES WHERE THEY CAN  
18 DE-STRESS OVER EVERYTHING IN THIS PANDEMIC TIME.

19 WE ALSO HAVE WORKSHOPS WHERE THEY ARE ABOUT  
20 MENTAL HEALTH, WHERE WE CAN, AS MOTHERS, DE-STRESS FOR  
21 A WHILE AND CONNECT WITH OTHER MOMS. TAKE THE TIME FOR

22 RELAXATION.

23 ALSO PHYSICAL ACTIVITY AND NUTRITION CLASSES  
24 THEY ARE BRINGING OUR COMMUNITY THAT THIS IS SOMETHING  
25 VERY IMPORTANT, RIGHT, TO BE ABLE TO BE MUCH HEALTHIER

38



1 AND ESPECIALLY DURING THIS PANDEMIC.

2 I WANT TO THANK YOU BECAUSE YOU HAVE ALWAYS  
3 SUPPORTED US. YOU HAVE NEVER LEFT US WITHOUT ANY KIND  
4 OF RESOURCES AND MOTIVATION, RIGHT. WE GIVE YOU THANKS  
5 ON BEHALF OF OUR ENTIRE BUENA PARK COMMUNITY.

6

7

\*\*\*\*\*

8

9 CORINA: MY NAME IS CORINA.

10 Q. AND HOW LONG HAVE YOU BEEN WITH THE PROGRAM?

11 A. THREE MONTHS.

12 Q. GREAT.

13 WHAT HELP DID YOU RECEIVE FROM OUR PROGRAM?

14 A. MAINLY IT WAS THE COMPUTERS, LIKE ZOOM, AND  
15 HOW TO DOWNLOAD A COUPLE PROGRAMS. I WAS TAKING  
16 CLASSES ONLINE AND I DIDN'T KNOW HOW TO USE THE ZOOM.

17 SO GRISELLE WAS REALLY NICE AND SHOWED ME HOW  
18 TO USE IT. AND IT WAS A GREAT EXPERIENCE. REALLY

19 GOOD.

20 Q. WERE THE SERVICES PROVIDED MEET YOUR NEEDS?

21 A. YES, OF COURSE. MORE THAN I EVER EXPECTED.

22 AT THIS AGE I DIDN'T THINK THAT I'M GOING TO  
23 GO BACK TO SCHOOL, AND I'M DOING IT. SO IT'S BEEN  
24 GREAT.

25 THAT'S WHY I -- WHEN I CALLED GRISELLE THE

39

↑

1 FIRST TIME, SHE SAID, "COME OVER. WE CAN DO THIS."

2 AND SHE WAS SO RIGHT. I CAN DO IT. AND I  
3 DID IT.

4 YEAH, I DID NOT KNOW THAT I WAS CAPABLE TO BE  
5 DOING ALL THIS STUFF BEFORE.

6 Q. AND THE LAST QUESTION FOR YOU, WOULD YOU REFER  
7 THIS TO YOUR FRIENDS AND FAMILY?

8 A. OF COURSE. I WILL DEFINITELY DO THAT.

9 IT'S A GREAT PROGRAM, ESPECIALLY FOR SENIORS.

10 AND EVERYBODY THAT'S WORKING HERE IS SO  
11 FRIENDLY AND SO HELPFUL. THEY'RE AMAZING PEOPLE THAT I  
12 MET IN HERE, IN THIS PROGRAM. I'M REALLY, REALLY  
13 BLESSED.

14



12 TAUGHT YOU HOW TO SAVE MONEY, TO SET UP THE GOALS, HOW  
13 TO -- WHERE TO SPEND THE MONEY, HOW TO PUT ASIDE THE  
14 MONEY, GIVE YOU THE TIME FRAME. SO IT WAS VERY  
15 GUIDANCE AND DIRECTIONS, HOW TO DO THAT AND TO  
16 ACCOMPLISH THIS IN A TIME FRAME, NOT A SHORT-TERM  
17 GOALS, LONG-TERM GOALS.

18 Q. HOW HAS THIS SERVICE HELPED YOU THEN TO LIVE  
19 FINANCIALLY, BEHAVIORIALLY OR HOW DID IT HELP YOU?

20 A. OH, IT GIVES ME A LOT OF RELIEF. I DON'T  
21 FEEL NO MORE, LIKE, PRESSURE, LIKE I USED TO HAVE, THAT  
22 PRESSURE HOW AM I GOING TO PAY THE BILLS, HOW AM I  
23 GOING TO FUNCTION WITH NO CELL PHONE.

24 SO IT'S A LOT OF ANXIETY TAKEN CARE OF IT. I  
25 HAVE LESS NOW SO IT MAKES IT EASIER FOR ME TO THINK OF

41



1 THIS PROGRAM.

2 FINANCIALLY FROM THAT STANDPOINT, IT'S A LOT  
3 OF NO PRESSURE FOR THE RENT, WHICH IS GOOD. THEN I AM  
4 SAVING MONEY WITH INTERNATIONAL GOALS. AND THEN THAT'S  
5 ANOTHER OBJECTIVE, WAS TO SAVE MONEY AND I AM DOING  
6 THAT.

7 I KEEP CONNECTED ON ZOOM, DO WORKSHOPS ON



8 ZOOM.

9 I HAVE A LOT OF OPTIONS, TEXTING, CALLING. I  
10 HAVE WHATSAPP INSTALLED, WHICH IS VERY HELPFUL, TALKING  
11 TO MY FRIENDS AND FAMILY. AND I HAVE LOTS OF DATA.

12 SO THANK YOU FOR THE HELP.

13 Q. AND DO YOU FEEL OR BELIEVE THAT YOU CAN  
14 SUCCEED IN ALMOST ANYTHING THAT YOU SET YOUR MIND IN?

15 A. MOST DEFINITELY.

16 I MEAN, WE WENT SHOPPING FOR THE CELL PHONE.  
17 WE DID LIKE A TEAM, A VERY GOOD RELATIONSHIP, A VERY  
18 PERSONAL RELATIONSHIP, LIKE A CUSTOMER TO ACCOMMODATE  
19 ME.

20 AND SO I'M SO GRATEFUL. IT'S A LOT OF RELIEF  
21 IN MANY WAYS, ECONOMIC, FINANCIAL, MENTAL, LESS STRESS.

22 THANK YOU, GOD, FOR THIS PROGRAM. IT'S JUST  
23 SUCH A BLESSING.

24 Q. THANK YOU SO MUCH.

25 A. THANK YOU SO DEARLY.

42



1 I CAN SMILE BACK. IT BROUGHT MY SMILE BACK.

2 TOO BAD I CAN'T SHOW IT.

3

4 \*\*\*\*\*

5

6           MARIA MEDINA: HI. MY NAME IS MARIA MEDINA.

7           JESSICA MEDINA: AND I'M JESSICA MEDINA.

8           MARIA MEDINA: AND WE'D LIKE TO THANK YOU FOR

9 THE OPPORTUNITY TO SHARE OUR EXPERIENCES AND

10 INVOLVEMENT WITH THE COMMUNITY ACTION PARTNERSHIP

11 AGENCY.

12           WE WILL SHARE IN ENGLISH AND IN SPANISH.

13           I WANT TO MENTION MANY OF THE SERVICES THAT

14 THE COMMUNITY ACTION PARTNERSHIP AGENCY HAS PROVIDED TO

15 ME. AND YOU HAVE ALSO GIVEN ME THE OPPORTUNITY TO

16 INVITE AND SHARE THIS INFORMATION WITH OTHER FAMILIES

17 WHO HAVE ALSO TAKEN ADVANTAGE OF THESE RESOURCES IN OUR

18 COMMUNITY.

19           THERE IS HELP TO COVER UTILITIES, TO PAY YOUR

20 RENT, FOOD PANTRIES, DONATION OF SCHOOL SUPPLIES EVERY

21 SUMMER TO OUR SCHOOLS.

22           IN ADDITION, COMMUNITY ACTION PARTNERSHIP WAS

23 THE CONNECTION THAT HELPED ME TO BE PART OF THE COUNTY

24 OF ORANGE'S CHAMPIONS OF CHANGE FOR OVER SIX YEARS.

25           I HAD THE HONOR OF MEETING THESE WONDERFUL



1 PEOPLE WITH PASSION FOR THEIR WORK. LIKE JUSTIN NGUYEN  
2 AND MARIA ELENA RODRIGUEZ (CAP OC) TEACHING EXERCISE  
3 NUTRITION CLASSES IN MY COMMUNITY. THEY OPENED THE  
4 DOOR FOR ME TO MANY CONNECTIONS WITH OTHER GROUPS OF  
5 BEAUTIFUL PEOPLE, LIKE BELINDA ONG (CAP OC) WHERE MY  
6 CHILDREN AND MY HUSBAND JOINED THE GROUP OF WALKING IN  
7 THE PARK.

8 ALSO INTERACTED WITH THE NUTRITIONIST QUAN  
9 NGUYEN IN ASKING QUESTIONS TO IMPROVE OUR DIET AND OUR  
10 LIFESTYLE IN GENERAL. THIS ACTIVITY WAS MAINTAINED FOR  
11 TWO CONSECUTIVE YEARS UNTIL THE START OF THE PANDEMIC.

12 WENDY RAMIREZ, VANESSA OROZCO (CAP OC) LATER  
13 WERE ALSO PART OF THE PEOPLE WE MET. ANOTHER GROUP OF  
14 PEOPLE WHO ALSO PARTICIPATED AND WE HAD THE HONOR OF  
15 MEETING IS MRS. MARIA ROSAS (CAP OC) AND HER TEAM MADE  
16 UP OF GRISELDA AND EMILIO (CAP OC). THEY WERE TEACHING  
17 EMOTIONAL AND MOTIVATIONAL HELP CLASSES TO IMPROVE  
18 RELATIONSHIPS FOR COUPLES.

19 WE ALSO BENEFITED FROM THE \$500 GIFT CARD  
20 THAT HELPED US (NOT TRANSLATED TO ENGLISH) WHO WERE  
21 UNEMPLOYED DURING CONTINUES TO HAVE THIS WONDERFUL (NOT  
22 TRANSLATED TO ENGLISH) HAVE PASSION FOR THEIR WORK,  
23 THAT WERE BORN TO DO THIS JOB AND YOU DO IT WELL.

24 WE ALSO HAVE FAITH TO RECEIVE THE SUPPORT WE  
25 NEED IN THE FUTURE AND WE KNOW THAT YOU WILL CONTINUE



1 TO PROVIDE MORE RESOURCES FOR OUR COMMUNITY.

2 YOU ARE ALL AMAZING.

3 ON BEHALF OF ME AND MY WHOLE FAMILY, THE  
4 MEDINA FAMILY, WE THANK YOU INFINITELY FOR ALL YOUR  
5 SUPPORT.

6 THANK YOU VERY MUCH.

7 JESSICA MEDINA: SO I WILL BE SPEAKING IN  
8 ENGLISH.

9 I STAND BY ALL THAT MY MOM SAID. THERE'S NOT  
10 ENOUGH WORDS TO DESCRIBE HOW THANKFUL WE ARE TO HAVE  
11 MET PEOPLE LIKE JUSTIN IN THE COMMUNITY ACTION  
12 PARTNERSHIP AGENCY.

13 THANKS TO EVERYONE WHO'S BEEN INVOLVED, OUR  
14 LIVES HAVE IMPROVED. THERE'S BEEN SOME KIND OF PEACE,  
15 SOME -- MORE STABILITY IN OUR LIVES BECAUSE OF EVERY  
16 PROGRAM, EVERY INVOLVEMENT THAT WE'VE BEEN ABLE TO  
17 PARTICIPATE IN.

18 DEFINITELY WITH EXPENSES, IN TERMS OF BEING  
19 ABLE TO PAY FOR BILLS, BEING ABLE TO BUY GROCERIES,  
20 THERE'S BEEN LESS WORRY ABOUT HAVING TO QUESTION HOW  
21 WE'RE GOING TO GET IT BECAUSE OF ALL THE OPPORTUNITIES  
22 THAT WE'VE HAD TO BE ABLE TO SECURE THAT, FOR ME, FOR

23 MY BROTHER, FOR ALL FOUR OF US HERE AT HOME.

24 I FEEL THAT THE LAST COUPLE OF YEARS, I'VE  
25 HAD -- BEEN AWAY FOR A LITTLE WHILE. I'VE BEEN IN

45



1 COLLEGE. AND I DIDN'T ALWAYS KNOW WHAT WAS GOING ON AT  
2 HOME ANYMORE, BUT TO HEAR FROM MY PARENTS THAT THERE  
3 WAS A LOT OF RESOURCES AVAILABLE FOR THEM PROVIDED ME  
4 SOME KIND OF PEACE.

5 I WAS ABLE TO REDIRECT MY ATTENTION TOWARDS  
6 MY ACADEMICS. AND IT'S SOMETHING THAT I'M GRATEFUL FOR  
7 BECAUSE I'M PLANNING ON GETTING BACK ALL OF THE TIME I  
8 SPENT IN SCHOOL TO MY FAMILY, TO MY CAREER.

9 AND KNOWING THAT MY PARENTS ARE NOT ALONE,  
10 THAT THEY HAVE PEOPLE WHO CARE ABOUT THEM, OUTSIDE OF  
11 OUR FAMILY, IS SOMETHING THAT I CAN'T EXPRESS JUST  
12 THROUGH THIS VIDEO HOW GRATEFUL I AM THAT PEOPLE LIKE  
13 THAT EXIST.

14 CURRENTLY, THE MOST ACTIVE I'VE BEEN WITH THE  
15 COMMUNITY ACTION PARTNERSHIP AGENCY HAS BEEN THROUGH  
16 THE ELEVATE YOUTH PROGRAM.

17 SO MY MOM HAD MENTIONED THAT WE ALREADY KNOW  
18 VANESSA AND WE ALREADY KNOW WENDY. SO IT WAS REALLY

19 AWESOME GETTING TO SEE THEIR FRIENDLY FACES AGAIN ON  
20 CAMERA.

21           AND I DECIDED TO JOIN THE PROGRAM BECAUSE OF  
22 MY BROTHER. AND I KNOW THAT THINGS HAVE BEEN TOUGH FOR  
23 HIM NOT HAVING TO GET TO DO HIS CLASSES IN PERSON RIGHT  
24 NOW, BEING AWAY FROM HIS FRIENDS, BUT THERE WAS STILL A  
25 SENSE OF COMMUNITY AND FRIENDSHIP THAT WE WERE ABLE TO

46



1 BUILD EVEN WITHIN LIKE THE FIRST THREE OR FOUR MEETINGS  
2 THAT WE'VE BEEN A PART OF THROUGH ELEVATE YOUTH.

3           HE LOVES ART. KNOWING THAT THERE'S ART-BASED  
4 ACTIVITIES THERE, I THOUGHT THAT WOULD BE SOMETHING  
5 THAT WOULD DRIVE HIM TO WANT TO KNOW MORE.

6           AND FOR ME, I'VE BENEFITED THROUGH ALL THE  
7 LEADERSHIP AND ADVOCACY DEVELOPMENT THAT THIS PROGRAM  
8 OFFERS. I THINK I CAN IMPLEMENT IT INTO CERTAIN OTHER  
9 THINGS OUTSIDE OF THE PROGRAM. SO IN TERMS OF MY  
10 CAREER GOALS, I CAN APPLY THAT THERE, IN TERMS OF  
11 BUILDING NETWORKING WITH OTHER PEOPLE.

12           THERE'S NO LIMIT TO THE STUFF I'M LEARNING.  
13 AND ALL I WANT TO DO IS TRY TO ABSORB AS MUCH KNOWLEDGE  
14 AS POSSIBLE. AND I'M THANKFUL TO THEM THAT THEY'RE  
15 MAKING IT POSSIBLE.

16 THE COMFORT, THE STABILITY IS SOMETHING  
17 THAT'S SO HARD TO OBTAIN RIGHT NOW, BUT WITH PEOPLE  
18 LIKE YOU GUYS AND YOUR ORGANIZATION, YOU KNOW, I -- THE  
19 BEST WAY TO REPAY IT IS TO PASS THAT ON TO OTHER  
20 PEOPLE.

21 SO THANK YOU VERY MUCH FOR EVERYTHING THAT  
22 YOU GUYS HAVE DONE. WE LOOK FORWARD TO BEING AS  
23 INVOLVED AS WE ALREADY ARE FOR AS LONG AS YOU LET US.  
24 AND, YOU KNOW, THANK YOU AGAIN. AND WE HOPE THAT  
25 EVERYONE IS SAFE AND WELL. HOPEFULLY YOU GET TO SEE US

47



1 IN PERSON AGAIN SOMETIME SOON, BUT FOR NOW, GOOD LUCK  
2 WITH EVERYTHING. BYE.

3 MARIA MEDINA: THANK YOU. BYE.

4

5 \*\*\*\*\*

6

7 SANDO: MY NAME IS SANDO. I'M A RESIDENT OF  
8 GREEN LANTERN, A MOBILE HOME PARK IN WESTMINSTER.

9 I ALREADY APPLIED FOR THE UTILITY ASSISTANCE  
10 PROGRAM TWO YEARS AGO. THE WEATHERIZATION PROGRAM IS  
11 VERY HELPFUL FOR LOW INCOME PEOPLE.

12                   WHEN THE CAP OC TECHNICIAN CAME IN TO MY  
13 HOUSE, HE JUST CHECKED AROUND. AND WHEN HE CAME TO THE  
14 FURNACE, HE TOLD ME THAT THE GAS WAS LEAKING. RIGHT  
15 AWAY THE TECHNICIAN FIXED THE PROBLEM.

16                   I COULD SHARE MORE INFORMATION. I WOULD LET  
17 EVERYBODY KNOW ABOUT CAP OC. IT'S A VERY, VERY HELPFUL  
18 PROGRAM.

19

20                                           \*\*\*\*\*

21

22                   SARA MIDDLETON: HELLO, MY NAME IS SARA  
23 MIDDLETON AND I'M A SOCIAL IMPACT CONSULTANT HERE IN  
24 ORANGE COUNTY.

25                   I'M RECORDING THIS VIDEO IN SUPPORT OF

48



1 COMMUNITY ACTION PARTNERSHIP OF ORANGE COUNTY. I'M A  
2 HUGE FAN AND A HUGE BELIEVER IN CAP OC'S MISSION AND  
3 WORK.

4                   I FIRST MET COMMUNITY ACTION PARTNERSHIP  
5 ORANGE COUNTY BACK IN 2008 THROUGH THE ORANGE COUNTY  
6 FOOD BANK. FOR MORE THAN TEN YEARS, I HAD THE HONOR  
7 AND PRIVILEGE OF WORKING PROFESSIONALLY WITH THE ORANGE  
8 COUNTY FOOD BANK AND ITS DIRECTOR MARK LOWRY AND MARK'S



9 AMAZING TEAM.

10 AFTER 2008, WHEN I BECAME AN INDEPENDENT  
11 CONSULTANT, I ALSO HAD THE HONOR AND PRIVILEGE OF  
12 WORKING WITH COMMUNITY ACTION PARTNERSHIP BY WAY OF THE  
13 2020 CENSUS.

14 CAP OC BECAME ONE OF THE LEAD SUBCONTRACTORS  
15 TO CHARITABLE VENTURES, WHICH WAS NAMED THE  
16 ADMINISTRATIVE COMMUNITY-BASED ORGANIZATION FOR 2020  
17 CENSUS OUTREACH BY THE STATE FOR ORANGE COUNTY.

18 CAP OC DID A TREMENDOUS JOB WITH CENSUS  
19 OUTREACH AND EDUCATION. AND THEIR TEAM WAS COMPLETELY  
20 AND ALWAYS RESPONSIVE AND ABSOLUTELY INCREDIBLE TO WORK  
21 WITH.

22 THE TEAM AT CAP OC, DURING THE 2020 CENSUS  
23 CAMPAIGN, CAME UP WITH WONDERFUL IDEAS FOR OUTREACH  
24 AMID THE COVID-19 PANDEMIC, INCLUDING A CENSUS PARADE  
25 THROUGH SANTA ANA AND PHONE BANKING EVENTS AND VIRTUAL



1 TOWN HALL EVENTS.

2 CAP OC IS ONE OF THE REASONS WHY ORANGE  
3 COUNTY WAS ABLE TO ACHIEVE A 76.6 PERCENT SELF-RESPONSE  
4 RATE IN THE 2020 CENSUS, HIGHER THAN THE 2010

5 SELF-RESPONSE RATE OF JUST OVER 71 PERCENT, WITHOUT A  
6 PANDEMIC TEN YEARS AGO.

7 I FULLY SUPPORT COMMUNITY ACTION PARTNERSHIP  
8 OF ORANGE COUNTY AND THE WORK THAT THEY CONTINUE TO DO.  
9 THEY ARE A MASTERFUL ORGANIZATION WITH DEDICATED  
10 LEADERSHIP. A BRILLIANT TEAM. THEY WORK TIRELESSLY  
11 EVERY SINGLE DAY TO COMBAT POVERTY IN OUR REGION.

12 THEY'RE A WONDERFUL PARTNER ORGANIZATION.  
13 THEY'RE A FANTASTIC COLLABORATOR AND WE'RE LUCKY TO  
14 HAVE CAP OC HERE IN ORANGE COUNTY.

15 THANK YOU.

16

17 \*\*\*\*\*

18

19 Q. HI. WHAT ARE YOUR GUYS' NAMES?

20 A. AMY.

21 A. JUSTIN.

22 Q. AND HOW LONG ARE YOU?

23 A. I'M NINE.

24 A. I'M 11.

25 Q. AND WHAT PROGRAM DO YOU GUYS PARTICIPATE IN

50



1 HERE AT EL MODENA?

2 A. KARATE.

3 A. KARATE.

4 Q. AND WHAT DOES IT MEAN FOR YOU TO PARTICIPATE  
5 IN THE KARATE PROGRAM?

6 A. I CAN LEARN SELF DEFENSE.

7 A. I LIKE IT BECAUSE I LIKE TO STRETCH AND I  
8 LIKE TO LEARN THE NEW THINGS HERE.

9 Q. OKAY. AND WHAT'S THE BEST PART OF KARATE?

10 A. COMING.

11 A. I LIKE THE CLASSES.

12 Q. AND WHAT DOES IT MEAN TO HAVE THIS PROGRAM  
13 WHILE GOING THROUGH A PANDEMIC AND BEING SOCIAL  
14 DISTANCED FROM YOUR FRIENDS AND NEIGHBORS? WHAT DOES  
15 THAT MEAN FOR YOU TO COME HERE AND HAVE THIS PLACE TO  
16 DO KARATE?

17 A. I CAN DISTRACT MYSELF FROM THE PANDEMIC.

18 A. BECAUSE WE GET TO DO SOMETHING INSTEAD OF  
19 JUST WATCHING TV DURING THE PANDEMIC.

20 Q. AND IS THIS A -- DO YOU -- IS KARATE A FUN  
21 PROGRAM FOR YOU ALL?

22 A. YES.

23 A. YES.

24 Q. AND WHAT IS ONE THING THAT YOU'RE THANKFUL  
25 FROM THE KARATE PROGRAM? YOUR TEACHERS, ARE THEY --



1 THEY'RE GOOD TEACHERS?

2 A. YEAH.

3 A. YEAH.

4 Q. OKAY. ANYTHING ELSE THAT YOU WOULD LIKE TO  
5 ADD? ANY OTHER COMMENTS? ANYTHING ELSE YOU WOULD LIKE  
6 TO ADD?

7 A. I'M THANKFUL FOR EVERYTHING THEY TEACH US.

8 A. THEY'RE NICE PEOPLE AND THEY TEACH WELL.

9 Q. OKAY.

10

11

\*\*\*\*\*

12

13 PATRICIA VAZQUEZ: HELLO. GOOD MORNING. MY  
14 NAME IS PATRICIA VAZQUEZ. I AM 53 YEARS OLD. I HAVE  
15 THREE CHILDREN AND MY HUSBAND. I'VE BEEN COMING TO  
16 THIS COMMUNITY CENTER AT EL MODENA BETWEEN 12 TO 13  
17 YEARS, RECEIVING ASSISTANCE.

18 MY CHILDREN BEGAN WHEN THEY WERE IN  
19 ELEMENTARY SCHOOL. THEY HAVE RECEIVED TUTORING FOR  
20 THEIR HOMEWORK AND COLLEGE-RELATED EVENTS WHERE THEY  
21 HAVE BEEN PRESENTED WITH OPTIONS FOR STAYING ON TRACK  
22 FOR ANY STAGE OF THEIR EDUCATION.

23                   HERE WE HAVE SPENT THESE YEARS AS IF WE WERE  
24 A FAMILY IN WHICH WE SUPPORT EACH OTHER IN DIFFERENT  
25 WAYS, FRIENDSHIPS OF FEELINGS AND NEEDS IN THE

52



1 COMMUNITY.

2                   WE HAVE GROWN IN THAT FRIENDSHIP, IN THAT  
3 FAMILY AND IN THE CENTER. WE HAVE BEEN HELPED A LOT  
4 FOR MY CHILDREN AND FOR ME, AS A MOTHER. AND THEY HAVE  
5 HELPED ME A LOT WITH MY CHILDREN SO THAT THEY CAN ALSO  
6 STRENGTHEN THEM TO GET AHEAD ACADEMICALLY, MORALLY,  
7 SPIRITUALLY.

8                   IT'S HELPED THEM, THE EVENTS THAT HAVE BEEN  
9 HELD AND THINGS THAT HAVE BEEN -- THEY HAVE GROWN IN AN  
10 ENVIRONMENT WITH A SENSE OF COMMUNITY TO SOCIALIZE  
11 THEM, TO HAVE FRIENDS BECAUSE THEY ARE OLDER.

12                  AND THE ELDEST ONE THAT BEGAN HERE, MOISES,  
13 HE IS 22 YEARS OLD NOW AT THE MOMENT AND WORKS WITH THE  
14 DISTRICT. HE LOVES WORKING WITH CHILDREN WITH SPECIAL  
15 NEEDS.

16                  MY DAUGHTER, LOE, IS 19 YEARS OLD AND IS  
17 FOLLOWING THE SAME PATH, TO WORK WITH THE DISTRICT, AT  
18 THE MOMENT SHE IS GOING THROUGH THE APPLICATION  
19 PROCESS.

20 MY SON, MOISES, HE COMES TO THE CENTER  
21 BECAUSE HE'S AN ADOLESCENT AND IS DOING VIA ZOOM. HE'S  
22 IN A PROGRAM THAT HE'S ASSISTING ART WHERE THEY ASSIST  
23 YOUNG PEOPLE AND THEY ARE INSTRUCTING THEM RIGHT NOW  
24 ALSO TO PREPARE THEM FOR ART-BASED ACTIVITIES IN MIND.  
25 THEY CAN REALIZE IT. HE ENJOYS PAINTING, MUSIC.

53



1 AND WE WAIT FROM GOD THAT TOMORROW WE HAVE  
2 VISUALLY, PERSONALLY THE ACTIVITIES.

3 US AS A COUPLE, MY HUSBAND AND I, THEY WERE  
4 ABLE TO ASSIST US WITH DISCUSSIONS THAT THEY'VE HAD  
5 WITH PARENTS ABOUT THE NEEDS HERE IN THE COMMUNITY WITH  
6 MATERIAL OF WHAT'S NEEDED, SUCH AS MORE LIGHTING,  
7 STREET SAFETY, MORE TREES SO THAT WE ARE BETTER ALSO IN  
8 THE STREETS, TOO.

9 I AM PART OF THE LEADERSHIP GROUP HERE AT THE  
10 CENTER. WE ARE A GROUP OF LADIES AND GENTLEMEN, TOO,  
11 BUT MAJORITY ARE LADIES. AND WE HAVE BEEN ACTIVE.  
12 THEY HAVE BEEN TRAINING US WITH SOME CLASSES FOR  
13 LEADERSHIP WITH PETER (CAP OC) AND MARIA ELENA (CAP  
14 OC), THAT THEY HAVE DIRECTED US THIS LEADERSHIP COURSE  
15 THAT IS HELPING US ON HOW TO SPEAK WITH THE CITY SO

16 THAT WE CAN ADDRESS ANY NEED HERE IN THE COMMUNITY SO  
17 THAT OUR COMMUNITY IS SAFER AND THE ENVIRONMENT, TOO.

18 WE ARE DEVELOPING PROJECTS, BUT FIRST WE ARE  
19 GOING TO IMPROVE OURSELVES BECAUSE WE NEED TO IMPROVE  
20 OURSELVES FIRST.

21

22 \*\*\*\*\*

23

24 END OF SUBMITTED VIDEO TESTIMONIALS.

25

54



1 ADAM LEVY: SO RIGHT NOW I'LL BE READING  
2 SEVEN WRITTEN TESTIMONIES THAT IS GOING INTO THE  
3 RECORD.

4 SO THE FIRST ONE IS FROM AN AGENCY PARTNER,  
5 FOCUS.

6 IT READS, "MY NAME IS IRENE MISTAKIS. I WORK  
7 FOR A NATIONAL NON-PROFIT ORGANIZATION CALLED FOCUS  
8 NORTH AMERICA. I AM THE DIRECTOR FOR FOCUS IN SOUTHERN  
9 CALIFORNIA.

10 FOCUS HAS BEEN A PARTNER AGENCY WITH THE  
11 ORANGE COUNTY FOOD BANK SINCE 2010. IT HAS BEEN MY  
12 PRIVILEGE TO WORK WITH THE ORANGE COUNTY FOOD BANK IN

13 THE LAST COUPLE OF YEARS. AND TOGETHER, WE WORK TO  
14 HELP OUR NEIGHBORS IN NEED.

15 DURING THE PANDEMIC IN 2020, SO MANY PEOPLE  
16 NEEDED FOOD THROUGH NO FAULT OF THEIR OWN. THE ORANGE  
17 COUNTY FOOD BANK PROVIDED US WITH OVER 1.6 MILLION  
18 POUNDS OF FOOD THAT WE DISTRIBUTED THROUGHOUT ORANGE  
19 COUNTY FEEDING CLOSE TO 300,000 INDIVIDUALS AND  
20 FAMILIES.

21 WE ARE GRATEFUL THAT WE HAVE SUCH A WONDERFUL  
22 PARTNER TO WORK WITH DURING SUCH CHALLENGING TIMES.

23 IN 2021, THE ORANGE COUNTY FOOD BANK BEGAN  
24 PROVIDING US WITH ASSISTANCE FOR BABIES. WE NOW HELP  
25 230 BABIES EACH MONTH WITH DIAPERS, PULL-UPS AND WIPES.

55



1 THE ORANGE COUNTY FOOD BANK ALSO GAVE US OVER  
2 \$40,000 FOR INFRASTRUCTURE FOR OUR SANTA ANA WAREHOUSE.  
3 THE REFRIGERATION, FREEZERS AND EQUIPMENT ALLOWS US TO  
4 CONTINUE FOOD DISTRIBUTIONS ON AN ONGOING BASIS.

5 THE STAFF AT THE ORANGE COUNTY FOOD BANK IS A  
6 PLEASURE TO WORK WITH. THEY'RE PROFESSIONAL,  
7 COMPASSIONATE, DEDICATED AND COMMITTED TO DOING ALL  
8 THEY CAN TO SUPPORT THE EFFORTS OF THEIR AGENCIES.



9 WE ARE JUST ONE OF OVER 300 AGENCIES THEY  
10 SERVE. THEIR QUICK RESPONSE IS WHAT MAKES US FEEL US  
11 THEIR TOP AGENCY. I'M SURE THE OTHER AGENCIES FEEL THE  
12 SAME.

13 BESIDES SHARING MY OWN THOUGHTS ABOUT THE  
14 ORANGE COUNTY FOOD BANK, I WILL SHARE THE EFFECT THAT  
15 FOOD HAS HAD WITH THREE RECENT FOOD RECIPIENTS.

16 LAST WEEK WE GAVE FOOD TO A MAN NAMED JJ --  
17 OR NAMED JAY. I'M SORRY.

18 JAY IS A SINGLE PARENT AND A FATHER OF FOUR  
19 WHO ALSO TAKES CARE OF HIS ELDERLY PARENTS. JAY HAS  
20 BEEN OUT OF WORK SINCE THE START OF THE PANDEMIC AND IS  
21 UNABLE TO FIND STEADY EMPLOYMENT.

22 JAY LET US KNOW HE IS DEEPLY APPRECIATIVE  
23 WITH THE FOOD SUPPORT BECAUSE IT HELPS HIM GET FRESH  
24 FOOD TO HIS FAMILY.

25

56



1 SHERYL RECEIVES FOOD BOXES WEEKLY FROM FOCUS.  
2 SHERYL IS IN HER 60S AND LOST HER JOB DUE TO THE  
3 PANDEMIC. SHE WORKED AT THE ANAHEIM CONVENTION CENTER  
4 FOR OVER 30 YEARS.

5 SHERYL HAS HER 20-YEAR-OLD SON LIVING WITH

6 HER WHO HAS KIDNEY FAILURE AND IS ON DIALYSIS. SHE  
7 ALSO HAS A 30-YEAR-OLD DAUGHTER AND SON-IN-LAW AND  
8 THEIR THREE CHILDREN LIVING WITH HER.

9           SHERYL'S DAUGHTER AND SON-IN-LAW ARE ALSO NOT  
10 WORKING AT THIS TIME. SHERYL AND HER FAMILY ARE  
11 DEPENDENT ON FOOD DONATIONS TO SURVIVE.

12

13           JANET AND HER HUSBAND'S HOUSEHOLD CONSISTS OF  
14 TEN KIDS, RANGING FROM FIVE TO 21. HER HUSBAND'S HOURS  
15 AT WORK HAVE BEEN CUT IN HALF RESULTING IN HALF THE  
16 INCOME.

17           JANET RELIES ON OUR WEEKLY FOOD DISTRIBUTIONS  
18 TO FEED HER FAMILY OF 12. FOCUS COULD NOT DO WHAT WE  
19 DO WITHOUT THE CONTINUOUS SUPPORT OF THE ORANGE COUNTY  
20 FOOD BANK.

21           FOCUS HAS HAD MUCH SUCCESS HELPING OUR  
22 NEIGHBORS IN NEED BECAUSE OF THE ORANGE COUNTY FOOD  
23 BANK AND ITS WONDERFUL STAFF.

24           THANK YOU FOR THE OPPORTUNITY TO SHARE MY  
25 THOUGHTS WITH YOU ABOUT THE ORANGE COUNTY FOOD BANK."

57



1           THAT'S THE END OF THE FIRST COMMENT.

2

3

\*\*\*\*\*

4

5

THE SECOND COMMENT IS REGARDING THE

6

COMMODITIES SUPPLEMENTAL FOOD PROGRAM FROM CATHY WORTH.

7

"MY NAME IS CATHY WORTH. I BELONG TO THE CFP

8

SENIOR FOOD BOXES DECEMBER 2020.

9

I REALLY APPRECIATE WHAT THEY HAVE DONE FOR

10

ME. I WOULD BE WITHOUT FOOD IF NOT FOR THEM. I'VE

11

BEEN TRULY BLESSED.

12

THANK YOU."

13

14

\*\*\*\*\*

15

16

THE THIRD COMMENT IS FROM ELEVATE YOUTH,

17

YESENIA JUAREZ.

18

"MY NAME IS YESENIA JUAREZ. I WAS INTRODUCED

19

TO ELEVATE YOUTH BY GABBY CRAIG. SHE TOOK SOME TIME TO

20

EXPLAIN WHAT THE PROGRAM WAS ABOUT AND WHAT THEIR HOPES

21

WERE REGARDING HOW THEY WANT TO SEE THE PROGRAM GROW

22

AND I WAS REALLY INTERESTED.

23

I THINK ELEVATE YOUTH HAS CREATED A SPACE TO

24

TALK ABOUT ISSUES AND TOPICS THAT I NEVER REALLY GET

25

THE CHANCE TO TALK ABOUT ELSEWHERE.



1 I REALLY APPRECIATE HOW THEY CREATE SUCH A  
2 SAFE PLACE FOR ME AND EVERYONE WHO ATTENDS. THE PEOPLE  
3 OF ELEVATE YOUTH DO A GREAT JOB OF CREATING A SAFE  
4 SPACE FOR EVERYONE WHO ATTENDS. FOR EXAMPLE, YOU DON'T  
5 HAVE TO USE YOUR FULL NAME IF YOU DON'T FEEL SAFE DOING  
6 SO. AND THEY NEVER FORCE YOU TO TURN ON YOUR CAMERA  
7 AND MIC.

8 I'D ALSO SAY THAT BEING SURROUNDED BY OTHERS  
9 WHO HAVE BEEN OR ARE IN A SIMILAR SITUATION OR HAVE A  
10 COMMON MINDSET ON SPECIFIC ISSUES CAN LEAD TO SO MUCH  
11 GROWTH.

12 MOST IMPORTANTLY I WOULD MOST LIKELY SAY HOW  
13 HELPFUL IT IS TO HEAR FROM OTHERS AND HAVING A SPACE TO  
14 SHARE WHAT WE ARE GOING THROUGH. SOMETIMES SHARING CAN  
15 BE SCARY, BUT EVERYONE AT ELEVATE YOUTH HAS BEEN SO  
16 SUPPORTIVE AND KIND. IT TRULY IS AMAZING.

17 I ALSO VOLUNTEER AT THE EL MODENA FAMILY  
18 RESOURCE CENTER. BACK IN HIGH SCHOOL MY MOM WENT IN TO  
19 ASK ABOUT CERTAIN PROGRAMS AND A LADY WHO HELPED HER  
20 TOLD ME ABOUT A LEADERSHIP PROGRAM THEY WERE HAVING.

21 AND BEING SHY BACK THEN, MY MOM AND I THOUGHT  
22 IT WOULD BE A NEAT IDEA TO JOIN. THE LEADERSHIP  
23 PROGRAM WAS SUPER NEAT AND ALLOWED ME TO LEARN MORE

24 ABOUT THE FRC AND WHAT IT HAD TO OFFER. I ALSO SAW  
25 THAT THERE WERE MANY WAYS TO VOLUNTEER. SO I ALWAYS

59



1 TRIED TO HELP OUT WHEREVER I COULD.

2 VOLUNTEERING DEFINITELY HELPED ME LEARN MORE  
3 ABOUT MY COMMUNITY. IT HAS TAUGHT ME THAT WHILE MANY  
4 OF THE MEMBERS OF THE HISPANIC COMMUNITY, OTHER  
5 COMMUNITIES OF COLOR WHO SHARE SIMILAR STRUGGLES, THEY  
6 CAN STILL BE UNIQUE IN THEIR OWN WAY.

7 WE ALSO CARRY THINGS DIFFERENTLY FROM ONE  
8 ANOTHER AND THAT'S OKAY. VOLUNTEERING SPECIFICALLY AT  
9 THE FRC TAUGHT ME THAT SUPPORT FROM OTHERS CAN BE SUCH  
10 A HUGE HELP AND THAT LITTLE THINGS MATTER.

11 I REMEMBER HOW HAPPY THE LITTLE ONES FROM THE  
12 YMCA PROGRAM WOULD BE IF THEY HAD A FUN SNACK FOR  
13 LUNCH. LITTLE THINGS LIKE THAT CAN BRING LOTS OF JOY  
14 TO SOMEONE.

15 MY MOM AND I ARE TRULY GRATEFUL FOR THE FOOD  
16 DISTRIBUTION PROGRAMS AT CAP OC, ESPECIALLY WHEN THE  
17 PANDEMIC STARTED. MY MOM AND I WERE OUT OF A JOB. AND  
18 BEING ABLE TO RECEIVE SOME BAKERIES AND OTHER FOODS  
19 HELPED US SO MUCH. WE KNEW WE WOULDN'T GO HUNGRY AND

20 HAVE RESOURCES TO GO TO IF WE NEEDED ANY HELP.

21

22 \*\*\*\*\*

23

24 THE FOURTH COMMENT IS FROM VAPE FREE LA

25 HABRA. IT'S FROM NORMA.

60



1 THE FOLLOWING TESTIMONY WAS SUBMITTED IN

2 SPANISH. IT'S BEEN TRANSLATED TO ENGLISH.

3 "I AM NORMA PEREZ. FOR ME, VAPE FREE LA

4 HABRA HAS GIVEN ME VERY VALUABLE INFORMATION. AND I

5 HAVE LEARNED ALL THE DISEASES THAT ARE CAUSED BY

6 TOBACCO AND ELECTRONIC CIGARETTES.

7 BESIDES THAT, IT IS PAIN AND SUFFERING TO

8 LOSE A BELOVED ONE BECAUSE OF THESE PRODUCTS SOLD AT

9 EVERY STORE AT EVERY POST NO MATTER HOW MUCH THEY EARN

10 FROM SELLING THEM, BUT HOW MANY DIE EVERY DAY FROM

11 THESE VICES.

12 AND I THANK VAPE FREE LA HABRA AND ORANGE FOR

13 GIVING US THIS VALUABLE INFORMATION."

14

15 \*\*\*\*\*

16

17 THE FIFTH COMMENT IS FROM TEEN PACIFIC AND  
18 TINA LOPEZ.

19 THE FOLLOWING TESTIMONY WAS SUBMITTED IN  
20 SPANISH. IT'S BEEN TRANSLATED TO ENGLISH.

21 "I'M GRATEFUL FOR HELP AND ORIENTATION THAT  
22 I'M RECEIVING TO DEFEND MY RIGHTS IN THE TEEN PACIFIC  
23 NEIGHBORHOOD IN THE CITY OF STANTON.

24 THANK YOU, YESENIA HERNANDEZ (CAP OC STAFF),  
25 THE ADVICE AND ORIENTATION ON HOW TO DEFEND OUR RIGHTS,

61



1 FROM TINA LOPEZ."

2

3

\*\*\*\*\*

4

5 THE SIXTH COMMENT IS FROM TEEN PACIFIC  
6 THROUGH JUAN GONZALEZ.

7 "I WOULD LIKE TO THANK YESENIA, (CAP OC  
8 STAFF) AND HER STAFF FOR HELPING ORGANIZE A  
9 NEIGHBORHOOD COALITION FOR TEEN PACIFIC COMMUNITY.  
10 THEY'VE BEEN INSTRUMENTAL IN ACHIEVING MEETINGS WITH  
11 THE CITY IN ORDER TO HELP IMPROVE CONDITIONS WITHIN THE  
12 COMMUNITY.

13                   THANK YOU ON BEHALF OF THE TEEN PACIFIC  
14 RESIDENTS, THROUGH JUAN GONZALEZ."

15

16                                           \*\*\*\*\*

17

18                   THE SEVENTH AND THE FINAL STATEMENT OF THE  
19 NIGHT IS FROM SOUTHWEST COMMUNITY CENTER, DANIEL NUNEZ  
20 AYALA. IT WAS SUBMITTED IN SPANISH. IT HAS BEEN  
21 TRANSLATED IN ENGLISH.

22                   "I'M WRITING THESE LINES OF GRATEFULNESS FOR  
23 THE SOUTHWEST COMMUNITY CENTER AND TO THEIR PERSONNEL  
24 WHO HAVE BEEN FRIENDLY AND VERY PROFESSIONAL IN THEIR  
25 WORK.



1                   I RECEIVED HELP IN THE PREPARATION OF MY  
2 TAXES FOR MORE THAN TEN YEARS. THE EMPLOYEES HERE HAVE  
3 GIVEN ME SUPPORT AND TRUST AND MAKE US FEEL VERY  
4 SPECIAL, ESPECIALLY ROSE RENTERIA FOR BEING A VERY  
5 PROFESSIONAL PERSON IN HER WORK. AND I THANK HER FOR  
6 GIVING ME HER SUPPORT AT ALL MOMENTS, ESPECIALLY DURING  
7 THE PANDEMIC.

8                   I FOUND MYSELF IN NEED OF ASKING FOR HELP  
9 WITH MY RENT. I'M A PERSON WITH A CHRONIC DISEASE AND



10 MY WORK WAS AFFECTED.

11                   THANK YOU VERY MUCH FOR HELPING US IN THIS  
12 DIFFICULT TIME. THANK YOU AND BLESSINGS FROM DANIEL  
13 NUNEZ AYALA."

14

15                   THAT'S THE FINAL STATEMENT OF THE NIGHT. SO  
16 I'M GOING TO BE TURNING IT OVER TO ALEX FOR OUR RAFFLE.

17

18                   ALEXANDER CARO: THANK YOU, ADAM.

19                   WE WANTED TO TAKE THIS TIME TO ANNOUNCE OUR  
20 THREE RAFFLE WINNERS.

21                   THE FIRST PRICE INCLUDES A \$25 GIFT CARD.  
22 WE'RE GOING TO GO AHEAD AND SPIN OUR HANDY DANDY WHEEL  
23 HERE.

24                   THE FIRST WINNER -- IF YOU WANT TO GO AHEAD  
25 AND SPIN, PLEASE.

63



1                   OKAY. SO IT LOOKS LIKE THE WINNER IS  
2 AGRIPINA.

3                   WE CAN GO AHEAD AND SPIN FOR THE SECOND  
4 PRICE, WHICH IS A \$25 GIFT CARD.

5                   WE HAVE JEREMY FOR THE SECOND PRIZE.

6 AND THEN WE'RE GOING TO GO AHEAD AND SPIN FOR  
7 THE THIRD PRIZE, WHICH IS A GRAND PRIZE OF A HUNDRED  
8 DOLLARS.

9 IF YOU WANT TO -- THERE'S ONLY ONE LEFT.  
10 CONGRATULATIONS, FRANCISCO.

11 FOR THOSE THAT WON, WE WILL BE REACHING OUT  
12 TO YOU USING THE NUMBER THAT YOU PROVIDED WHEN YOU  
13 SIGNED UP FOR THE RAFFLE.

14 AS A REMINDER, YOU CAN STILL SUBMIT ANY  
15 COMMENTS THAT YOU MIGHT HAVE FOR THE COMMUNITY ACTION  
16 PLAN. THE WEBSITE OR THE -- WHERE YOU CAN FIND THAT IS  
17 CAPOC.ORG/2021PUBLICHEARING.

18 WE ALSO WANTED TO TAKE SOME TIME TO HIGHLIGHT  
19 A COMMENT FROM OUR BOARD MEMBER, VIJAY. WE'RE GOING TO  
20 GO AHEAD AND PUT THAT COMMENT UP.

21 HE SAID, "HELLO, CAP OC, MAKING A DIFFERENCE.  
22 IT IS HEARTENING TO HEAR THE VOICE OF OUR CLIENTS."

23 I WANTED TO JUST SAY, WE REALLY APPRECIATE  
24 THAT COMMENT. THANK YOU, VIJAY.

25

64



1 AND NEXT UP, I WANTED TO TAKE THIS TIME TO  
2 WELCOME OUR BOARD CHAIR, ALICIA BERTHOW.

3 ALICIA, IF YOU WANT TO TAKE IT AWAY.

4 THANK YOU.

5 ALICIA BERTHOW: HI, CAN YOU HEAR ME?

6 HOPEFULLY, YOU CAN.

7 WELL, MY NAME IS ALICIA BERTHOW. THANK YOU

8 SO MUCH FOR EVERYONE WHO HAS SUBMITTED COMMENTS TO

9 SHARE TODAY. YOUR CONTRIBUTIONS ARE GOING TO BENEFIT

10 CAP OC AND MAKE FOR A -- MAKE THINGS BETTER FOR OUR

11 CLIENTS THAT WE SERVE.

12 I AM THE BOARD CHAIR FOR THE COMMUNITY ACTION

13 PARTNERSHIP OF ORANGE COUNTY AND IT IS A PLEASURE TO

14 SERVE ON THE BOARD OF DIRECTORS.

15 I -- IN MY DAY JOB, I WORK FOR CHARTER

16 COMMUNICATIONS OR SPECTRUM AS THE DIRECTOR OF

17 GOVERNMENT AFFAIRS AS THE BUSINESS REPRESENTATIVE.

18 CAP OC IS A TRI-PART-TYPE BOARD. SO I

19 REPRESENT THE BUSINESS COMMUNITY. AND IT'S BEEN AN

20 HONOR TO TAKE PART IN THIS ORGANIZATION.

21 I PERSONALLY UNDERSTAND THE IMPORTANCE OF CAP

22 OC SERVICES, HAVING BEEN A CLIENT ONCE MYSELF. SO

23 THANK YOU SO MUCH FOR -- TO THE CAP OC PLANNING

24 DEPARTMENT FOR PUTTING THIS LIVE STREAM TOGETHER,

25 PARTICULARLY YESENIA HERNANDEZ, ALEXANDER CARO, ADAM



1 LEVY AND THE STAFF AND ALL THE INTERNS. YOU GUYS HAVE  
2 BEEN FANTASTIC.

3 AS WE BEGIN TO EMERGE FROM THIS PANDEMIC, I'M  
4 SO GRATEFUL FOR THE USE OF TECHNOLOGY TO REMAIN  
5 CONNECTED AND TO BE ABLE TO COMMUNICATE TODAY.

6 AND THE BOARD OF DIRECTORS WILL BE TAKING  
7 INTO CONSIDERATION ALL OF THE COMMENTS PRESENTED IN THE  
8 DEVELOPMENT OF THE FINAL COMMUNITY ACTION PLAN. SO ALL  
9 COMMENTS SUBMITTED TODAY WILL BE DOCUMENTED IN OUR  
10 2022, 2023 COMMUNITY ACTION PLAN.

11 THE COMMENT PERIOD WILL REMAIN OPEN FOR AN  
12 ADDITIONAL TWO WEEKS. SO YOU HAVE TWO MORE WEEKS TO  
13 ADD YOUR SAY, UNTIL WEDNESDAY, MAY 26.

14 SO IF YOU WOULD STILL LIKE TO SUBMIT A  
15 COMMENT, PLEASE VISIT [CAOC.ORG/2021PUBLICHEARING](https://caoc.org/2021publichearing).

16 AND IF YOU'VE MISSED ANY PART OF THIS PUBLIC  
17 HEARING, THE RECORDING WILL BE ARCHIVED ON FACEBOOK AND  
18 YOUTUBE FOR YOU TO REVIEW.

19 THANKS AGAIN FOR TAKING PART IN THIS PUBLIC  
20 HEARING AND WE LOOK FORWARD TO WORKING WITH YOU IN THE  
21 FUTURE.

22 (PUBLIC MEETING ADJOURNED AT 6:20 P.M.)

23

24

25

66

## **Appendix D**

### **CAP OC-Promoted Public Hearing Documentation**

# CAP OC-Promoted Public Hearing Documentation

Facebook Post – May 1, 2021



[Boost Post](#)



**Make your voice count! Join us at our 2021 Public Hearing to discu...**

May 1, 2021 at 10:00 AM  
ID: 10159296429665406

### Interactions

2 Reactions

0 Comments

0 Shares

- Overview**
- Performance
- Feed Preview

## Performance

### Reach ⓘ

Total  
**105**

---

Organic	105 (100%)
Paid	0 (0%)

### Engagements ⓘ

Reactions  
**2**

---

Comments	0
Shares	0

[View Details](#)

### Negative Interactions ⓘ

Total  
**1**

---

Unique	1
--------	---

# Facebook Spanish Post – May 4, 2021



**Boost Post**



## ¡Haz que su voz cuente! Únase a nosotros para discutir nuestro Pla...

May 4, 2021 at 9:00 AM

ID: 10159302742060406

### Interactions

👍 2 Reactions

💬 0 Comments

➦ 0 Shares

- Overview**
- Performance
- Feed Preview

## Performance

### Reach ⓘ

Total  
**106**

---

Organic	106 (100%)
Paid	0 (0%)

### Engagements ⓘ

Reactions  
**2**

---

Comments	0
Shares	0

[View Details](#)

### Negative Interactions ⓘ

Total  
**0**

---

Unique	0
--------	---



# Instagram Spanish Post – May 4, 2021



Boost Post



¡Haz que su voz cuente! Únase a nosotros para discutir nuestro Pla...

May 4, 2021 at 9:00 AM

ID: 17884404398133254

### Interactions

1 Like

0 Comments

Overview

Performance

Feed Preview

## Performance

### Reach ⓘ

Total  
83

### Engagements ⓘ

Likes  
1

Comments

0

### Negative Interactions ⓘ

Unique

--

## Facebook Vietnamese Post – May 6, 2021



Hãy cùng chúng tôi thảo luận về Kế hoạch hành động cộng đồng (CAP) 2022-2023 tại Phiên điều trần công khai năm 2021 trực tiếp trên Facebook của chúng tôi

Thứ tư, Ngày 12 Tháng 5 Năm 2021 5-7 giờ chiều

**Đăng ký tại [linktr.ee/capoc](https://linktr.ee/capoc)**

Bản thảo CAP của chúng tôi sẽ có sẵn để lấy ý kiến bắt đầu từ Thứ Hai, Ngày 26 Tháng 4 Năm 2021 cũng tại liên kết ở trên.

Questions? Contact Yesenia at [yhernandez@capoc.org](mailto:yhernandez@capoc.org) or 714-334-7142

Overview

Performance

Feed Preview

Boost Post



Làm cho tiếng nói quý vị có giá trị! Hãy cùng chúng tôi thảo luận về...

May 6, 2021 at 9:00 AM

ID: 10159307214435406

### Interactions

1 Reaction

0 Comments

0 Shares

## Performance

### Reach ⓘ

Total  
105

Organic	105 (100%)
Paid	0 (0%)

### Engagements ⓘ

Reactions  
1

Comments	0
Shares	0

View Details

### Negative Interactions ⓘ

Total  
0

Unique	0
--------	---

## Instagram Vietnamese Post – May 6, 2021



Hãy cùng chúng tôi thảo luận về Kế hoạch hành động cộng đồng (CAP) 2022-2023 tại Phiên điều trần công khai năm 2021 trực tiếp trên Facebook của chúng tôi

Thứ tư, Ngày 12 Tháng 5 Năm 2021 5-7 giờ chiều

**Đăng ký tại [linktr.ee/capoc](https://linktr.ee/capoc)**

Bản thảo CAP của chúng tôi sẽ có sẵn để lấy ý kiến bắt đầu từ Thứ Hai, Ngày 26 Tháng 4 Năm 2021 công tại liên kết ở trên.

Questions? Contact Yesenia at [yhernandez@capoc.org](mailto:yhernandez@capoc.org) or 714-334-7142

Overview

Performance

Feed Preview

Boost Post

### Làm cho tiếng nói quý vị có giá trị! Hãy cùng chúng tôi thảo luận về

May 6, 2021 at 9:00 AM

ID: 18180262930129332

#### Interactions

7 Likes

0 Comments

## Performance

### Reach ⓘ

Total  
105

### Engagements ⓘ

Likes  
7

Comments

0

### Negative Interactions ⓘ

Unique



**Boost Post**



**Make your voice count! Join us on Wednesday, May 12 from 5-7P...**

May 7, 2021 at 5:08 PM

ID: 10159310489255406

**Interactions**

0 Reactions

0 Comments

0 Shares

**Overview**

Performance

Feed Preview

**Performance**

**Reach ⓘ**

Total  
**103**

Organic	103 (100%)
Paid	0 (0%)

**Engagements ⓘ**

Reactions  
**0**

Comments	0
Shares	0

[View Details](#)

**Negative Interactions ⓘ**

Total  
**0**

Unique	0
--------	---

Facebook Post – April 12, 2021



Boost Unavailable



### 2021 Public Hearing

April 12, 2021 at 3:30 PM

ID: 276035430678670

#### Interactions

2 Reactions

0 Comments

0 Shares

Overview

Performance

Feed Preview

## Performance

### Reach ⓘ

Total  
149

Organic	149 (100%)
Paid	0 (0%)

### Engagements ⓘ

Reactions  
2

Comments	0
Shares	0

View Details

### Negative Interactions ⓘ

Total  
0

Unique	0
--------	---



# 2021 PUBLIC HEARING

## Make your voice count!

Join us at our 2021 Public Hearing  
When: Wednesday, May 12, 2021  
Time: 5-7 PM  
Where: LIVE on our Facebook

[RSVP HERE](#)

We will be discussing LIVE our 2022-2023 Community Action Plan (CAP) and hearing comments from the public.

To submit comments on our 2022-2023 Community Action Plan (CAP) [CLICK HERE](#).

The comment period is open from Monday, April 26, 2021 to Wednesday, May 19, 2021.

Questions? Contact Yesenia Hernandez at [yhernandez@capoc.org](mailto:yhernandez@capoc.org) OR (714) 334-7142

### Community Action Plan Table of Contents

1. Draft 2022-2023 CAP will be available Saturday, May 1<sup>st</sup>
2. Draft 2021 Community Needs Assessment (CNA) available now

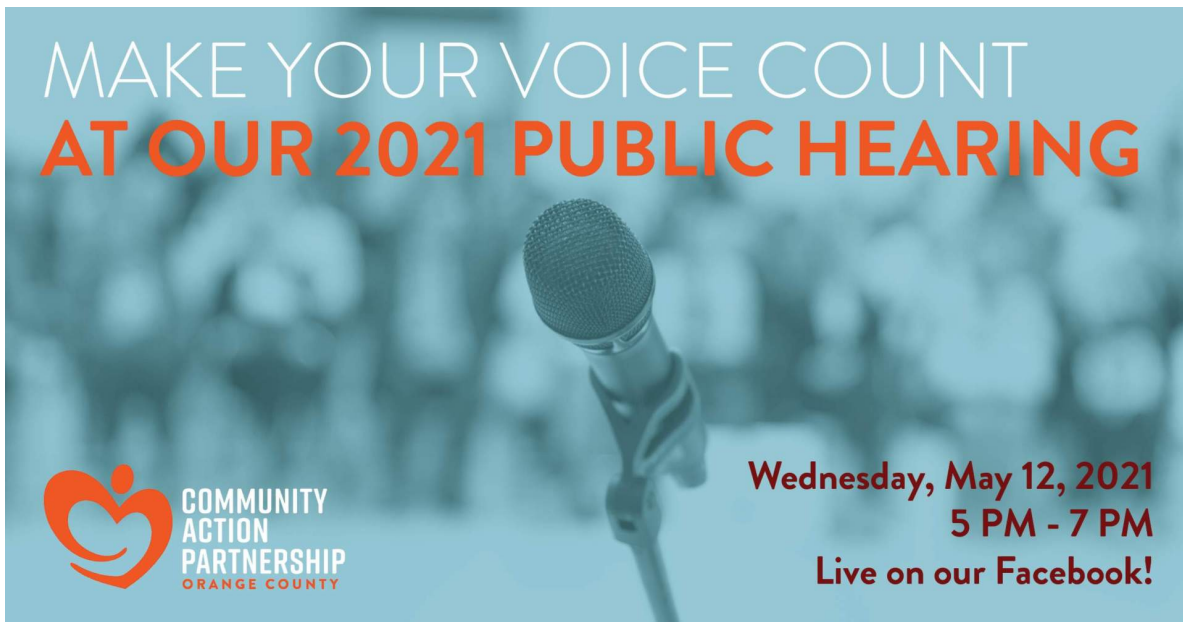
For a look back at our last 2020-2021 CAP [click here](#) and 2019 CNA [click here](#).



DONATE



## Join Our 2021 Public Hearing



CAP OC cordially invites you to attend the **2021 PUBLIC HEARING!**

On Wednesday, May 12th from 5-7 PM.

[RSVP Here!](#)

This virtual event will be live streamed via CAP OC's Facebook, YouTube and on Zoom. Closed captioning, Spanish and Vietnamese language interpretation will be available via Zoom.

We will be discussing LIVE our **2022-2023 Community Action Plan (CAP)** and hearing comments from the public.

English

The Community Action Plan (CAP) serves as a two (2) year roadmap that identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals, and priorities for delivering those services to individuals and families most affected by poverty. The CAP is also supported by the Community Needs Assessment (CNA) which we have been conducting for the past three (3) months.

A DRAFT of our 2022-2023 Community Action Plan (CAP) and 2021 Community Needs Assessment is available NOW for comments at <https://www.capoc.org/2021publichearing/>

If you wish to provide public comments at our public hearing, please contact Yesenia Hernandez at [yhernandez@capoc.org](mailto:yhernandez@capoc.org) OR (714) 334-7142.

We hope you tune in!

<input type="text"/>	Search
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## Recent Posts

Elevate Youth's Partnership with Waymakers OC

Move More, Eat Healthy – April 2021

Reducing Youth Access to Tobacco – April 2021

Join Our 2021 Public Hearing

Community Accountability is Key

## Archives

May 2021

April 2021

March 2021

February 2021

January 2021

June 2020

December 2019

November 2018

 English



**Appendix E**  
**Public Hearing Documentation**



# CAP OC 2021 PUBLIC HEARING

Location: LIVE on CAP OC's Facebook, YouTube and via Zoom  
Date: Wednesday, May 12, 2021  
Time: 5-7 PM

## Agenda Items

5:00 – 5:02	CAP OC Video	Video
5:02 – 5:07	Welcome & Introduction	Gregory C. Scott CAP OC President & CEO
5:07 – 5:27	Presentation on 2022-2023 Community Action Plan (CAP)	Alexander Caro & Adam Levy Senior Planner & AmeriCorps VIP Fellow
5:27 – 6:48	Public Testimony (Pre-recorded videos & Written Comments Read Aloud)	Alexander Carop (Introduction) Adam Levy (Reading) Senior Planner & AmeriCorps VIP Fellow
6:48 – 6:53	Raffle	Alexander Caro Senior Planner
6:53 – 7:00	Closing Remarks	Alicia Berhow CAP OC Board President

## Additional information

## 2021 Public Hearing Script

### **A. Starts with a CAP OC Video**

### **B. Welcome/ Introduction – Mr. Scott**

### **C. CAP Presentation – Alexander Caro & Adam Levy**

### **D. Testimonials – Alexander Caro Introduction to Videos**

#### 1. Diaper Bank – MOMS OC


Hi, my name is Christina Flores. I have a one-year old baby. I've been a client of MOMS Orange County's home visitation program this past year. And as part of that program, I was able to receive diapers for my baby. I've been getting them for the past year. COVID has definitely made an impact in our family and our finances. And I just want to thank the Community Action Partnership of Orange County for being able to partner up with MOMS Orange County to provide diapers for families just like me. We want to thank everyone that participated in the program and MOMS Orange County for being there for the mother's. My daughter was born April 29th, 2020, during COVID time. I was told she was gonna have a cleft lip and that's when I reached out to MOMS Orange County and became part of their home visitation program. During those times, I didn't know what the necessities would be and struggling through COVID and work, we needed to reach out for additional assistance and that's when I received diapers. I was able to get diapers several times from the program and that has really made an impact as we were able to put food on the table and get any other necessities. So, we want to thank Community Action Partnership of Orange County, MOMS Orange County, and the community.

#### 2. CalFresh – Mayra Oseguera

Hi. My name is Mayra Oseguera and I am affiliated with the CAP OC because I came in and applied for food stamps, due to the pandemic that's going on. I just wanted to say that I've had the best experience with Daisy Diaz. She was extremely helpful, very kind, very understanding. And I would definitely recommend more people to come and apply here for benefits. She's the type of person that, you know, makes you feel comfortable and I just really wanted to take the time and appreciate her help. Thank you.

#### 3. CalFresh – Billy Micheal Carter

Good afternoon. My name is Billy Carter. I've been working with CAP OC to get on the food program. I haven't been employed now for nearly a year and Daisy Diaz, our food stamp manager, has been working very hard to put my application in. And also it comes in a time when my daughter is pregnant and having a baby at the end of May. So all the help we can get is greatly appreciated. Daisy has been amazing, she's so efficient and she gets things done really



fast. So we are very lucky to be working with her and have her as our manager. Thank you very much CAP OC for your help.

#### 4. CalFresh – Azucena Diaz

Hi, my name is Azucena Diaz and I went into CAP OC a couple months back in regards to food stamps. The rep Daisy Diaz helped me out and she went above and beyond for what she helped me with. It was my first time she helped me with the application process, she made me feel comfortable. She also provided food distribution places, and other resources available to me as well, since it was my first time applying. Yeah it was a great experience and I really appreciate all the work and help that this company does. Thank you.


#### 5. Agency Partner – Luis Jonas

Good morning. My name is Luis Jonas, and I'm the director of the Food Pantry here at Crossline Community Church. I joined in October 1st of 2019, that year we did about a hundred and twenty-five thousand pounds of food distribution. In 2020, we did 2.1 million pounds of food, distributed in the OC community, and a lot of that goes to a partnership with OC Food Bank. Judy Chacon and the team there have been an incredible team. We have been able to feed as many as over a 600 individual families on a weekly basis. We are open on Wednesday, Friday and Sunday from 10 to 12, and it's been an incredible journey here at our distribution center. We are very grateful, we're very thankful for what's happening. Even in the midst of the pandemic, we have been able to provide the food for the needy and for those that are in crisis, and we are grateful to the volunteers who have made it possible. The volunteers are the bedrock and the heartbeat of what we do here. And without them, this would not be possible. But we are so grateful and thankful for the partnership that we share with Judy Chacon and the OC Food Bank. without the food that we get from them on a regular basis, this too would be impossible. So I'm very grateful and thankful.

#### 6. Agency Partner Participant – James Carr

Good morning. My name is James Carr and I've been coming to the Crossline Food Pantry for about a year now. It's been a huge blessing to our family. We've had number of times I've come here where the service has been just phenomenal, Everyone is so kind and patient with Lewis and Ark. Just been amazing. I'm so thank you for all the people here and the generosity of the church. We're so blessed and so grateful for everything that's come our way. And I'm glad to be a part of the ministry and hope we can keep coming as long as it's necessary for this pandemic that we are all having to deal with unfortunately. But God is in control and we're just believing that would be a good outcome to this soon and we'll be able to get back to normal whenever that is thank you very much.

#### 7. Agency Partner Participant – John Ibasitas



My name is John Ibasitas. I've been coming here, this food bank, this cross the line (crossline) church, for three or four months now. I love the people here. They are so friendly, so heartfelt, so honest. They are so good. And I will keep coming until they close it. But that benefits my family too because they love the food that I'm bringing home and also that we share it to our family, our sons, and our daughters and neighbors. And they love it too. So thank you, thank you, thank you.

8. Agency Partner Participant – Chelo Velasquez


My name is Chelo Velásquez. I come here for the Crossline Church Food Pantry for one year. And I'm very happy because it helped me a lot. The people are very nice. Helps everybody. And I'm happy, they bring the food for my house, for my family. And sometimes I have to give to my nephew and my friend. But I'm happy to come here. I come every Wednesday. All the time, I'm second person in the line. I like it! I'm very happy! And very nice you guys, very nice. Everybody

9. Clementine – Blanca Vaga & Victoria

My name is Blanca Vaga, and this is Victoria. Alright. Why are you here today? I'm here to get some food to help us out during the week through these hard times. Yes, yes, yes.... Is this your first time receiving food from Clementine? From here, yes. Okay. So, how did you hear about Clementine? I actually was referred here by... I guess she's a case-worker that referred me over here. Okay. And what are you receiving today from Clementine? Currently, it's gonna be the food and therapy. And then this box of fruit. Oh yeah, the box of fruit. Is this program helpful for you and your family? Yes. Okay. How is it helping you and your family? It helps us where we don't have to buy as much food during the week. You know, make sure we have snacks and fruits. Whatever it is for the kids. Okay. Would you return next month or recommend it to other families? Yes. Is there anything you would like to say or add on? No, just everybody is very nice so far! Thank you so much! Alright! Awesome! Thank you!

10. AIFRC – Mariana Dzib

Good afternoon, what is your name? Good afternoon, My name is Mariana Dzib. And how are you related here Mariana with the center Anaheim Independencia and Community Action Partnership? I came to Anaheim Independence last year because of difficult situation with the family. In reality this center was really helpful for me. In the year 2020 due to the pandemic we went through various difficult familial processes, one of which was, the pandemic. My husband, his work decreased. They (CAP OC) had a cash aid of which it has helped us a lot to support us with a month's rent that was a lot of help for me for my family, so that they we would not be evicted from the place where we live. Another of the things in which Anaheim Independence, has helped me a lot is in regards to my marriage. Some classes in which I participated that they recommended that in truth really helped me out. Especially to me and my husband that we were



in a situation difficult. And another thing is also that they have contributed to me much help in the aspect of the food. They have a food foundation in which when they have the opportunity to donate all that food they call us and if we have the opportunity to come and pick it up, we do it. I am very grateful to this organization, they have helped in the worst moments of my life. Just as much as to my children, my husband and me and in everything that this pandemic encompasses. It is very difficult that it has come to be. It has change our lives. Thank you.

#### 11. AIFRC – Dora Marquez

Good morning. What is your name? My name is Dora Marquez. And how are you associated with Anaheim Independencia and Community Action Partnership? I'm associated, they are helping me with the market on behalf of many worries. They help us a lot. They have helped me a lot through classes like now in the pandemic I have taken them online. I have taken them on Zoom. They help us a lot. Also with the children they have helped us with supporting whatever our needs are. If I go to María and María gives me the options that there is to follow. How long have you been coming here now? About 8 or 9 years, more or less, that I am here. Okay. Thank you very much for your testimony. Okay Bye.


#### 12. AIFRC – Marina Grimaldo

Good afternoon, what is your name? Good afternoon, my name is Marina Grimaldo. And how are you associated with the Anaheim Independencia and CAP OC? I am associated as my children started in the Summer Youth Program here and in the after-school program where they helped them with their homework and in the mercadito (food pantry) with food during the pandemic that helped us a lot and with food and with the rent of that during the pandemic my husband lost his job, they (CAP OC) did help me pay part of the rent with housing. Okay. That's it. Okay therefore, How were you helped? How did they help you?so that you could budget your money in other expenses?

Well, it helped in completing the rent, pay the bills- the ones that were missing such as gas and expenses for the children. Okay thank you very much, Marina. Thank you Maria.

#### 13. ELMO – Julieta Lozado

Hello good afternoon, My name is Julieta Lozada I belong to the group of community leaders here in the center of El Modena. I have about a little over a year participating here in the groups' events. For me and for my family it has been a blessing. Really to find very good people who work with a real (purpose) service to the community. We have learned many things in my case I have taken several workshops with them that they provide us with provided now it was online because of everything that has happened it has been various support that I have been able to get from the community center here they can provide us from food, any type of help that we have needed some help, for example to pay a bill. They have supported with that, the community




center has many activities and things that maybe we can't or don't know how to make the most of it because information is there, but sometimes we do not get close to it. I would like very much to recommend the center because we in the Latino community we have many needs, we do not know many things, there is information and we have it at our fingertips, but sometimes they are not utilized. Not only that too, for example, my family was blessed with gifts at Christmas. When you have any questions about Some topic, you can come, it can be immigration services or financial or for students, my children have also been able to get free tutoring that also helped them a lot because now of course they are not attending schools. They need extra support. Therefore, I don't have anything to say more than just good things about the center and the staff that is here. Thank you very much for everything and I hope you continue with you name.

#### 14. ELMO – Socorro

Okay Socorrito, How has the food we bring from the center? And the center itself helped you? It has helped me very much because in reality I can no longer go for it (the food) on Tuesdays Therefore, it is a lot of help for me that they bring it (to me) Right now, you have not been able to go unless they bring it to you, what is it What do you think of the center? I would like it to be open to be able to go over there and to be with my friends talking, to be to be with you all. To see all the programs you have I would like it very much. Okay, anything else you want to add. Well that I miss you all.

#### 15. ELMO – Griselda Reyes Muñoz

Good morning my name is Griselda Reyes Muñoz and I belong to the Center (El Modena FRC) for almost 9 years ago. I came here looking for help for my son because he was overweight and was having difficulty with his heart, he had an accelerated heart. My first help was with the classes from karate this was attended by Miss Maribel (CAP OC) and from there I have not left the Center. I've received a lot of help and support for my children from tutoring support for my daughter they have helped me a lot from when she went to College. They (Center Staff) were in charge of helping me to find all the information so that she could be in College. They have given me help economically with things like grocery voucher cards and now that with the pandemic, they provided me with gas and food cards now that the four of us were sick with COVID in the month of December, they also provided food, they would leave food for us at the door of our house. I have also been provided with intellectual knowledge, I've been in many courses with them, the most important course in which I liked the most a lot, it is the course where we were able to have the opportunity to learn how to talk as a couple, the course was called "ask for your word" The course I took with my husband was very important to us because we have learned a lot on how to ask each other's word, how to talk at times, no screaming, no raising your voice when it isn't necessary. That course we took for a full month in the afternoons. It was precisely a marriage course, but also another course that helped a lot was the one on how to save and how to manage finances on day-to-day basis. They have helped me with my taxes year after year that



I've come here and they helped with my taxes, they have done my taxes here. For me, the experience of being in this place has been very good, very positive, that we have not only received help, but we have also found a support group, we have found great friends inside and outside the Center. As we are the mom leaders with whom until now we have had a friendship, a different way of relating with each other and with people like Miss Jessica has done and Maribel, too. They have provided us with their friendship and their moral support at all times Being part of this institution/Center, has been great and it has also been of great benefit, I have learned to know everything they can give us and that we, by our ignorance we did not seek, but above all, they have made me feel part of a community.

#### 16. ELMO – Teresa Dirvas

My name is Teresa Dirvas. And how has the center helped you? A lot. I am a single woman and I don't have a way to move around. I have children, but. What is it that we (El Modena) brings you? Food? Food and many little things. Anything else you want to add? Thank everyone, everyone sees me with eyes of mercy. Okay


#### 17. Vape Free La Habra – Adela Chavarria

I want to thank Vape Free, La Habara, for all the information that they have provided, it's been very professional. The meetings have been extremely informative, presenting a lot of real data and a lot of questions' answers. I come from a family of heavy smokers. My dad was a lifelong smoker of unfiltered cigarettes and he died of emphysema. Of all the siblings, half of them were heavy smokers, but thankfully they've all quit now. But those lasting effects of smoking, and in these days you would say vaping, but they're still felt. I have two sisters with COPD and those are just the effects. For one of them of second-hand smoke, for the other of actual smoking. So this shows to me and it's something that I can pass along to the children, that it's a generational thing and we need to change it by staying away from tobacco and vape products. And this is something that Free La Habra is working toward, and it's something that's needed and appreciated.

#### 18. Vape Free La Habra – Nohemi Valenzuela

Hi, my name is Nohemi Valenzuela. I'm part of Vape Free La Habra. I love this organization because it's taught us a lot. I'm actually in ex vapor. I used to vape and I am happy that I could encourage other kids or adults do not do this because it's not healthy. I've been around that environment and I know what it's all about and I wouldn't want my kids or anybody loved one to do to do this kind of thing. So I encourage anybody that if there's any organization around your city that you guys take the opportunity to take to come in and take a look at what Vape Free is all about. My daughter is actually also in Vapor Free for Teens and I'm very proud of her because





me as a mom I'm a good example for her. So she's so she's going to do the same thing that I am doing. Thank you very much. I want to thank Yvonne and all my online, my friends here that we've become a family and because we all want to change for our city and and everything could be possible if we all put our minds to it. And anybody with all of us, there could be a change in our city. Thank you very much for your time and support.

19. Vape Free La Habra – Luz Olano

I wanted to thank you (CAP OC) for inviting us to form this beautiful group and well, somehow we are friends, even if it is at a distance for this COVID problem, but I like the collaboration we're having and that there is the desire from the La Habra Chamber of Commerce and as she said, we should not feel discriminated against because we do not speak the English language. Well in the end the idea is that the City of La Habra embraced a bilingual community and we shouldn't feel discriminated against for not speaking English, thank you.

20. Vape Free La Habra – Karen Villegas


Vape Free La Habra has given me the best experience. To interact, communicate, and intern for the members of the community. I was not only educated on tobacco and vaping, but I was provided with tobacco awareness and cessation information. Vape Free La Habra has impacted my educational level, community level, and personal level. The members of the group have been amazing and respectful. I have personally never been involved in an educational group, who focuses to change and improve the community's well-being. And being part of this group has influenced me to continue advocating, work harder, and make changes in the community, whether it's tobacco-related, vape-free related, or nutritional related. Like many of us, tobacco, or vaping has personally affected us. Our family members, our friends, and having the opportunity to educate them, morally support them, and guide them through the correct path is very heartwarming. It has inspired me to continue educating my friends, colleagues, family members, and people of the community.

21. Vape Free La Habra – Gloria Campaña

Vape Free La Habra has given us the tools to talk with our children about the risks of tobacco and vaping. La Habra has a lot do with, along with Vape Free and the County of Orange has educated us and has given us awareness to combat tobacco in our community. It starts early and in our homes. We thank you for uniting us to join this cause, United for the health of our family. Thank you.

22. HCI, Move More, Eat Healthy – Aura Zacarias

Hello good morning, my name is Aura Zacarías. I am a resident of the City of Buena Park. I belong to a group of leaders and volunteers of the city. I have 4 years working with Peter




Hernandez via Move More, Eat Healthy. Actively participating in nutrition classes, mental health workshops, leadership and promoting Zumba classes via Jamboree. As a testimony I can say that the organization Community Action Partnership has been of great help in my personal, family and community growth because of the workshops that have provided us. We have encouraged much more the importance of complete health, that is, physical and mental. Strengthening and empowering everyday more new leaders to create better communities. I want to thank all of you for the great support that you provide. Thank you.

### 23. HCI, Move More, Eat Healthy – Norma Guillermo

Hello, good afternoon, my name is Norma Guillermo, and I am a resident of the City of Buena Park. I have been a volunteer mom since the year 2014. I know the organization CAP OC since then on and it gives me so much pleasure and I thank you, right? Because they have always maintained this collaboration with our residents and with our family. And thanks to Peter who is our coordinator, the one in charge. He has brought us a training called RLA, Resident Leadership Academy where can we learn about leadership tools, about how we can advocate for ourselves within our community and he is also supporting those of us who are already leaders, a little more years to be able to have that training and collaboration with the new people who are getting involved. We have had thanks to his support free guitar lessons for our youth. We also have a workshop for young people. Teen Fridays it is called and there they can have different activities where they can de-stress over everything in this pandemic time. We also have workshops where they are about mental health. Where we can as mothers de-stress for a while and connect with other moms. Take the time for relaxation also physical activity and nutrition classes that are bringing our community that this is something very important, right to be able to be much healthier and especially during this pandemic. I want to thank you because you have always supported us you have never left us without any kind of resources and motivation, right. We give you thanks on behalf of our entire Buena Park community.

### 24. Success Coaches – Corina & Maria

My name is Corina. And how long have you been with the program? 3 months. Great! What help did you receive from our program? Mainly was the computers like Zoom and how to download a couple programs. I was taking classes online and I didn't know how to use the Zoom. So Griselle was really nice and showed me how to use it and it was a great experience, really good. Did the services provided meet your needs? Yes, of course! More than I ever expected. That at this age, I didn't think that I gonna go back to school. And I'm doing it. So it's been great. That's why when I called Griselle the first time, she said, "Come over, we can do this!" And she was so right. I can do it. And I did it. Yeah, I did not know that I was capable to be doing all this stuff before. And the last question for you. Would you refer this to your friends and family? Of course. I will definitely do that. It's a great program, especially for seniors. And everybody that working here




is so friendly and so helpful. They're amazing people that I met in here in this program. I'm really, really blessed.

Hi. My name is Maria Ana Bucataru. I am originally from Romania. I've been involved in the Success Coaching Program for the last three months. I enjoy this program tremendously. We started the program with S.M.A.R.T. It's like setting up some goals that we were to work on it. My goal was to have some rental assistance because I was short on that end. Then to purchase a cell phone, or better update the cellphone. We did that. We went and shopped. Also the program, and the manager of the program, Justin Nguyen, provided some \$500 that I used. And part of it, I used to finance my cellphone. We shopped for the cell phone. That was not the full \$500 used for the cellphone. I saved so much out of that toward another goal. Teaching of the S.M.A.R.T was very good. It taught you how to save money, to set up the goals, how to, where to spend the money, how to put aside the money, give you the time frame. So it was very guidance and directions. How to do that and to accomplish this in a time frame, not a short-term goals, long-term goals. How has the service helped you mentally, financially, behaviorally, or how did it help you? It gives me a lot of relief. I don't feel no more pressure like I used to have that pressure. How I am going to pay the bills, how I am going to function or you know cellphones. So it's a lot of anxiety taking care of it. I have less now, so it makes it easier for me to think of this program. Financially, from that standpoint it's a lot of a no pressure for the rent which is good. Then I am saving money with the national goals and then that's another objective was to save money and I am doing that. I keep connected on Zoom, do workshops on Zoom. I have a lot of options. Texting, calling. I have Whats App installed which is very helpful talking to my friends and family and I have lots of data. So thank you for the help. And do you feel or believe that you can succeed almost anything that you set your mind in? Most definitely! I mean, we went shopping for the cell phone. We did like a theme, a very good relationship, a very personal relationship. Like a customer is for accommodate me. And so, I'm so grateful. A lot of relief in many ways. Economic, financial, mental, less stress. Thank you, God, for this program, it's just such a blessing. Thank you so much! Thank you so dearly! So I can smile back! It brought my smile back! Too bad I can't show it!

#### 25. Medina Family – Maria & Jessica

Hi my name is Maria Medina and I'm Jessica Medina and we'd like to thank you for the opportunity to share our experiences and involvement with Community Action Partnership agency. We will share in English and in Spanish.


I want to mention many of the services that the Community action partnership agency has provided to me and you have also given me the opportunity to invite and share this information with other families who have also taken advantage of these resources in our community. There is help to cover the utilities financial support to pay your rent, food pantries, donation of school supplies every summer to our schools. In addition, Community Action Partnership was the



connection that helped me to be part of County of Orange Champions of Change for over 6 years I had the honor of meeting these wonderful people with passion for their work. Like Justin Nguyen and María Elena Rodríguez (CAP OC) teaching exercise nutrition classes in my community, they opened the door for me to many connections with other groups of beautiful people like Belinda Ong (CAP OC) where my children and my husband joined The group of walking in the park also interacted with the nutritionist Quan Nguyen in asking questions to improve our diet and our lifestyle in general, this activity was maintained for 2 consecutive years until the pandemic began. Wendy Ramírez, Vanessa Orozco (CAP OC) later were also part of the people we met, another group of people who also participated and we had the honor of meeting is Mrs. María Rosas (CAP OC) and her team made up of Griselda and Emilio (CAP OC) they were teaching emotional and motivational help classes to improve relationships for couples. We also benefited from the \$ 500 gift card that helped us cover some basic expenses such as food and utility payments to families like mine who were unemployed during the pandemic while this agency continues to have this wonderful group of people who have passion for your work that you were born to do this job and you do it We also have faith to receive the support we need in the future and we know that you will continue to provide more resources for our community you are all amazing from me and my whole family , the Medina family We thank you infinitely for all your support, thank you very much.

So I will be speaking in English. I stand by all that my mom said, um there is not enough words to describe

Community Action Partnership agency, um thanks to everyone who's been involved. Our lives have improved, there's been some kind of peace, more stability in our lives because of every program, every involvement that we've been able to participate in. Um definitely with expenses in terms of being able to pay for bills, being able to buy groceries. There's been less worry about having to question how we're going to get it because of all the opportunities that we've to be able to, secure that for me, for my brother, for all 4 of us here at home. I feel that the last couple years I have been away for a little while-I've been in college and I didn't always know what was going on at home anymore, but to hear from my parents that there a lot of resources available for them, provided me some kind peace. I was able to redirect my attention towards my academics and it's something that I'm grateful for because I'm planning on getting back all of the time I spent in school to my family, to my career and knowing that my parents are not alone, that they have people who care about them outside of our family is something that I can't express just through this video how grateful I am that people like that exist. Currently, the most active I've been with the Community Action Partnership agency has been through the Elevate Youth Program. So my mom had mentioned that we already know Vanessa and we already know Wendy so it was really awesome getting to see their friendly faces again on camera and I decided to join the program because of my brother and I know that things have been tough for him not having to get to do his classes in person right now, being away from his friends, but there was still a sense of




community and friendship that we were able to build even within like the first three of four meetings that we've been part of through Elevate Youth. He loves art knowing that there's art-based activities there, I thought that would be something that would drive him to want to know more and for me, I've benefited through all the leadership and advocacy development that this program offers, I think I can implement it into certain other things outside of the program so in terms of my career goals, I can apply that there, in terms of building networking with other people. There's no limit to the stuff I'm learning and all I want to do is try to absorb as much knowledge as possible and I'm thankful to them that they're making it possible. The comfort, the stabilities, something that's so hard to obtain right now, but with people like you guys and your organization, the best way to repay it is to pass that on to other people, so thank you very much for everything you guys have done. We look forward to being as involved as we already are for as long as you let us and thank you again and we hope that everyone is safe and well. Hopefully you get to see us in person again sometime soon, but for now, good luck with everything. Bye. Thank you, bye bye.

#### 26. Sarah Middleton

Hello, my name is Sarah Middleton, and I'm a social impact consultant here in Orange County. I'm recording this video in support of Community Action Partnership of Orange County. I'm a huge fan and a huge believer in CAP OC's mission and work. I first met Community Action Partnership of Orange County back in 2008, through the Orange County Food Bank, for more than 10 years I had the honor and privilege of working professionally with the Orange County Food Bank, and its director, Mark Lowry and Mark's amazing team. After 2008, when I became an independent consultant. I also had the honor and privilege of working with Community Action Partnership by way of the 2020 Census, CAP OC became one of the lead subcontractors to Charitable Ventures which was named the Administrative Community-Based Organization for 2020 Census outreach by the state for Orange County. CAP OC did a tremendous job with Census outreach and education and their team was completely and always responsive and absolutely incredible to work with. The team at CAP OC during the 2020 Census campaign came up with wonderful ideas for outreach amid the Covid-19 pandemic, including a census parade through Santa Ana and phone banking events and virtual Town Hall events. CAP OC is one of the reasons why Orange County was able to achieve a 76.6% self response rate in the 2020. Census higher than the 2010 self response rate of just over 71% without a pandemic work that they continue to do. 10 years ago. I fully support Community Action Partnership of Orange County and the

#### 27. ELMO – Karate – Amy & Justin

Hey, what are your guys's names? Amy. Justin. And how old are you? I'm 9. I'm 11. And what program do you guys participate here at El Modena? Karate. Karate. And what does it mean for you to participate in the karate program? I can learn to self-defense. I like it because I want to



stretch and I like to learn the new goals here. Okay, what is the best part of karate? Coming. I like the classes. And what does it mean to have this program while going through a pandemic? And being social distanced from your friends and neighbors? What does that mean for you to come here and have this place to do karate? I can distract myself from the pandemic. Because we got to do something instead of just watching tv During the pandemic. And is this a, do, is karate a fun program for you all? Yes. Yes. And what is one thing that you're thankful for from the karate program? Your teachers are they are good teachers? Yes. Anything else that you would like to add? Any other comments, anything else you would like to add? I'm thankful for everything, they teach us. Good nice people and they teach well.

#### 28. ELMO – Patricia Vasquez

Hello good morning, my name is Patricia Vázquez. I am 53 years old, I have three children.. and my husband. I've be coming to this this community Center at El Modena between 12 to 13 years receiving assistance, my children began when they were in elementary school. They have received tutoring for their homework and college-related events, where they have been presented with options for staying on track for any stage of their education. Here we have spent these years as if we were a family in which we have supported each other in different ways friendships of feelings and needs in the community we have grown in that friendship In that family and in the Center we have been helped a lot for my children and for me, as a mother they have helped me a lot with my children so that they can also strengthen them to get ahead, academically, morally, spiritually it's helped them, the events that have been held and things that have been, they have grown in an environment with a sense of community to socialize them, to have friends, because they are older and the eldest one that began here, Moisés, he is 22 years old now at the moment and works with the district (school), he loves working with children with special needs. My daughter Loe is 19 years old is following the same path to work with the district At the moment is going through the application process. My son Moises that he comes to the Center because he's an adolescent and is doing via-Zoom, he's in a program that he's assisting art where they assist young people and they are instructing them right now also to prepare them for art-based activities in mind, they can realize it. He enjoys painting, music, and we wait from god that tomorrow we have visually, personally the activities. Us as a couple, my husband and I they were able to assist us with discussions, that they've had with parents about the needs here in the community with material of what's needed such as more lighting, street safety, more trees that so that we are better also in the streets too. I am part of the Leadership group here at the Center we are a group of ladies and gentlemen, too, but majority are ladies and we have been active, they have been training us with some classes for leadership with Peter (CAP OC) and María Elena (CAP OC) that they have directed us this leadership course that is helping us on how to speak with the City so that we can address any need here in the community so that our community is safer and the environment, too. We are developing projects, but first we are going to improve ourselves, because we need to improve ourselves first.




***Written – LIVE READ ALOUD BY ADAM***

29. Agency Partner – Irene (FOCUS)

My name is Irene Basdakis. I work for a national nonprofit organization called FOCUS North America. I am the Director for FOCUS in Southern California. FOCUS has been a partner agency with the Orange County Food Bank since 2010. It has been my privilege to work with the Orange County Food Bank the last couple years, and together, we work to help our neighbors in need. During the pandemic in 2020, so many people needed food, through no fault of their own. The Orange County Food Bank provided us with over 1.6 million pounds of food that we distributed throughout Orange County, feeding close to 300,000 individuals and families. We remain grateful to have such a wonderful partner to work with during such challenging times. In 2021, the Orange County Food Bank began providing us with assistance for babies. We now help 230 babies each month with diapers/pull ups and wipes. The Orange County Food Bank also gave us over \$40,000 of infrastructure for our Santa Ana warehouse. The refrigeration, freezers and equipment allow us to continue food distributions on an ongoing basis. The staff at the Orange County Food Bank is a pleasure to work with. They are professional, compassionate, dedicated and committed to doing all they can to support the efforts of their agencies. We are just one of over 300 agencies they serve yet their quick response and support makes us feel like we are their top agency. I am sure their other agencies feel the same.

Besides sharing my own thoughts about the Orange County Food Bank, I will share the effect the food has had with three (3) recent food recipients. Last week we gave food to a man named J. J is a single parent and father of 4 who also takes care of his elderly parents. J has been out of work since the start of the pandemic and is unable to find steady employment. J let us know he is deeply appreciative of the food support because it helps him get fresh food to his family. Sheryl receives food boxes weekly from FOCUS. Sheryl is in her 60's and lost her job due to the pandemic. She worked at the Anaheim Convention Center for over 30 years. Sheryl has her 20-year-old son living with her who has kidney failure and is on dialysis. She also has her 30-year-old daughter and son in law and their three children living with her. Sheryl's daughter and son in law are also not working at this time. Sheryl and her family are dependent on food donations to survive. Janet and her husband's household consists of 10 kids (ranging from 5 to 21). Her husband's hours at work have been cut in half resulting in half the income. Janet relies on our weekly food distributions to feed her family of 12. FOCUS could not do what we do without the continuous support of the Orange County Food Bank. FOCUS has had much success helping our neighbors in need because of the Orange County Food Bank and it's wonderful staff. Thank you for the opportunity to share my thoughts with you about the Orange County Food Bank.

30. CSFP – Kathy Warf



My name is Kathy Warf I've belonged to CSFP senior food box since December 2020 I really appreciate what they have done for me I would be without food if not for them I have truly been blessed thank you

### 31. Elevate Youth – Yesenia Juarez

My name is Yesenia Juarez. I was introduced to Elevate Youth by Gaby Gregg! She took some time to explain to me why the program was about and what their hopes were regarding how they want to see the program grow and I was really interested! I think Elevate Youth has created a space to talk about issues and topics that I never really get the chance to talk about elsewhere. I really appreciate how they create such a safe place for me and everyone who attends. The allies of Elevate Youth do a great job of creating a safe space for everyone who attends. For example, you don't have to use your full name if you don't feel safe doing so and they never force you to turn on your camera and mic on. I'd also say that being surrounded by others who have been or are in a similar situation or have a common mindset on specific issues can lead to so much growth. Most importantly, I would most likely say how helpful it is to hear from others and having a space to share what we are going through. Sometimes sharing can be scary but everyone at Elevate Youth has been so supportive and kind it truly is amazing.


I also volunteer at the El Modena Family Resource Center. Back in high school! My mom went in to ask about certain programs and the lady who helped her told me about a leadership program they were having and being shy back then, my mom and I thought it would be a neat idea to join. The leadership program was super neat and it allowed to me learn more about the FRC and what it had to offer. I also saw that there were many ways to volunteer, so I always tried to help out wherever I could! Volunteering definitely helped me learn more about my community. It was taught me that while many of the members of the Hispanic community and other communities of color can share similar struggles, they can still be unique in their own manner. We also carry things differently from one another and that's okay. Volunteering specifically at the FRC taught me that support from others can be such a huge help and that little things matter. I remember how happy the little ones from the YMCA program would be if they had a fun snack for lunch. Little things like that could bring lots of joy to someone. My mom and I are truly grateful for the food distribution programs at CAP OC. Especially when the pandemic started, my mom and I were out of a job and being able to receive some veggies and other foods helped so much. We knew we wouldn't go hungry and had resources to go to if we needed any help.

### 32. Vape Free La Habra – Norma Perez

The following testimony was submitted in Spanish and has been translated to English.

I am Norma Perez. For me, Vape Free La Habra has given me very valuable information and I have learned all the diseases that are caused by tobacco and electronic cigarettes.





Besides that, it is pain and suffering to lose a beloved one because of these products sold at every store, at every post no matter how much they earn from selling them but how many die every day from these vices and I thank Vape Free La Habra and Orange for giving us this valuable information.

33. TP – Agripina Lopez

I am grateful for help and orientation that I am receiving to defend my rights here in the Tina Pacific neighborhood in the City of Stanton. Thank you Yesenia Hernandez for the advice and orientation on how to defend our rights. From Agripina Lopez.

34. Tina-Pacific – Juan Gonzalez

I would like to thank Yesenia, CAP OC staff) and her staff for helping the organize a neighborhood coalition for the Tina-Pacific community. They have been instrumental in achieving meetings with the city in order to help improve conditions within the community. Thank you on behalf of the Tina-Pacific residents. From Juan Gonzalez

35. SWCC – Daniel Nunez Ayala

This is the final testimony of the night it was submitted in Spanish and has been translated to English.

I am writing these lines of gratefulness for Southwest Community Center and to their personnel for being friendly and very professional in their work. I have received help in the preparation of my taxes for more than 10 years. The employees have given me support and trust and make us feel very special. Especially, for Rosa Renteria for being a very professional person in her work and I thank her for giving me her support at all moments especially during this pandemic, I found myself in need of asking for help with my rent. I am a person with a chronic disease and my work was affected, thank you very much for helping us in these difficult times. Thank you and blessings. From Daniel Nuñez Ayala

**E. Raffle – Alexander Caro**

**F. Closing Remarks – Alicia Berhow**

## 2021 Public Hearing *SPANISH* Script

### **A. Starts with a CAP OC Video**

### **B. Welcome/ Introduction – Mr. Scott**

### **C. CAP Presentation – Alexander Caro & Adam Levy**

### **D. Testimonials – Alexander Caro Introduction to Videos**

#### 1. Diaper Bank – MOMS OC


Hola, mi nombre es Christina Flores. Tengo un bebé de un año. He sido cliente del programa de visitas domiciliarias de MOMS Orange County el año pasado. Y como parte de ese programa, pude recibir pañales para mi bebé. Los he estado recibiendo durante el año pasado. COVID definitivamente ha tenido un impacto en nuestra familia y nuestras finanzas. Y solo quiero agradecer a la Asociación de Acción Comunitaria del Condado de Orange por poder asociarse con MOMS del Condado de Orange para proporcionar pañales a familias como yo. las madres. Mi hija nació el 29 de abril de 2020, durante la época de COVID. Me dijeron que iba a someterse a un levantamiento de la hendidura y fue entonces cuando me comuniqué con MOMS Orange County y me convertí en parte de su programa de visitas domiciliarias. Durante esos momentos, no sabía cuáles serían las necesidades y luchando por COVID y el trabajo, necesitábamos buscar ayuda adicional y fue entonces cuando recibí los pañales. Pude conseguir pañales varias veces del programa y eso realmente ha tenido un impacto, ya que pudimos poner comida en la mesa y conseguir cualquier otra necesidad. Entonces, queremos agradecer a la Asociación de Acción Comunitaria del Condado de Orange, MOMS del Condado de Orange y la comunidad.

#### 2. CalFresh – Mayra Oseguera

Hola. Mi nombre es Mayra Oseguera y estoy afiliada al CAP OC porque vine y solicité cupones de alimentos, debido a la pandemia que está pasando. Solo quería decir que he tenido la mejor experiencia con Daisy Diaz. Ella fue de gran ayuda, muy amable, muy comprensiva. Y definitivamente recomendaría a más personas que vengan y soliciten beneficios aquí. Ella es el tipo de persona que, ya sabes, te hace sentir cómodo y realmente quería tomarme el tiempo y agradecer su ayuda. Gracias.

#### 3. CalFresh – Billy Micheal Carter

Buenas tardes. Mi nombre es Billy Carter. He estado trabajando con CAP OC para ingresar al programa de alimentos. Hace casi un año que no tengo empleo y Daisy Díaz, nuestra gerente de cupones de alimentos, ha estado trabajando muy duro para presentar mi solicitud. Y también llega en un momento en que mi hija está embarazada y al final tiene un bebé. de mayo. Así que agradecemos enormemente toda la ayuda que podamos obtener. Daisy ha sido increíble, es tan



eficiente y hace las cosas muy rápido. Así que tenemos mucha suerte de trabajar con ella y tenerla como directora. Muchas gracias CAP OC por su ayuda.

#### 4. CalFresh – Azucena Diaz

Hola, mi nombre es Azucena Díaz y entré en CAP OC hace un par de meses en lo que respecta a cupones de alimentos. La representante Daisy Díaz me ayudó y ella hizo todo lo posible por lo que me ayudó. Fue la primera vez que me ayudó con el proceso de solicitud, me hizo sentir cómoda. También me proporcionó lugares de distribución de alimentos y otros recursos disponibles para mí, ya que era la primera vez que presentaba una solicitud. Sí, fue una gran experiencia y realmente aprecio todo el trabajo y la ayuda que hace esta empresa. Gracias.

#### 5. Agency Partner – Luis Jonas

Buenos días. Mi nombre es Luis Jonas y soy el director de la despensa de alimentos aquí en Crossline Community Church. Me uní el 1 de octubre de 2019, ese año hicimos alrededor de ciento veinticinco mil libras de distribución de alimentos. En 2020, producimos 2,1 millones de libras de alimentos, distribuidos en la comunidad de OC, y mucho de eso se destinó a una asociación con OC Food Bank. Judy Chacón y el equipo han sido un equipo increíble. Hemos podido alimentar a más de 600 familias individuales semanalmente. Abrimos los miércoles, viernes y domingos de 10 a 12, y ha sido un viaje increíble aquí en nuestro centro de distribución. Estamos muy agradecidos, estamos muy agradecidos por lo que está sucediendo. Incluso en medio de la pandemia, hemos podido proporcionar alimentos a los necesitados y a los que están en crisis, y estamos agradecidos con los voluntarios que lo han hecho posible. Los voluntarios son la base y el corazón de lo que hacemos aquí. Y sin ellos, esto no sería posible. Pero estamos muy agradecidos y agradecidos por la asociación que compartimos con Judy Chacon y el Banco de Alimentos de OC. sin la comida que obtenemos de ellos de forma regular, esto también sería imposible. Así que estoy muy agradecido y agradecido.

#### 6. Agency Partner Participant – James Carr

Buenos días. Mi nombre es James Carr y he estado viniendo a Crossline Food Pantry durante aproximadamente un año. Ha sido una gran bendición para nuestra familia. Hemos venido varias veces aquí donde el servicio ha sido fenomenal. Todos son muy amables y pacientes con Lewis y Ark. Ha sido increíble. Estoy muy agradecido por toda la gente aquí y la generosidad de la iglesia. Estamos muy bendecidos y muy agradecidos por todo lo que se nos ha presentado. Y estoy contento de ser parte del ministerio y espero que podamos seguir viniendo mientras sea necesario para esta pandemia con la que todos tenemos que lidiar desafortunadamente. Pero Dios tiene el control y solo creemos que sería un buen resultado para esto pronto y podremos volver a la normalidad siempre que eso sea, muchas gracias.

#### 7. Agency Partner Participant – John Ibasitas

Mi nombre es John Ibasitas. He estado viniendo aquí, este banco de alimentos, esta iglesia cruzada (crossline), durante tres o cuatro meses. Amo a la gente de aquí. Son tan amables, tan sinceros, tan honestos. Son tan buenos. Y seguiré viniendo hasta que lo cierren. Pero eso también beneficia a mi familia porque les encanta la comida que llevo a casa y también que la compartamos con nuestra familia, nuestros hijos, nuestras hijas y vecinos. Y a ellos también les encanta. Así que gracias, gracias, gracias.

#### 8. Agency Partner Participant – Chelo Velasquez


Mi nombre es Chelo Velásquez. Vengo aquí por la despensa de alimentos de la Iglesia Crossline durante un año. Y estoy muy feliz porque me ayudó mucho. La gente es muy agradable. Ayuda a todos. Y estoy feliz, traen la comida para mi casa, para mi familia. Y a veces tengo que dárselo a mi sobrino y mi amigo. Pero estoy feliz de venir aquí. Vengo todos los miércoles. Todo el tiempo, soy la segunda persona en la fila. Me gusta! ¡Estoy muy feliz! Y muy buenos chicos, muy buenos. Todos.

#### 9. Clementine – Blanca Vaga & Victoria

Mi nombre es Blanca Vaga y ella es Victoria. Bien. ¿Por qué estas aquí hoy? Estoy aquí para conseguir algo de comida que nos ayude durante la semana en estos tiempos difíciles. Sí, sí, sí ... ¿Es la primera vez que recibe comida de Clementine? Desde aquí, sí. Bueno. Entonces, ¿cómo se enteró de Clementine? De hecho, fui referido aquí por ... Supongo que ella es una trabajadora social que me refirió aquí. Bueno. ¿Y qué recibes hoy de Clementine? Actualmente, será la comida y la terapia. Y luego esta caja de fruta. Ah, sí, la caja de frutas. ¿Este programa es útil para usted y su familia? Si. Bueno. ¿Cómo les está ayudando a usted y a su familia? Nos ayuda donde no tenemos que comprar tanta comida durante la semana. Ya sabes, asegúrate de que tengamos bocadillos y frutas. Sea lo que sea para los niños. Bueno. ¿Volverías el próximo mes o lo recomendarías a otras familias? Si. ¿Hay algo que le gustaría decir o agregar? No, ¡todo el mundo es muy agradable hasta ahora! ¡Muchas gracias! ¡Bien! ¡Impresionante! ¡Gracias!

#### 10. AIFRC – Mariana Dzib

Buenas tardes. Cuál es tu nombre? Buenas tardes, Mi nombre es Mariana Dzib. Y cómo está usted relacionada aquí Mariana con el centro de Anaheim Independencia y Community Action Partnership? Llegue al centro de Anaheim Independencia el año pasado estén por una situación difícil con la familia. Este realmente este centro fue de mucha ayuda para mí en el año 2020 debido a la pandemia tuvimos varios procesos familiares difíciles, uno de los cuales fue, pues la pandemia este mi esposo, disminuyó su trabajo y ellos tuvieron una asistencia monetaria de la cual nos ha ayudado mucho a soportándonos con un mes de renta eso fue mucha ayuda para mí para mi familia, a para que no han nos despojaron del lugar donde vivimos otra de las cosas en



las cuales Anaheim Independencia, me ayudado mucho esa cerca de mi matrimonio, unas clases en las que participe que ellos me recomendaron que la verdad me ayudaron demasiado sobre todo a mí y a mi esposo que estábamos en una situación difícil y otra de las cosas también es de que ellos me han aportado mucha ayuda en el aspecto de la comida tienen una food foundation en la cuales cuando ellos tienen oportunidad de donar toda esa comida nos hablan y si tenemos acceso para poder venir a recogerla, lo hacemos estoy bien agradecida a esta organización nos han ayudado en los peores momentos de mi vida. Estén tanto como a mis hijos a mi esposo y a mí Y en todo lo que abarca esta pandemia tan difícil que ha llegado Pues a cambiarnos la vida. Muchas gracias.

#### 11. AIFRC – Dora Marquez


Buenos días. Este ¿cuál es su nombre? Mi nombre es Dora Marquez. ¿Y como usted está relacionada con Anaheim Independencia y Community Action Partnership? Estoy relacionada me están ayudando con la marqueta acerca de muchas preocupaciones. Nos ayudan mucho. Me han ayudado mucho en clases como ahora en pandemia las he tomado por línea. La he tomado por Zoom. Nos ayudado muchísimo también en los niños nos han ayudado en apoyo en lo que necesito sí recorro a María y María me da las opciones que hay para para seguir. ¿Cuánto tiempo tiene estar viniendo aquí, ahora? hay para para seguir. ¿Cuánto tiempo tiene estar viniendo aquí, ahora? Hace unos 8 o 9 años más o menos que estoy aquí. Okay, muchas gracias por su testimonio. Okay. Hasta luego.

#### 12. AIFRC – Marina Grimaldo

Ah Buenas tardes, Cuál es tu nombre? Buenas tardes Mi nombre es Marina Grimaldo Y como usted esta relacionada con el centro de Anaheim Independencia y Community Action Partnership? Yo estoy relacionad como mis niños empezaron la escuela de verano aquí y en el programa de niños después de escuela ayudaron con sus tareas y también en el mercadito con la comida que en la pandemia nos ayudaron mucho y con la renta de que en la pandemia mi esposo perdió trabajo no me ayudaron a pagar parte de la renta con el housing. Okay y eso es todo. Y éste y entonces éste usted cómo les ayudó la ayuda? como les ayudó para que ustedes pudieran este ocupar su dinero en otros en otros ingresos? Pues nos ayudo para completar la renta y a pagar los biles más bien los otros que faltaron como el de gas pues para los niños. Okay Muchas gracias Marina. Gracias María.

#### 13. ELMO – Julieta Lozado

Hola buenas tardes, Mi nombre es Julieta Lozada yo pertenezco al grupo de líderes comunitarios aquí en el centro de El Modena, tengo aproximadamente un poquito más de un año participando aquí en los eventos que tiene el grupo para mí para mi familia esto ha sido una bendición realmente encontrar personas muy buenas que trabajan con un verdadero servicio a la comunidad hemos aprendido muchas cosas en mi caso he tomado varios talleres con ellos que nos




proporcionan nos han proporcionado ahora había un link por todo lo que ha pasado ha sido han sido varios los apoyos que yo he podido tener del centro comunitario aquí nos pueden proporcionar desde comida cualquier tipo de ayuda que hemos necesitado alguna ayuda, por ejemplo para pagar algún Bill También nos han apoyado en eso, el centro comunitario tiene muchas actividades y cosas que a lo mejor no podemos o no sabemos aprovechar más bien porque la información está, pero a veces no nos acercamos a mí me gustaría mucho a recomendar el centro porque nosotros en la comunidad latina tenemos muchas necesidades, no conocemos en muchas cosas, hay información y la tenemos al alcance de la mano, pero a veces son utilizamos, no sólo eso también, por ejemplo, mi familia fue bendecida con regalos en Navidad cuando tienes tu cualquier duda sobre algún tema, tú puedes venir, puede ser servicios de migración o financieros o para los estudiantes también mis hijos han podido tener tutorías gratis que también eso les ayudado mucho porque ahora como no están asistiendo a las escuelas. Necesitan un apoyo extra entonces La verdad es que yo no tengo nada que decir más que puras cosas buenas del centro y del personal que está aquí Muchas gracias por todo y ojalá continúen con su nombre.

#### 14. ELMO – Socorro

Okay Socorrito, como le ha ayudado la comida que le traemos del centro? Y el centro en si mismo? Me ha ayudado mucho porque en realidad ya no puedo ir por ella los martes Entonces es mucha ayuda para mi que me la traigan Ahorita que no ha podido ir a menos que le pueden traer, qué es lo que qué es lo que piensa del centro? Me gustaria que estuviera abierto para poder ir alla y estar con las amigas platicando estar con los con ustedes. Ver todo los programas que tienen me gustaría mucho. Okay, algo más que quiera agregar. Pues que los extraño mucho

#### 15. ELMO – Griselda Reyes Muñoz

Buenos días mi nombre es Griselda Reyes Muñoz y yo pertenezco al Center (El Modena FRC). desde hace casi ya 9 años yo llegué aquí buscando ayuda para mi hijo porque tenía problemas de sobrepeso y estaba teniendo dificultad con su corazón. No tenía muy acelerado mi primer ayuda fue con las clases de kárate, este me atendió la señorita Maribel (CAP OC) y de ahí para acá no me he ido de el Center el tenido mucha ayuda desde apoyo con los niños desde apoyo de tutoría para la escuela con mi hija, me han ayudado mucho para cuando salió del college, del colegio para entrar al College ellos se encargaron de ayudarme a buscar toda la información para que ella pudiera estar en el College me han proporcionado ayuda económica con tarjetas de vales de despensa y éste y ahora que estudiamos La pandemia. Me proporcionaron una tarjeta para mi gasolina y para comida ahora que estuvimos los cuatro enfermos de COVID en el mes de Diciembre, me proporcionaron también comida, me iban a dejar comida para para nosotros en la puerta de la casa. Me han dado a mucho a este conocimiento intelectual estado en muchos cursos con ellos en curso más importante en el cual más me ha gustado mucho, es el curso de donde pudimos tener la oportunidad de aprender cómo hablar en pareja, el curso se llamaba hacer pedir



la palabra ese curso lo tome con mi esposo fue de mucha importancia para nosotros porque hemos aprendido mucho como pedir la palabra, Cómo hablar con tiempos, no gritar, no alzar la voz cuando no es necesario. El curso lo tomamos por un mes completo en las tardes. Fue precisamente un curso matrimonial también el otro curso que me ayudó mucho fue el de Cómo ahorrar y cómo poder tener las finanzas al día. Me han ayudado con mis taxes año con año y venido aquí y me han ayudado con mis taxes, me han hecho ellos los taxes. Para mí la experiencia de estar en este lugar ha sido muy buena muy positiva, ya que no sólo hemos recibido ayuda, sino que también hemos encontrado un grupo de apoyo, hemos encontrado grandes amigas dentro y fuera de Center, Cómo son las mamás líderes con las que hasta ahora hemos tenido una amistad una forma diferente de relacionarnos y con las señoritas como lo ha sido Jessica (CAP OC) como la has ido Maribel (CAP OC) misma que nos han proporcionado su amistad y aparte su apoyo moral en todo momento él él está dentro de esta institución. Para mí ha sido grande y y también ha sido de mucho beneficio, he aprendido a conocer todo lo que nos pueden dar y que nosotros por ignorancia no buscamos, pero sobre todo le han hecho saber que soy parte de una comunidad así.

#### 16. ELMO – Teresa Dirvas


Me llamo Teresa Dirvas. Y cómo le ha ayudado el centro? Mucho. Bastante. Yo soy una mujer sola y no tengo modo de mover. Tengo hijos, pero pus. Y qué es lo que le trae traemos? la comida? La comida muchas cositas. Algo más que quiere agregar? Dale las gracias a todos, que todos me ven con ojos de la misericordia.Okay

#### 17. Vape Free La Habra – Adela Chavarria

Quiero agradecer a Vape Free, La Habara, por toda la información que me han proporcionado, ha sido muy profesional. Las reuniones han sido extremadamente informativas, presentando una gran cantidad de datos reales y muchas respuestas a las preguntas. Vengo de una familia de fumadores empedernidos. Mi papá fue un fumador de cigarrillos sin filtro durante toda su vida y murió de enfisema. De todos los hermanos, la mitad de ellos eran fumadores empedernidos, pero afortunadamente todos dejaron de fumar ahora. Pero esos efectos duraderos de fumar, y en estos días diría que vapear, todavía se sienten. Tengo dos hermanas con EPOC y esos son solo los efectos. Para uno de ellos de humo de segunda mano, para el otro de tabaquismo real. Entonces, esto me demuestra y es algo que puedo transmitir a los niños, que es una cuestión generacional y debemos cambiarlo alejándonos del tabaco y los productos de vapeo. Y esto es algo en lo que está trabajando Free La Habra, y es algo que se necesita.

#### 18. Vape Free La Habra – Nohemi Valenzuela

Hola, mi nombre es Nohemi Valenzuela. Soy parte de Vape Free La Habra. Amo esta organización porque nos ha enseñado mucho. De hecho, estoy en ex vapor. Solía vapear y estoy feliz de poder alentar a otros niños o adultos a que no lo hagan porque no es saludable. He estado



en ese entorno y sé de qué se trata y no quisiera que mis hijos o cualquier ser querido hiciera este tipo de cosas. Así que animo a todos a que, si hay alguna organización en su ciudad, aprovechen la oportunidad para entrar y echar un vistazo a Vape Free. Mi hija también está en Vapor Free for Teens y estoy muy orgullosa de ella porque yo, como madre, soy un buen ejemplo para ella. Entonces ella va a hacer lo mismo que yo. Muchas gracias. Quiero agradecer a Yvonne y a todos mis amigos en línea aquí que nos hemos convertido en una familia y porque todos queremos cambiar para nuestra ciudad y todo podría ser posible si todos nos lo proponemos. Y cualquiera con todos nosotros, podría haber un cambio en nuestra ciudad. Muchas gracias por su tiempo y apoyo.

#### 19. Vape Free La Habra – Luz Olano

Quería dar gracias a ti (CAP OC) por invitarnos a formar este bonito grupo y pues de alguna forma somos amigas, aunque sea la distancia por este problema de COVID, pero me gusta la la colaboración que está teniendo ya le embie el Chamber of Commerce de La Habra y como ella dijo No no debemos sentirnos indiscriminate porque no hablemos el idioma inglés. Bueno al final la idea es que la ciudad de La Habra se a una comunidad bilingüe y que no nos sentamos discriminado las personas que no hablan en inglés, gracias.

#### 20. Vape Free La Habra – Karen Villegas


Vape Free La Habra me ha brindado la mejor experiencia. Interactuar, comunicarse y realizar prácticas para los miembros de la comunidad. No solo me educaron sobre el tabaco y el vapeo, sino que también me proporcionaron información sobre la concienciación y el abandono del tabaco. Vape Free La Habra ha impactado mi nivel educativo, nivel comunitario y nivel personal. Los miembros del grupo han sido increíbles y respetuosos. Personalmente, nunca he estado involucrado en un grupo educativo, que se enfoca en cambiar y mejorar el bienestar de la comunidad. Y ser parte de este grupo me ha influido para seguir abogando, trabajando más duro y haciendo cambios en la comunidad, ya sea relacionada con el tabaco, sin vapeo o relacionada con la nutrición. Como muchos de nosotros, el tabaco o el vapeo nos han afectado personalmente. Nuestros familiares, nuestros amigos y tener la oportunidad de educarlos, apoyarlos moralmente y guiarlos por el camino correcto es muy reconfortante. Me ha inspirado a seguir educando a mis amigos, colegas, familiares y personas de la comunidad.

#### 21. Vape Free La Habra – Gloria Campaña

Vape Free La Habra nos ha dado las herramientas para conversar con nuestros hijos sobre los riesgos del tabaco y vapeo. La Habra tiene nos da ha dado conciencia para combatir el tabaco en nuestra comunidad se empieza desde temprano y de nuestros hogares. Les agradecemos por unirnos a esta causa, unidos para la salud de nuestra familia. Muchas gracias.

#### 22. HCI, Move More, Eat Healthy – Aura Zacarias






Hola buenos días, mi nombre es Aura Zacarías soy residente de la ciudad de Buena Park pertenezco al grupo de líderes y voluntarios de la ciudad. Tengo ya 4 años trabajando con Peter Hernandez a través de Move More, Eat Healthy. Participando activamente en clase de nutrición, talleres de salud mental, liderazgo y promoviendo clases de zumba a través de Jamboree. Como testimonio puedo decir que la organización Community Action Partnership ha sido de gran ayuda en el crecimiento personal, familiar y comunitario por los talleres que nos han impartido. Hemos fomentado mucho más la importancia de una salud completa es decir física y mental fortaleciendo y empoderando cada día más a nuevos líderes para hacer crear mejores comunidades. Quiero agradecerles a todos ustedes por el gran apoyo que nos brindan. Muchas gracias.

### 23. HCI, Move More, Eat Healthy – Norma Guillermo

Hola. Buenas tarde, mi nombre es Norma Guillermo y yo soy residente de la ciudad de Buena Park ya llevo como mamá voluntaria desde el año 2014 y conozco la organización de CAP OC desde ese, ese entonces y me da mucho gusto y les agradezco, ¿verdad? Porque siempre han mantenido esta colaboración con nuestros residentes y con nuestra familia y gracias a Peter que es ahorita nuestra coordinadora el que está a cargo, nos ha traído un entrenamiento que se llama RLA, Resident Leadership Academy. Adonde podemos nosotros aprender sobre herramientas para liderazgo, para cómo poder abogar por nosotros mismos dentro de nuestra comunidad y también nos está apoyando verdad a las que somos ya líderes un poquito más de años a poder tener ese entrenamiento y colaboración con las nuevas personas que se están involucrando hemos tenido gracias a su apoyo clases de guitarra gratuitas para nuestros jóvenes. También tenemos lo que son un taller para jóvenes. Teen Fridays que se llama y ahí pueden tener diferentes actividades donde ellos se pueden desestresar sobre todo en esta época de pandemia. También tenemos talleres donde deben de Salud Mental donde podemos nosotros como madres verdad desestresarnos un tiempo y convivir con otras mamás tomar ese tipo de relajación también actividad física y clases de nutrición que nos está trayendo nuestra comunidad que eso es algo muy importante verdad para podernos tener muchísimo más saludables y sobre todo durante toda esta pandemia. Yo les quiero agradecer porque siempre nos han apoyado nunca nos han dejado sin ningún tipo de esto recursos y motivaciones, verdad. Gracias les damos de parte de toda nuestra comunidad de Buena Park.


### 24. Success Coaches – Corina & Maria

Mi nombre es Corina. ¿Y cuánto tiempo llevas en el programa? 3 meses. ¡Estupendo! ¿Qué ayuda recibió de nuestro programa? Principalmente fueron las computadoras como Zoom y cómo descargar un par de programas. Estaba tomando clases en línea y no sabía cómo usar el Zoom. Así que Griselle fue realmente agradable y me mostró cómo usarlo y fue una gran experiencia, realmente buena. ¿Los servicios proporcionados cubrieron sus necesidades? ¡Sí, por supuesto! Más de lo que esperaba. Que a esta edad, no pensé que volvería a la escuela. Y lo estoy



haciendo. Así que ha sido genial. Por eso, cuando llamé a Griselle por primera vez, me dijo: "¡Ven, podemos hacer esto!". Y ella tenía tanta razón. Yo puedo hacerlo. Y lo hice. Sí, no sabía que era capaz de hacer todas estas cosas antes. Y la última pregunta para ti. ¿Recomendaría esto a sus amigos y familiares? Por supuesto. Definitivamente haré eso. Es un gran programa, especialmente para personas mayores. Y todos los que trabajan aquí son muy amables y serviciales. Son personas increíbles que conocí aquí en este programa. Estoy realmente, realmente bendecido.


Hola. Mi nombre es María Ana Bucataru. Soy originario de Rumanía. He estado involucrado en el Programa de Coaching para el Éxito durante los últimos tres meses. Disfruto tremendamente este programa Comenzamos el programa con S.M.A.R.T. Es como establecer algunas metas en las que debíamos trabajar. Mi objetivo era tener algo de asistencia para el alquiler porque me faltaba ese fin. Luego para comprar un teléfono celular, o mejor actualizar el teléfono celular. Hicimos eso. Fuimos y compramos. También el programa, y el gerente del programa, Justin Nguyen, me proporcionaron unos \$ 500 que utilicé. Y parte de eso, solía financiar mi teléfono celular. Compramos el teléfono celular. Ese no fue el total de \$ 500 que se usó para el teléfono celular. Ahorré mucho de eso hacia otro objetivo. La enseñanza del S.M.A.R.T fue muy buena. Le enseñé cómo ahorrar dinero, establecer las metas, cómo, dónde gastar el dinero, cómo ahorrar el dinero, darle el marco de tiempo. Así que fue muy orientación y direcciones. Cómo hacer eso y lograrlo en un marco de tiempo, no metas a corto plazo, metas a largo plazo. ¿Cómo le ha ayudado el servicio a nivel mental, financiero, conductual o cómo le ha ayudado? Me da mucho alivio. Ya no siento más presión como solía tener esa presión. Cómo voy a pagar las facturas, cómo voy a funcionar o ya sabes los celulares. Entonces es mucha ansiedad cuidarlo. Ahora tengo menos, por lo que me resulta más fácil pensar en este programa. Financieramente, desde ese punto de vista, no hay mucha presión para el alquiler, lo cual es bueno. Luego estoy ahorrando dinero con las metas nacionales y ese otro objetivo era ahorrar dinero y lo estoy haciendo. Sigo conectado en Zoom, hago talleres sobre Zoom. Tengo muchas opciones. Enviar mensajes de texto, llamar. Tengo instalada la aplicación Whats, que es muy útil para hablar con mis amigos y familiares, y tengo muchos datos. Así que gracias por la ayuda. ¿Y sientes o crees que puedes tener éxito en casi todo lo que te propongas? ¡Definitivamente! Quiero decir, fuimos a comprar el teléfono celular. Nos gustó un tema, una muy buena relación, una relación muy personal. Como un cliente es para acomodarme. Y entonces, estoy muy agradecido. Mucho alivio en muchos sentidos. Económico, financiero, mental, menos estrés. Gracias, Dios, por este programa, es una gran bendición. ¡Muchas gracias! ¡Muchas gracias! ¡Entonces puedo devolverle la sonrisa! ¡Me devolvió la sonrisa! ¡Lástima que no puedo mostrarlo!



Hola mi nombre es Maria Medina and yo soy Jessica Medina y nosotros queremos darles laa gracias por la oportunidad de compartir nuestra experiencia and involuncramente con la agencia de Community Action Partnership. Compartiremos en ingles y español.

Quiero mencionar muchos de los servicios servicios que la agencia Community action partnership ha compartido conmigo y me has dado la oportunidad también de invitar y compartir esta información con otras familias que también han aprovechado estos recursos en nuestra comunidad. Existe ayuda para cubrir las utilidades apoyo económico para pagar tu renta, despensas de comida, donación de útiles escolares cada verano a nuestras escuelas. Además, Community Action Partnership fue la conexión que me ayudó a ser parte de los campeones del cambio el condado de Orange desde hace más de 6 años tuve el honor de conocer a estas personas maravillosas con pasión por su trabajo. Y cómo Justin Nguyen y María Elena Rodríguez (CAP OC) impartiendo clases de nutrición ejercicio en mi comunidad, ellos me abrieron la puerta a muchas conexiones con otros grupos de bellas personas como Belinda Ong (CAP OC) donde mis hijos y mi esposo se unieron también al grupo de caminata en el parque interactuaron con la nutrióloga Quan Nguyen en haciendo preguntas para mejorar nuestra alimentación y nuestro estilo de vida en general esta actividad se mantuvo por 2 años consecutivos hasta que comenzó la pandemia. Wendy Ramírez, Vanessa Orozco (CAP OC) posteriormente fueron también parte de las personas que conocimos, otro grupo de personas que también participaron y tuvimos ya el honor de conocer es la señora María Rosas (CAP OC) y su equipo integrado por Griselda y Emilio (CAP OC) ellos se impartieron clases de ayuda emocional y motivacional para mejorar las relaciones en pareja. También fuimos beneficiados con la tarjeta de regalo de \$500 que nos ayudó a cubrir algunos gastos básicos como comida y pagos de utilidades a las familias que como la mía nos quedamos sin empleo durante la pandemia mientras está agencia, siga teniendo este grupo maravilloso de personas que tienen pasión por su trabajo que nacieron para hacer este trabajo y lo hacen También tenemos fe de recibir el apoyo que necesitamos en el futuro y sabemos que van a seguir creando más recursos para nuestra comunidad todos ustedes son increíbles de parte mía y de toda mi familia, la familia Medina Les agradecemos infinitamente todo su apoyo muchísimas gracias.

Entonces hablaré en inglés. Estoy de acuerdo con todo lo que dijo mi madre, um, no hay suficiente en la agencia Community Action Partnership, um gracias a todos los que han estado involucrados. Nuestras vidas han mejorado, ha habido algún tipo de paz, más estabilidad en nuestras vidas debido a cada programa, cada participación en la que hemos podido participar. Definitivamente con gastos en términos de poder pagar las facturas, poder para comprar víveres. Ha habido menos preocupación por tener que cuestionar cómo vamos a conseguirlo debido a todas las oportunidades que tenemos para poder asegurar eso para mí, para mi hermano, para los 4 de nosotros aquí en casa. Siento que los últimos dos años he estado fuera por un tiempo, estuve en la universidad y ya no siempre sabía lo que pasaba en casa, pero mis padres me dijeron que hay muchos recursos disponibles. para ellos, me brindó una especie de paz. Pude redirigir mi




atención hacia mis estudios y es algo por lo que estoy agradecido porque planeo devolver todo el tiempo que pasé en la escuela a mi familia, a mi carrera y saber que mis padres no están solos. , que tienen personas que se preocupan por ellos fuera de nuestra familia es algo que no puedo expresar solo a través de este video lo agradezco que estoy de que existan personas así.

Actualmente, lo más activo que he estado con la agencia Community Action Partnership ha sido a través del Programa Elevate Youth. Entonces mi mamá mencionó que ya conocemos a Vanessa y ya conocemos a Wendy, así que fue realmente increíble ver sus caras amistosas nuevamente en la cámara y decidí unirme al programa por mi hermano y sé que las cosas han sido difíciles para él. no tener que asistir a sus clases en persona en este momento, estar lejos de sus amigos, pero todavía había un sentido de comunidad y amistad que pudimos construir incluso en las primeras tres de las cuatro reuniones en las que hemos sido parte. de a través de Elevate Youth. Le encanta el arte sabiendo que allí hay actividades basadas en el arte, pensé que sería algo que lo llevaría a querer saber más y, para mí, me he beneficiado a través de todo el desarrollo de liderazgo y promoción que ofrece este programa, creo que puedo implementarlo en algunas otras cosas fuera del programa, por lo que, en términos de mis objetivos profesionales, puedo aplicarlo allí, en términos de establecer redes con otras personas. No hay límite para las cosas que estoy aprendiendo y todo lo que quiero hacer es tratar de absorber tanto conocimiento como sea posible y les agradezco que lo estén haciendo posible. La comodidad, la estabilidad, algo que es tan difícil de obtener en este momento, pero con personas como ustedes y su organización, la mejor manera de compensarlo es pasándolo a otras personas, así que muchas gracias por todo lo que tienen. hecho. Esperamos estar tan involucrados como ya lo estamos durante el tiempo que nos lo permitan y les agradecemos nuevamente y esperamos que todos estén sanos y salvos. Ojalá puedas volver a vernos en persona pronto, pero por ahora, buena suerte con todo. Adiós. Gracias, adiós

## 26. Sarah Middleton

Hola, mi nombre es Sarah Middleton y soy consultora de impacto social aquí en el condado de Orange. Estoy grabando este video en apoyo de la Asociación de Acción Comunitaria del Condado de Orange. Soy un gran admirador y un gran creyente en la misión y el trabajo de CAP OC. Conocí a Community Action Partnership of Orange County en 2008, a través del Orange County Food Bank, durante más de 10 años tuve el honor y el privilegio de trabajar profesionalmente con Orange County Food Bank, y su director, Mark Lowry y Mark's Amazing equipo. Después de 2008, cuando me convertí en consultor independiente. También tuve el honor y el privilegio de trabajar con Community Action Partnership a través del Censo de 2020, CAP OC se convirtió en uno de los principales subcontratistas de Charitable Ventures, que fue nombrada Organización Administrativa Comunitaria para la divulgación del Censo 2020 por el estado para el Condado de Orange. . CAP OC hizo un gran trabajo con la divulgación y la educación del Censo y su equipo fue completa y siempre receptivo y absolutamente increíble




trabajar con él. Al equipo de CAP OC durante la campaña del Censo de 2020 se le ocurrieron ideas maravillosas para la divulgación en medio de la pandemia de Covid-19, incluido un desfile del censo a través de Santa Ana y eventos de banca telefónica y eventos virtuales del Ayuntamiento. CAP OC es una de las razones por las que el Condado de Orange pudo lograr una tasa de auto respuesta del 76.6% en el 2020. Censo más alto que la tasa de auto respuesta de 2010 de un poco más del 71% sin un trabajo pandémico que continúan haciendo. Hace 10 años. Apoyo plenamente la Asociación de Acción Comunitaria del Condado de Orange.

#### 27. ELMO – Karate – Amy & Justin

Oye, ¿cómo se llaman tus chicos? Amy. Justin. ¿Y cuántos años tienes? Tengo 9. Tengo 11. ¿Y en qué programa participan ustedes aquí en El Modena? Kárate. Kárate. ¿Y qué significa para ti participar en el programa de kárate? Puedo aprender a defenderme. Me gusta porque quiero estirarme y me gusta aprender los nuevos objetivos aquí. Bien, ¿cuál es la mejor parte del karate? Próximo. Me gustan las clases. ¿Y qué significa tener este programa mientras atraviesa una pandemia? ¿Y estar socialmente distanciado de tus amigos y vecinos? ¿Qué significa eso para que vengas aquí y tengas este lugar para hacer karate? Puedo distraerme de la pandemia. Porque tenemos que hacer algo en lugar de simplemente ver televisión durante la pandemia. ¿Y es este un programa divertido para todos ustedes? Si. Si. ¿Y qué es algo por lo que estás agradecido del programa de karate? Tus profesores son buenos profesores? Si. ¿Algo más que le gustaría agregar? ¿Algún otro comentario, algo más que le gustaría agregar? Estoy agradecido por todo, nos enseñan. Buenas personas agradables y que enseñan bien.

#### 28. ELMO – Patricia Vasquez

Hola buenos días, mi nombre es Patricia Vázquez, tengo 53 años. Tengo tres hijos Y mi esposo. Y aproximadamente tengo en esta en esta comunidad el Center El Modena 12 a 13 años asistiendo, mis hijos empezaron desde que estaban en primaria, ellos han recibido la tutoría para sus tareas para eventos de colegio, donde les han presentado opciones de donde seguir caminando después de que van terminando cada etapa de su escuela. Aquí hemos pasado estos años como si fuéramos, no conocemos. somos una familia en la cual nos hemos apoyado de diferentes formas de amistades de sentimientos y necesidades que en la comunidad hemos crecido en esa amistad. En esa familia y que estés entera, nosotros nos ha ayudado mucho para mis hijos y para mí que no, como madre me han ayudado mucho por mis hijos para que puedan también fortalecer sus fuerzas para que puedan ellos salir adelante, académicamente moralmente espiritualmente también les ayudado también los eventos que ha habido y y otra de las cosas que también. Ellos desean han crecido dentro de lo que es también en en un ambiente de comunidad de socializarse de tener amigos ahorita, pues ya están grandes ya uno el más grande que puedo y qué hace el queso aquí Moisés tiene 22 años ahora por el momento trabaja con el distrito, le gusta le encanta trabajar con los niños especiales, mi hija lo hice tiene 19 años. Va por el mismo camino de trabajar en el distrito también por el momento que está haciendo esta aplicación mi




hijo Moisés que ahorita, pues Él sigue aquí en el pene porque es un adolescente y él está por medio de su está en unos programas de que le profesional también de arte donde se reúnen con jóvenes y y pues los están instruyendo ahorita también para irnos preparando para para que algún arte que tenga pues ellos puedan. realizarlo, alcanza, la pintura la música y pues esperemos en Dios que ya mañana ya tengan visualmente personalmente las actividades a nosotros como pareja como pareja mi esposo y a Emily también nos han ayudado mucho en asistir en pláticas también que habido para padres en las necesidades que habido en la comunidad de materiales también alrededor de lo que se necesita un alien zumba Che y los árboles que que para que estemos mejor también en las calles también, pues tengo segundos y yo soy parte del grupo de Liderazgo y de aquí del sena son unas grupo de señoras y hoy también que la mayoría señores ahorita hemos estado activos no se han estado formando con unas clases de liderazgo con mentira y María Elena que ellos nos llevamos encaminaron a este a este curso de Liderazgo que nos está ayudando de cómo poder hablar con la ciudad para que una necesidad dentro de aquí de nuestra comunidad para que nuestros comunidad esté más segura también todos los ambientes estamos en proyectos y primeramente Dios vamos a realizarlos porque se van a realizar primeramente Dios

**Written – LIVE READ ALOUD BY ADAM**

29. Agency Partner – Irene (FOCUS)

Mi nombre es Irene Basdakís. Trabajo para una organización nacional sin fines de lucro llamada FOCUS North America. Soy el director de FOCUS en el sur de California. FOCUS ha sido una agencia asociada con el Banco de Alimentos del Condado de Orange desde 2010. Ha sido un privilegio trabajar con el Banco de Alimentos del Condado de Orange durante los últimos dos años, y juntos, trabajamos para ayudar a nuestros vecinos necesitados. Durante la pandemia de 2020, muchas personas necesitaron alimentos, sin tener la culpa. El Banco de Alimentos del Condado de Orange nos proporcionó más de 1.6 millones de libras de alimentos que distribuimos en todo el Condado de Orange, alimentando a cerca de 300,000 personas y familias. Seguimos agradecidos de tener un socio tan maravilloso con quien trabajar durante tiempos tan desafiantes. En 2021, el Banco de Alimentos del Condado de Orange comenzó a brindarnos asistencia para bebés. Ahora ayudamos a 230 bebés cada mes con pañales / pull ups y toallitas húmedas. El Banco de Alimentos del Condado de Orange también nos dio más de \$ 40,000 en infraestructura para nuestro almacén de Santa Ana. La refrigeración, los congeladores y el equipo nos permiten continuar con la distribución de alimentos de manera continua. Es un placer trabajar con el personal del Banco de Alimentos del Condado de Orange. Son profesionales, compasivos, dedicados y comprometidos a hacer todo lo posible para apoyar los esfuerzos de sus agencias. Somos solo una de las más de 300 agencias a las que sirven, pero su rápida respuesta y apoyo nos hace sentir que somos su agencia principal. Estoy seguro de que sus otras agencias sienten lo mismo.




Además de compartir mis propios pensamientos sobre el Banco de Alimentos del Condado de Orange, compartiré el efecto que la comida ha tenido con tres (3) destinatarios recientes de alimentos. La semana pasada le dimos comida a un hombre llamado J. J es un padre soltero y padre de 4 que también cuida a sus padres ancianos. J ha estado sin trabajo desde el comienzo de la pandemia y no puede encontrar un empleo estable. J Háganos saber que está profundamente agradecido por el apoyo alimenticio porque lo ayuda a llevar alimentos frescos a su familia. Sheryl recibe cajas de comida semanalmente de FOCUS. Sheryl tiene más de 60 años y perdió su trabajo debido a la pandemia. Trabajó en el Centro de Convenciones de Anaheim durante más de 30 años. Sheryl tiene a su hijo de 20 años viviendo con ella que tiene insuficiencia renal y está en diálisis. También tiene a su hija y yerno de 30 años y a sus tres hijos viviendo con ella. La hija y el yerno de Sheryl tampoco están trabajando en este momento. Sheryl y su familia dependen de las donaciones de alimentos para sobrevivir. La casa de Janet y su esposo consta de 10 niños (de 5 a 21). Las horas de trabajo de su marido se han reducido a la mitad, lo que se traduce en la mitad de los ingresos. Janet depende de nuestras distribuciones de alimentos semanales para alimentar a su familia de 12. FOCUS no podría hacer lo que hacemos sin el apoyo continuo del Banco de Alimentos del Condado de Orange. FOCUS ha tenido mucho éxito ayudando a nuestros vecinos necesitados gracias al Banco de Alimentos del Condado de Orange y su maravilloso personal. Gracias por la oportunidad de compartir mis pensamientos con ustedes sobre el Banco de Alimentos del Condado de Orange.

### 30. CSFP – Kathy Warf

Mi nombre es Kathy Warf. He pertenecido a la caja de alimentos para personas mayores de CSFP desde diciembre de 2020. Realmente aprecio lo que han hecho por mí. Me quedaría sin comida si no fuera por ellos. Realmente he sido bendecido gracias,

### 31. Elevate Youth – Yesenia Juarez

Mi nombre es Yesenia Juárez. ¡Me presentó a Elevate Youth por Gaby Gregg! Se tomó un tiempo para explicarme por qué se trataba el programa y cuáles eran sus esperanzas con respecto a cómo quieren que el programa crezca y ¡estaba realmente interesado! Creo que Elevate Youth ha creado un espacio para hablar sobre cuestiones y temas de los que nunca tengo la oportunidad de hablar en ningún otro lugar. Realmente aprecio cómo crean un lugar tan seguro para mí y para todos los que asisten. Los aliados de Elevate Youth hacen un gran trabajo al crear un espacio seguro para todos los que asisten. Por ejemplo, no tienes que usar tu nombre completo si no te sientes seguro al hacerlo y nunca te obligan a encender la cámara y el micrófono. También diría que estar rodeado de otras personas que han estado o están en una situación similar o que tienen una mentalidad común sobre problemas específicos puede conducir a un gran crecimiento. Lo más importante es que probablemente diría lo útil que es escuchar a los demás y tener un espacio para compartir lo que estamos pasando. A veces, compartir puede dar miedo, pero todos en Elevate Youth han sido tan solidarios y amables que realmente es asombroso.



También soy voluntaria en El Modena Family Resource Center. ¡De vuelta en la escuela secundaria! Mi mamá fue a preguntar sobre ciertos programas y la señora que la ayudó me contó sobre un programa de liderazgo que estaban teniendo y que eran tímidos en ese entonces, mi mamá y yo pensamos que sería una buena idea unirnos. El programa de liderazgo fue excelente y me permitió aprender más sobre el FRC y lo que tenía para ofrecer. También vi que había muchas formas de ser voluntario, ¡así que siempre traté de ayudar donde pudiera! El voluntariado definitivamente me ayudó a aprender más sobre mi comunidad. Me enseñaron que si bien muchos de los miembros de la comunidad hispana y otras comunidades de color pueden compartir luchas similares, aún pueden ser únicos a su manera. También llevamos las cosas de manera diferente entre sí y eso está bien. El voluntariado específicamente en el FRC me enseñó que el apoyo de otros puede ser de gran ayuda y que las pequeñas cosas importan. Recuerdo lo felices que se sentirían los pequeños del programa YMCA si tuvieran un refrigerio divertido para el almuerzo. Pequeñas cosas como esa pueden traer mucha alegría a alguien. Mi mamá y yo estamos realmente agradecidos por los programas de distribución de alimentos en CAP OC. Especialmente cuando comenzó la pandemia, mi mamá y yo estábamos sin trabajo y poder recibir algunas verduras y otros alimentos ayudó mucho. Sabíamos que no pasaríamos hambre y teníamos recursos a los que acudir si necesitábamos ayuda.

### 32. Vape Free La Habrá – Norma Perez

Soy Norma Pérez. Para mi, Vape Free La Habra me a dado muy valiosa información e aprendido y conocido todas las enfermedades que son causionadas por el tabaco y los cigarros electrónicos aparte es un dolor y sufrimiento perder a un ser querido por estos productos vendidos en cada tienda en cada puesto sin importar cuánto ganan por venderlos sino cuantos mueren cada día por estos vicios y doy gracias a Vape Free La Habra y Orange por darnos esta valiosa información

### 33. TP – Agripina Lopez


Estoy muy agradecida por la ayuda y la orientacion que estoy recibiendo para defender mis derechos aqui en las unidades de Pacific y Tina de Los apartamentos de la City of Stanton. Gracias a Yesenia Hdez. Por aconsejarme y orientarme como defender mis derechos  
Atentamente:Agripina Lopez

### 34. Tina-Pacific – Juan Gonzalez

Quisiera darle las gracias ha Yesenia, un personaje de CAP OC staff y sus colegas por ayudarnos en organizar una coalicion vecindarion en la comunidad de Tina Pacific. Ellos fueroninstrumental en logrando juntas con la ciudad para mejorar las condiciones de la comunidad. Gracias por departed de los residentes de tina pacific. Atencion Juan Gonzalez

### 35. SWCC – Daniel Nunez Ayala





Este sera el utlimo testimonio esta noche. El Testimonio fue sometido en español y ha sido trucido al inglés. Estoy escribiendo Estas lineas de agradecimiento Para: Southwest Community Center y a su personal por ser cordiales y muy profecionales en su labor. Yo he recibido ayuda en mi preparacion de impuestos por mas de 10 años. Los empleados me brindan su apoyo y confianza y hacenos sentir bien En especial para la Sra Rosa Renteria Por ser una persona muy profesional en Su trabajo y agradecerle por darme su apoyo en todo momento en especial en tiempo de pandemia, me haye en la necesidad de pedir ayuda con mi renta. Soy una persona que tiene condicion chronica de salud, y mi trabajo fue afectado, muchas gracias por poder ayudarnos en estos tempos dificiles. Gracias a todos y bendiciones.

**E. Raffle – Alexander Caro**

**F. Closing Remarks – Alicia Berhow (END OF SHOW)**



# Welcome

Gregory C. Scott  
CAP OC President & CEO



# 2021 CAP OC Public Hearing

Community Action Partnership of Orange County

May 12, 2021

5 – 7 PM

Live streamed via CAP OC's  
Facebook, YouTube and on Zoom

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capoc.org    

Community Action Partnership of  
Orange County (CAP OC)

2022/2023

Community Needs Assessment and  
Community Action Plan

California Department of  
Community Services and Development


Community Services Block Grant

DRAFT COPY- 4/30/2021



# Agenda

1. Presentation on 2022-2023 Community Action Plan & 2021 Community Needs Assessment  
by Alexander Caro & Adam Levy
2. Public Testimonials – pre-recorded videos & written testimonials
3. Closing Remarks by Alicia Berhow, CAP OC Board Chair
4. Raffle by Alexander Caro

A large, light gray graphic on the left side of the slide depicts two stylized human figures holding hands. The figures are composed of simple, rounded shapes, with one figure slightly taller than the other. The overall style is clean and modern.

# Presentation on 2022- 2023 Community Action Plan & 2021 Community Needs Assessment

Alexander Caro, Senior Planner  
Adam Levy, AmeriCorps VIP Fellow

# Mission and Vision

*Mission Statement: We seek to end and prevent poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.*

*Vision Statement: We see generations of healthy communities where poverty ceases to exist.*



# Who We Are

Born of the War on Poverty, Community Action Partnership of Orange County (CAP OC) has worked to enhance the quality of life here since 1965.

- Current Programs & Services
  - Addressing Immediate Needs – serving people in crisis
  - Empowering Communities – addressing intergenerational poverty







# Purpose of Public Hearing



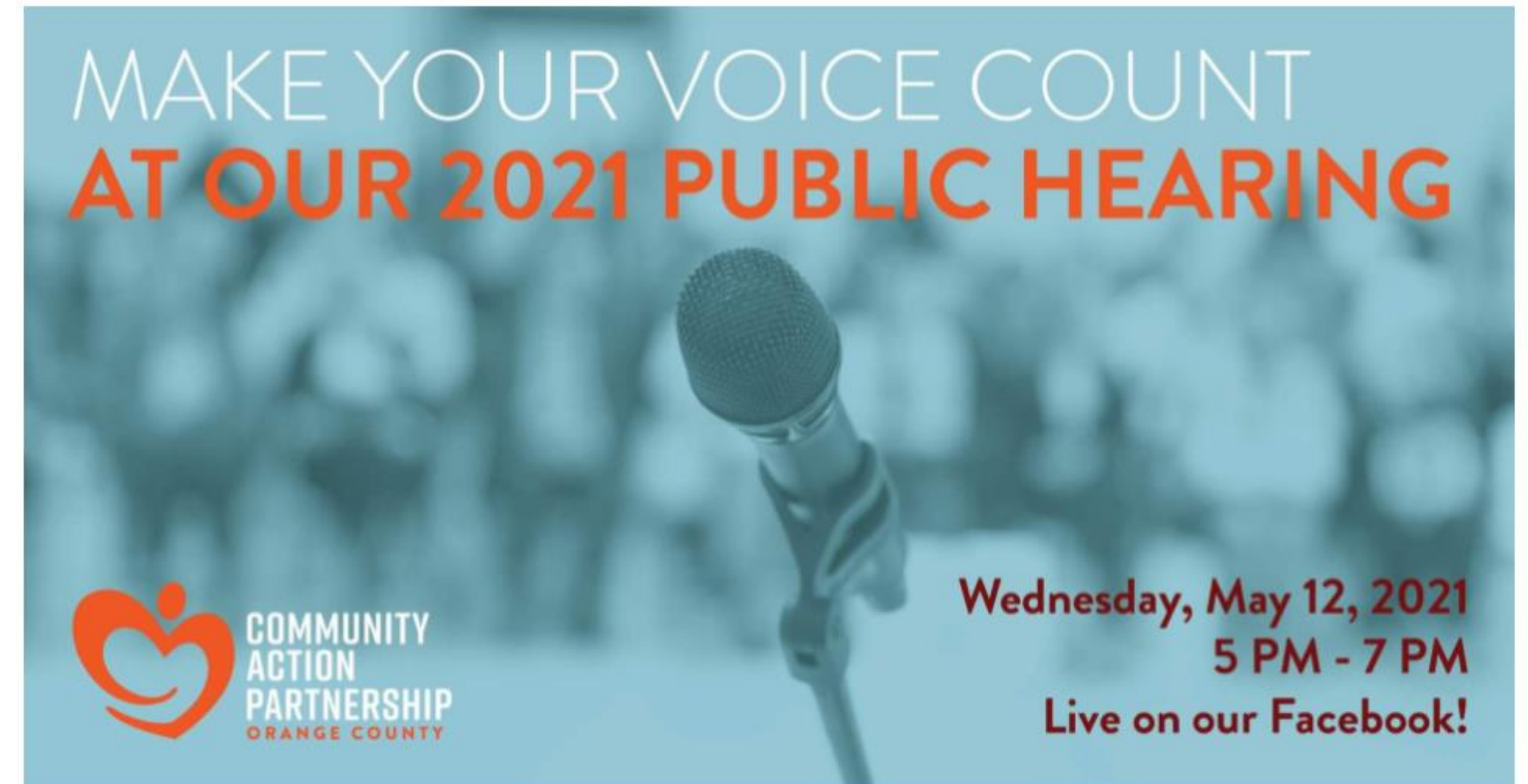
Required as part of current 2022-2023 Community Action Plan- available now!



Public Hearing- Testimonials



2021 Community Needs Assessment



# Community Action Plan

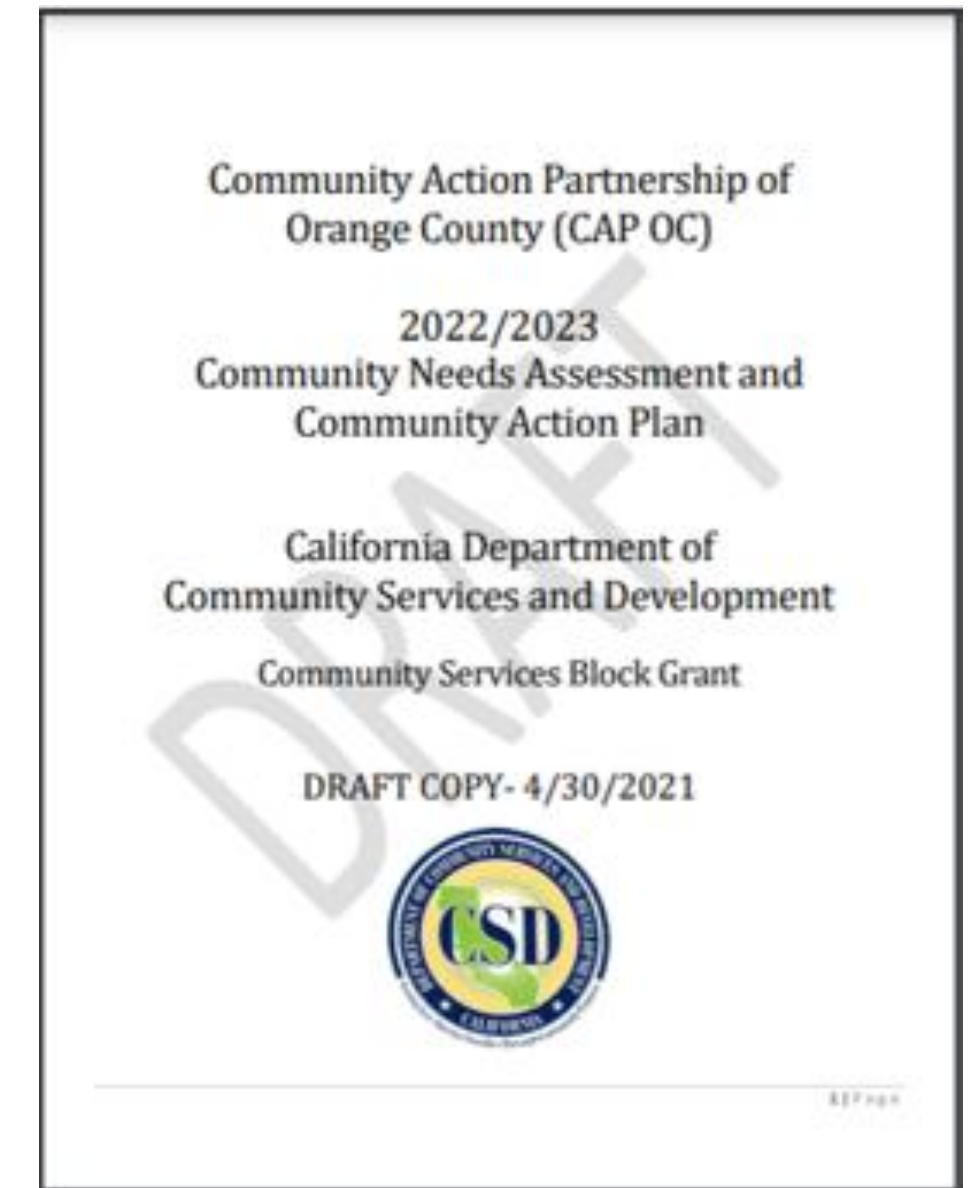
## What is the Community Action Plan?

- Required every 2 years to receive CSBG funding
- Federally-funded through the Community Service Block Grant
- Informed by Community Needs Assessment (CNA) and poverty-related needs
- Public Hearing- solicit public comment

## Important Dates and Timeline-

- Draft currently available
- June 2021 approval

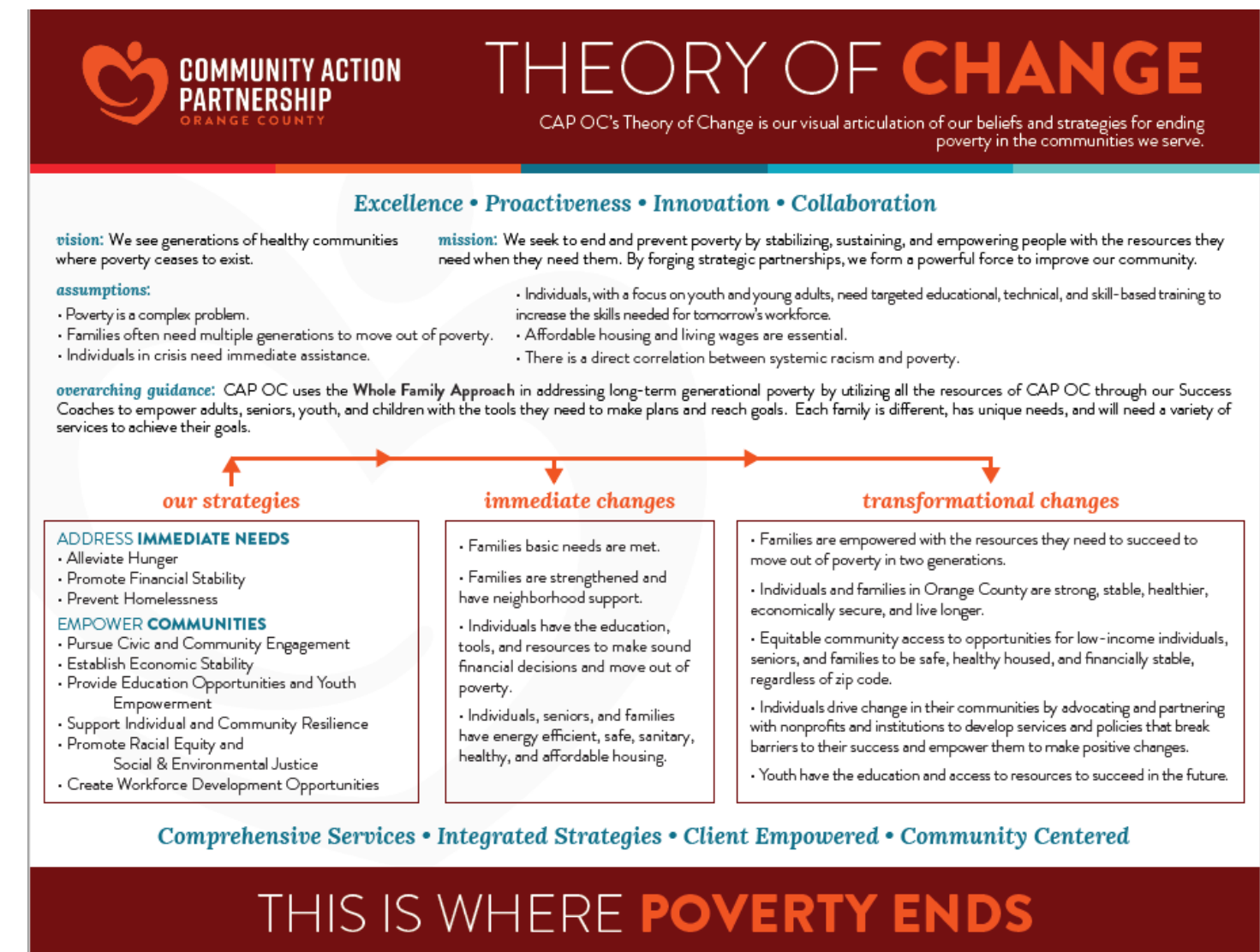
To view draft CAP: [www.capoc.org/2021publichearing/](http://www.capoc.org/2021publichearing/)



# Community Action Plan (Cont.)

## Why is it important?

- Road map for how we will spend our CSBG funds- help to influence how we can consider in spending In next two years
- Allows agency identify most pressing needs in the community & develop programs to respond to needs
- Planning- Using our Theory of Change as guidance for ranking our needs in CAP/CNA



# Community Action Plan (Cont.)

Community Action Plan content:

- Additional services/programs Under Consideration for funding of \$1.35 million in 2022-2023
- New Workforce Development Initiatives Under Consideration
- Investments in capacity building and agency infrastructure
- Data and systems integration



# Community Needs Assessment

What is the Community Needs Assessment?

Data Collection Methods:

- Surveys
- Community Meetings
- Databases

Important Dates and Timeline-

- Draft currently available at [www.capoc.org/2021publichearing/](http://www.capoc.org/2021publichearing/)
- May 2021 approval



2021 CAP OC Community Needs Assessment Survey

Community Action Partnership of Orange County (CAP OC) provides services to Orange County residents by addressing immediate needs and empowering the community. This survey will help us better understand the current needs and resources of Orange County residents, so we can better support our community with the services that you want and need the most. We respect your privacy, and your responses will be kept anonymous. Please use the dropdown menu on the top of your screen to select your preferred language, including Spanish, Korean, and Vietnamese.

Para completar esta encuesta en español, hágale clic al menú en la esquina superior a la derecha de su pantalla que dice "English" y saldrá la opción para "Español".

한국어 설문 조사를 제출 하고 싶으시면 우측 상단에 있는 드롭 다운 메뉴를 이용해 주십시오.

1. Has COVID-19 (coronavirus) affected your employment, financial, housing, education, or health conditions?

- No Impact
- Slight Impact
- Moderate Impact
- Severe Impact

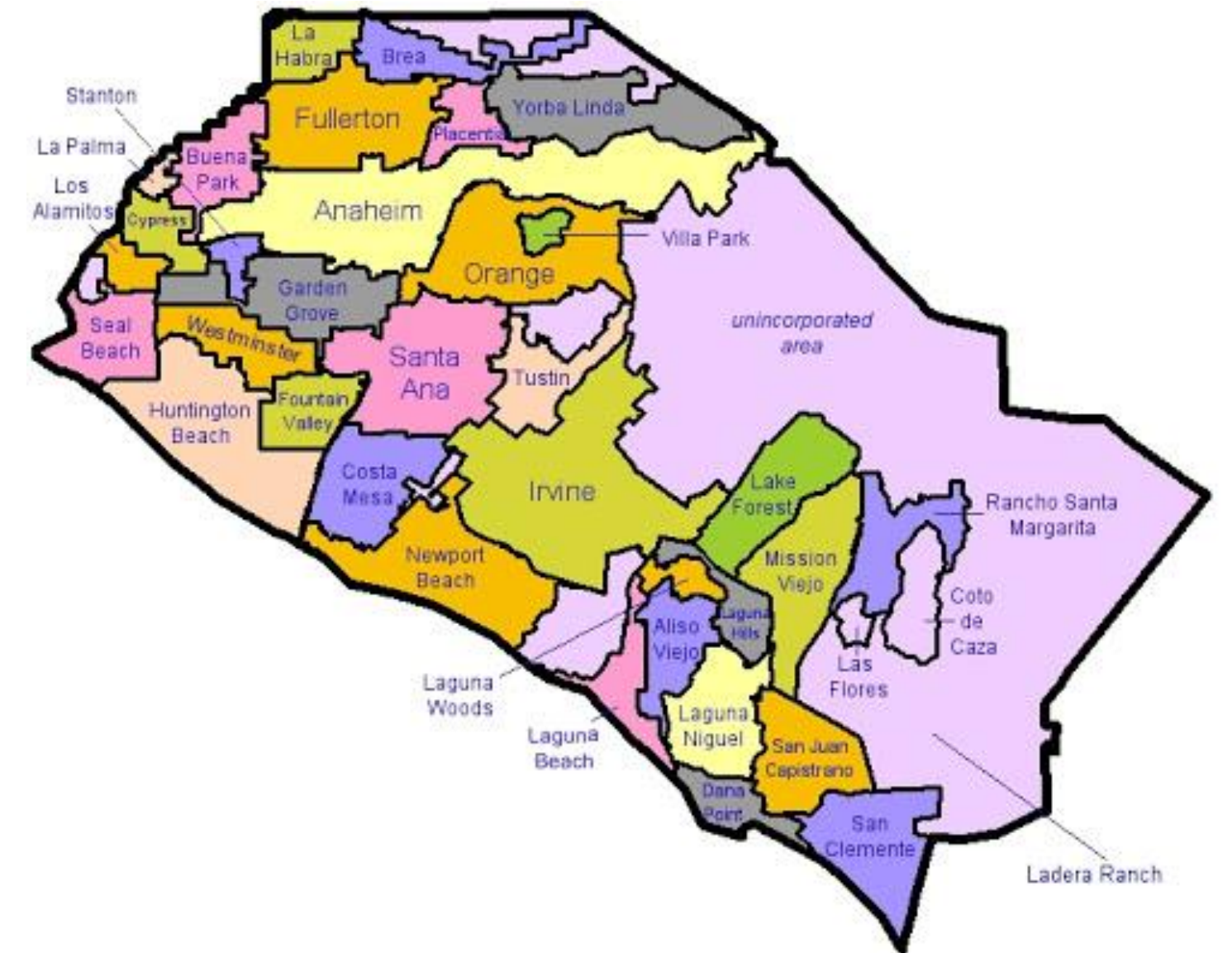
2. Do you have any comments about how COVID-19 has affected your household?



# Community Needs Assessment

## Brief summary of findings:

- Impacts of COVID-19 on Orange County
  - 90% of community members in our Community Needs Assessment survey experienced some form of negative impact due to COVID-19
- Top issues identified:
  - Employment (finding a living wage job)
  - Housing (making rent or mortgage payments)
  - Health (seeing a doctor on a regular basis)



*We look forward to sharing the final results with you soon!*



# Public Testimonials

Submitted participant testimonials consist of:

1. Pre-recorded video testimonials – 49 minutes
  - In Spanish & English
2. Written testimonials will be read aloud by Adam Levy
  - Read in English







# Raffle Time!

Alexander Caro

Prize 1 - \$25 Target Gift Card

Prize 2 - \$25 Target Gift Card

Grand Prize! - \$100 Target Gift Card



# Closing Remarks

Alicia Berhow  
CAP OC Board Chair

A large, stylized orange graphic on the left side of the slide. It depicts a person with their arms raised in a gesture of triumph or joy. The figure is composed of simple, rounded shapes: a vertical oval for the head, a curved line for the torso, and two thick, curved lines for the arms, each ending in a rounded tip.

Thank you for  
watching!

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**Appendix F**  
**Data Analysis & Evaluation**  
**Question 3**

## **Data Analysis & Evaluation**

### **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)**

#### **Census 2020 Outreach Efforts**

Between 2018-2020, the Community Action Partnership of Orange County (CAP OC) received a total of four grants totaling \$210,000 to do community outreach for Hard-To-Count (HTC) populations in Orange County to ensure they were counted as part of the 2020 U.S. Census. These grants were obtained through Charitable Ventures, the Regional Advisory Community-Based Organization (ACBO), and the County of Orange to address a potential undercount that could result in lost congressional seats for the State of California and a significant impact on Orange County federal funding for the next 10 years. Leveraging existing Community Service Block Grant (CSBG) and non-CSBG programs and partnerships, CAP OC's Census strategies ranged from in-person outreach activities to virtual engagement activities such as social media, virtual phone banking, and other activities. Through these efforts, a total of 1,167,499 impressions were made in Orange County targeting HTC populations such as Latinos, seniors, limited English speakers, children 0-5 etc. This grant funding was supplemented with support from other CAP OC staff that were CSBG funded.

CAP OC's Census Team was led by the Director of Planning who is primarily funded with CSBG funds. CAP OC's Senior Planner served as the Project Manager; funded by CSBG with augmentation from Census 2020 contracts. In addition, these Census 2020 contracts provided CAP OC the opportunity to hire a Community Outreach Coordinator and a Community Outreach Technician for the implementation of its outreach plan. Furthermore, this project helped to increase CAP OC's visibility in the community, reaffirmed the organization as a trusted source, and expanded and built upon existing and future strategic partnerships.

CAP OC's original community outreach tactics consisted of attending community events (small and large), doing presentations, disseminating Census branded collateral and marketing material, leveraging social media (Facebook, Instagram, and Twitter) and local media (such as radio, print and online newspapers). However, CAP OC's original proposed strategies changed once the COVID-19 health pandemic hit in March 2020 and a Countywide lockdown was enforced followed by other restrictions.

As a result of the COVID-19 health pandemic, CAP OC's Census 2020 outreach strategy required much innovation, creativity, and adaptation. Most tactics became virtual for the safety and health of the staff and community. In-person strategies turned into phone and text banking, live streaming virtual events on Facebook and YouTube (using StreamYard), a bigger push on social media, utilizing local media, disseminating Census branded collateral and marketing material through essential services/programs, and Census Car Caravans.

COVID-19 in addition, altered the Census timeline extending the self-response period, pushing back Non-Response Follow Up (NRFU) and the end date by about 2-3 months. The 2020 Census abruptly ended on October 15, 2020. However, its final days and week were challenged by consistent last-minute changes, pending lawsuits and pressure from the administration. Although, the health pandemic turned CAP OC's plans upside down, it also led to innovative ideas for targeting HTC populations.

### *Phone Banking*

An initial challenge became the sudden loss of four high school interns. The intent had been to canvass the City of Garden Grove's 17 HTC Census tracts with the assistance from four high school interns from Anaheim's Innovate Mentoring Experience (AIME). However, with stay-at-home orders, remote learning, and remote work in place, we no longer could canvass and lost our four high school interns in late March. CAP OC's Census Team quickly pivoted to phone banking the 17 HTC Census tracts instead. Nine CAP OC staff part of the Community Partnerships & Services Department (CPSD) impacted by COVID-19 were redirected to help phone bank. A virtual training webinar was quickly developed, and Zoom was incorporated to begin phone banking using Census Political Data Inc. (PDI) which provided registered voter information (household address and a phone number) and a survey for staff to complete and follow as they called each household.

### *StreamYard*

As CAP OC and all its partners adapted their Census 2020 outreach strategy to incorporate digital platforms and software such as Zoom and/or Microsoft TEAMS. CAP OC took it a step further by incorporating StreamYard. StreamYard is a live streaming broadcast studio that allows for personalization and customization; can simultaneously stream up to eight different social media accounts (i.e. Facebook, YouTube, Twitter, LinkedIn etc.) and allows up to 10 guests in the studio at a time. Using StreamYard, CAP OC developed an interesting idea to put on a three hour live

streamed concert called Rock the Count: Census Virtual Concert. The concert consisted of 10, one-minute commercials that introduced a Census question with an explanation, nine pre-recorded performances, and one live artist all hosted by two CAP OC staff and a staff member from the LGBTQ+ Center OC. The concert was simultaneously live streamed to CAP OC's Facebook and YouTube channel and picked up by the City of Garden Grove's Emmy award winning Government Access Channel 3.

### *Dissemination of Collateral to Essential Programs/ Services*

Outreach throughout the pandemic lacked the impact of direct outreach tactics. Although, in-person strategies such as tabling at events, canvassing and/or directly connecting with the community were no longer available, CAP OC carried out soft strategies. A prime example of a successful soft strategy was strategically placing lawn signs and posters and disseminating Census collateral in highly trafficked areas such as food distributions and/or businesses. Thus, ensuring a diversified strategy that did not rely solely on technology and digital outreach, as HTC populations were more likely to lack internet and/or computer access and felt less comfortable completing their Census online. Thus, the dissemination of collateral to essential programs/ services became a key tactic for CAP OC. Leveraging CSBG funded essential services and relationships, CAP OC disseminated Census collateral such as posters, flyers and Census Swag (bags, pencils, shirts, hand sanitizer, face masks etc.). A great resource within CAP OC was the OC Food Bank's 200+ Agency Partnerships consisting of faith-based organizations, food distributions, non-profits and community-based organizations. In addition, in collaboration with U.S. Census Bureau Partnership Specialists, CAP OC reached out to businesses and other organizations in HTC and low-responding census tracts throughout Orange County. Businesses in particular were a great and underutilized resource to reach the community throughout the Census.

# **Appendix G**

## **Linkages and Funding Coordination**

### **Question 3**



## **Linkages and Funding Coordination**

**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)**

CAP OC staff strategically seeks and accommodates new partnerships to bring value and added resources to our programs, including our three Family Resource Centers, so that funds are not used to duplicate services. These key partnerships, that include active participation, to serve low income individuals and families, are described and listed in Question 11 (and Appendix K). As an organization we are a member of the County of Orange Continuum of Care (CoC) in which we monitor Commission meetings, and actively participate on the CoC Housing Committee. Also, in 2020, the County of Orange added CAP OC to help in providing housing navigation and sustainability services to a defined group of homeless or precariously housed that are in coordinated client managed services. Even with CAP OC working remotely in 2020 and 2021, we actively participated in community outreach, meetings and civic engagement.

Three Community Centers (El Modena, Anaheim Independencia, and Southwest Community Center)  
The Anaheim Independencia Family Resource Center is located within the community of unincorporated Anaheim, and El Modena is located within the community of unincorporated Orange. Both centers provide safety net services and programming to the local low income community and are full-functioning family resource centers. Reporting requirements are dependent upon funding sources. Operating hours make the centers assessable, convenient, and a safe environment to provide lunches and social connections for seniors and services for families, although hours and services were modified in 2020 due to the pandemic and for the first half of 2021. For the purpose of the CAP, it is assumed that both FRCs will be back to regular operations in 2022 and 2023.

The staff for the two unincorporated County FRCs staff regularly networks with neighboring agencies and 15 partnering organizations to support and participate in agency managed programs that comprehensively achieve the greater objective of environmental stewardship, financial empowerment, safe and healthy communities and alleviation of hunger. Nutritious and healthy food market, utility and weatherization assistance, access to Citizenship, Healthy Marriage & Responsible Fatherhood Program, VITA Tax Preparation services, community health and wellness activities, financial empowerment, cultural and youth development are delivered through workshops, lectures, interactive

activities and referrals for individualized skill building. At the El Modena FRC, CAP OC coordinates services with County of Orange Departments such as Community Resources Department, Health Care Agency, Social Service Agency, Housing and Community Development, and the Sheriff's Department.

The Southwest Community Center (SWCC) in Santa Ana as acquired by the CAP OC in late 2019, has a focus in providing three meals a day, seven days a week, to the homeless and those in need. During the pandemic, the type of meals were modified, so that they were pick up and go. How meals are prepared and served during the second half of 2021 and for 2022 – 2023 are expected to return to how they were previously provided. Our meal program at SWCC is dependent upon outside volunteer groups to prepare meals in our Health Department approved kitchen. Meals can be prepared offsite if done in a permitted County of Orange kitchen. Additional services will be considered at SWCC in 2022 - 2023 as CAP OC responds to community needs and new funding sources are identified. It is anticipated that financial empowerment services will continue at SWCC with continued support from the City of Santa Ana.

As operations return to normal at these two FRCs in 2022 – 2023, staff will be able to focus on the following services: administration of Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) program, the YMCA parenting classes, parenting groups to arrange transportation for Kid's Café, after-school STEM and Karate program. Each service provides a component to achieve an outcome. Staff attend after school youth sports programs, use social media, and print announcements to promote culturally and cognitively enhancing opportunities; access to nutritious foods and healthy nutrients education, facilitated physical exercise programs, medical services from Med-CAL, and CAL-Fresh for youth and eligible adults. Unique to the El Modena FRC is the Karate program, and unique to Anaheim FRC is the La Colonia Market.

### **Your Money, Your Goals**

CAP OC's Community Partnerships & Services department staff integrated Your Money, Your Goals (YMYG) program into our supportive services at our Anaheim Independencia FRC and El Modena FRC, where financial management and empowerment were not part of the curriculum. Staff of participating FRCs network and provide workshops and teach skills that would ultimately improve quality of life of participants. Additionally, staff meets at the FRCs and survey at-risk families using assessment questionnaires determine and implement appropriate modules based on the assessment; staff attendees YMYG trainings to gain familiarity with the program objectives, then

create workshops, publish participation opportunities and identify strategies of execution. With funding from the City of Santa Ana, CAP OC's financial empowerment program was offered at Southwest Community Center. And then beginning in 2021 and continuing into 2022, CAP OC used some of its CSBG CARES funding to provide this assistance to a small number of our participants from those we were helping with Senior Food Boxes and Utility Assistance.

### **Central OC Intersections Initiative**

CAP OC's participation in St. Joseph's Central OC Intersections Initiative in the cities of Stanton and Santa Ana advances health equity by addressing community conditions that shape health, safety, and well-being. Dedicated staff and resident leaders recruit and maintain participation of the members in workshops, work groups and related activities. CAP OC staff provide logistical support for meetings, facilitates partner meetings, participates in conferences relevant to the collaborative, and any curriculum.

## **Appendix H**

### **Linkages and Funding Coordination**

#### **Question 6**

## **Linkages and Funding Coordination**

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

#### **VolunteerHub**

Beginning in 2019, CAP OC was able to procure an online volunteer portal that made it easier for individuals and groups to sign up for volunteer opportunities with CAP OC, VolunteerHub. The software allows volunteers to sign up either to individual volunteer days throughout the week or to take part in a large Volunteer event that is user-friendly. The software also allows CAP OC Staff to pull the number of hours completed by volunteers and the number of volunteers to be used for reporting purposes. We currently utilize VolunteerHub for the OC Food Bank, three community centers, however the goal is to eventually have all CAP OC volunteers go through this software platform.

#### **OC Food Bank**

Our ability to secure over 18,000 volunteers to pack 24,000 USDA senior food boxes every month under the supervision of our CSBG funded volunteer coordinator provides significant organizational capacity and cost savings in previous years, however we were severely impacted by the pandemic in our ability to achieve this. During 2020, our agency experienced a reduction in the number of volunteers and corporate groups that would normally assist in packing our Senior Food Boxes due to the local and state restrictions due to the pandemic.

Our Senior Food program averages about 24,000/month. In April and May 2020, Amazon assisted our OC Food Bank in distributing our Senior Food Boxes to Seniors across the County. In July 2020, our partnership ended with Amazon and we have switched back to distributing our food boxes with the use of 70 distribution sites. Our OC Food Bank maintains an Access database of over 300 corporate and community organizations that regularly volunteer packing senior food boxes. These hours are logged into an Excel database and reported.

## **Energy and Environmental Services Department**

Our Energy and Environmental Services Department currently has a number of internship and apprenticeship programs, recruiting Interns from local colleges and universities. These Interns and apprentices help to support both the Weatherization and Utility Assistance programs with a new CARES-funded Youth Climate program underway in 2021 that will focus on educating low-income communities on sustainability and promotion of environmental issues and policies.

### **Three Community Centers**

Volunteers also help at our three Family Resource Centers, and interns from local universities volunteer their time, while receiving college credit. Monthly hours are managed by Managers of our three Community Centers in the form of monthly reports that track Volunteer and intern hours. On average, we mobilize almost 70,000 hours of volunteer services that would be valued at \$910,000 if we paid \$13.00 per hour (California minimum wage) is a significant increase in programmatic capacity.

### **Planning Department Interns**

Our agency's Planning Department also utilizes quite a number of interns and volunteers from local Colleges and Universities. The number of interns and hours are managed by the Senior Planner that also serves as the interns' Preceptor. Hours for Interns are documented on an excel spreadsheet throughout the year to be able to use for reporting purposes at the end of the year and in preparation for the CSBG Annual Report.

# **Appendix I**

## **Linkages and Funding Coordination**

### **Question 11**

## **Linkages and Funding Coordination**

### **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)**

CAP OC in addressing poverty in Orange County is an active member of many organizations and coalitions, both locally, statewide, and nationally, and staff and Board members also serve in leadership positions in such organizations. Our participation helps to ensure coordination between community anti-poverty programs. As to title XVI (relating to low-income home energy assistance), we provide a number of energy related weatherization programs for Orange County low-income communities.

CAP OC receives annual funding for low-income assistance from State of California Community Services Department (CSD) for LIHEAP (Low Income Heating and Energy Assistance Program) funds which includes Weatherization, Utility Assistance, and emergency replacement of heating and cooling systems and for Department of Energy Weatherization funds. These programs were originally created in response to a national emergency situation with regards to energy conservation and being able to provide emergency assistance to cover an electric or gas bill. The purpose of weatherization was to improve energy conservation in the home while making authorized improvements, and sometimes being able to replace inefficient appliances like an old refrigerator or water heater. CAP OC is also a contracted representative of Southern California Edison to provide free low-cost equipment for self-installation such as LED light bulbs and smart power strips; and a contractor with SoCal Gas to provide low flow aerators and showerheads.

Under our pandemic operating procedures, CAP OC continues to provide outreach services for Utility Assistance and emergency heating and cooling services. We have signage on our energy lobby doors advising the community of our temporary office closure while directing them to our on-line applications located on the CAP OC website. All signage is posted in three languages (English, Spanish, Vietnamese). Additionally, there are applications left in front of our offices daily. Our call center phone number and our FAX number are also prominently posted.



CAP OC has notified our local utilities of our Utility Assistance application accessibility to potentially new participants suffering job losses due to the COVID-19 pandemic. Additionally, we have notified other internal departments at CAP OC such as our OC Food Bank and Family Resource Centers and our partners such as 211 that our services remain available through our energy lobby doors are closed. CAP OC continues to provide Public Service Announcement (PSA) calls to past UA participants to notify them of the current CPUC moratorium on disconnections. Our outreach staff have provided training about our UA and Wx program through virtual presentations on Facebook Live and were conducted in English and Spanish. Additionally, Vietnamese-speaking outreach staff appeared on local Vietnamese cable and news networks to promote our many programs in the agency. All outreach staff currently have DocuSign accounts to further assist the community that has access to computers.

Our outreach Team collaborates with other community partners regularly including Habitat for Humanity; OC Heritage Council; OC Housing Authority; Caritas Communities; Jamboree Housing; Son Do Mobile Home Property Management; Bel' Age Manor Apartments; Community Garden Towers; Mercy House; and Huntington Beach Community Gardens.

CAP OC continues to provide Emergency Crisis Intervention Programs (ECIP) applications under our Low-Income Home Energy Assistance Program (LIHEAP). Emergency services are requested either through our Call Center or via our outreach staff. Once an applicant is determined to be eligible by our outreach staff, the application is forwarded to our Production Team Construction Supervisor. An on-site appointment will be scheduled for an Assessment. Our Wx Assessors have very strict guidelines for providing in-home services in a safe and timely manner.

- A member of the California Community Action Partnership Association (Cal CAPA), the statewide association of anti-poverty programs and has served in leadership positions.
- A founding member of the Kennedy Commission in Orange County that advocates for affordable housing for the extremely poor or families earning less than \$20,000 and leads discussion of welfare reform and the community safety-net and looks to continue its support and participation.
- A member of the OC Continuum of Care Housing Committee, we work with other leaders in Orange County to address housing needs of the homeless population.
- CAP OC staff serve on the Board of Directors of the local Emergency Food and Shelter Program (EFSP).

- CAP OC staff serves on the Food Insecurity Committee at the University of California, Irvine, and on the Orange County Senior Food Providers Forum.
- The OC Food Bank is credited with being cofounders of the nationally recognized Waste Not OC Coalition (now known as Abound Food Care).
- CAP OC's Food Bank Director is treasurer of the California Hunger Action Coalition; serves on the Board of Directors of the California Association of Food Banks; and serves on the Public Policy Committee of the National Commodity Supplemental Food Program (CSFP) Association.
- CPSD's Healthy Community Initiative (HCI), in partnership with St. Joseph's Health Systems, creates healthy communities by engaging local low-income residents, schools, and community organizations in improving their neighborhoods.
- CPSD staff is active on the Orange County Childcare Development and Planning Council, they are responsible for identifying priorities for state funded subsidized childcare and are currently finalizing the 5 Year OC Childcare Plan.
- CPSD staff is active on the Obesity Workgroup of the OC Health Improvement Plan developed by the Health Care Agency.
- CPSD staff participates in the Orange County Financial Stability Alliance that works with the IRS, public agencies, and community organizations to promote EITC, financial literacy, and asset building in low-income communities throughout Orange County.
- CPSD staff are part of the Move More, Eat Healthy Coalition in Anaheim as part of the Network Collaborative which includes a Family Resource Center sub-committee.
- CPSD staff have helped form a county-wide Elevate Youth Collaborative to raise youth voices addressing the consequences of substance use and the harm done to low-income communities and communities of color by the War on Drugs.
- CPSD staff is active on the Chronic Disease and Diabetes Prevention Workgroup of the OC Health Improvement Plan developed by the Health Care Agency.
- CAP OC participates at regular meetings of the California Department of Community Services and Development Low-Income Home Energy Assistance Program (LIHEAP) Providers that coordinate between anti-poverty programs and providing emergency energy crisis intervention programs.
- CAP OC is a member of and participates in regular meetings of the ACCESS that coordinates activities between California anti-poverty programs providing emergency energy crisis intervention programs with other providers.

- CAP OC is the LIHEAP provider for Orange County.
- The CAP OC EES Director monitors the Low-Income Oversight Board (LIOB). The LIOB makes recommendations to the Public Utilities Commission (PUC) on policy matters pertaining to low-income consumers.
- CAP OC participates in California Air Resources Board Working Groups to provide increased opportunities for low-income individuals to own electric vehicles (EV) and providing EV infrastructure in low-income communities.
- CAP OC participates on the Southern California Association of Governments (SCAG) environmental justice advisory group.
- CAP OC Planning Director serves on the OCTA's OC Streetcar Advisory Group focused on providing opportunity for improved transportation.
- The formation of the OC Hunger Alliance in 2020 by CAP OC Food Bank and Second Harvest along with Abound Food Care as founding partners to better address food insecurity issues in the wake of the COVID-19 pandemic; Orange County United Way has recently joined the Alliance as a partnering organization.
- CAP OC is a participating member of the Garden Grove Collaborative being represented by a member of the Planning Department and the CPSD Director as needed
- CAP OC through a competitive process was added to the County of Orange Health Care Agency team to provide Housing Navigation and Sustainability Services in late 2020 such that clients are assigned to CAP OC for client managed services.

# **Appendix J**

**Monitoring**

**Question 2**

## Monitoring

**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.**

Previously, CAP OC did not use any subcontractors for service delivery for any CSBG funded services. However, a number of our other grant funded programs offered by our Community Partnerships and Services Department (CPSD) and our Energy and Environmental Services Department (EES) include subcontractors. CAP OC Community Partnerships and Services Department makes use of subcontractors on several federal, state, and local grant funded programs. Three subcontracts were in place for the Anaheim and La Habra NEOP grants (CalFresh Healthy Living) that officially ended in fall 2020. CAP OC also had subcontracts in place for the USDA funded Farm to School program at the Westminster High School Giving Farm that ended in June 2021.

The following is a representative sample of our major government funded programs using subcontractors:

1. County of Orange Health Care Agency California Healthy Living (NEOP) program funded by USDA, through the State of California, and received by the County of Orange awarded on a competitive basis in which funding ended in September 2020, and potential additional funding from another competitive process held up by the pandemic.
2. The County of Orange FaCT program funded by the federal Department of Health and Human Services (HHS), through the State of California and the County of Orange and awarded on a competitive basis.
3. The HHS funded Healthy Marriage program had 2 subcontracts that are classified as vendors at the time of its conclusion in September 2020.
4. The Giving Farm USDA funded Farm to School program had two sub-grantees that ended in June 2021.
5. The HHS funded CSBG CARES funding source for our Adult Court program with three subcontracts and our Workforce Development program with several that were being put in place in early 2021.

Along with the programs described above, CAP OC'S EES uses a subcontractor model for implementing weatherization and related services. The EES UA/weatherization program employs 35

people. The field staff includes a field superintendent, construction supervisor, four assessors/inspectors, two Apprentices, six outreach, and two program assistants/dispatchers. CAP OC issues a public Request for Qualifications and Request for Proposals every three years. This most recent competitive bid process has resulted in our contracting with five qualified contractors.

To successfully contract with CAP OC for EES services, our sub-contractors must meet all of our Federal Contractor requirements and hold the required licenses and certifications to perform weatherization work under our Federal and State contracts. The CAP OC subcontractor model allows outreach staff to qualify applicants under our program guidelines. Once they have been qualified, our field staff team will schedule an assessment. EES highly skilled staff with specialty certifications will visit the dwelling unit to confirm eligibility and identify energy efficiency measures and health and safety measures.

Once the measures are identified, and the resident agrees to receive services then the assessor returns to CAP OC. The measures are discussed and approved by the Field Supervisor, who then sends a work order to CAP OC sub-contractors. When our subs complete the weatherization measures, they will submit to CAP OC a Statement of Work to our Field Superintendent. Our dispatchers will then schedule an Inspection of the residence. The CAP OC Assessors/Inspectors will perform an inspection to assure all measures were installed and installed properly with all necessary permits and testing requirements satisfied. The inspector will not be the same staff member who performed the original assessment. Once the Inspection is approved, an Invoice is requested of the subs and payment is processed. Our Field Superintendent and Construction Supervisor monitor key performance indicators of each sub-contractor. These are monitored monthly with Quarterly in-person meetings to review performance.

With the use of CSBG CARES funding in late 2020, CAP OC made use of a few selected subcontractors for implementation of our Young Adult Court and our Workforce Development programs.

## **Appendix K**

### **Additional Information- Agency Capacity Building**

#### **Question 1**

## **Additional Information- 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.**

The following agency level needs were identified as part of our Community Needs Assessment including meetings with community members, stakeholder groups and results pulled from our Community Needs Assessment survey:

- Need 1: Having access to reliable, low-cost broadband internet that can support multiple users (Staff) is a challenge. This need was identified during CAP OC All-Staff focus group.
- Need 2: Southland Integrated, a community partner, noted that Community-based organizations are struggling to meet their volunteer needs to sustain operations.
- Need 3: CAP OC should encourage interdepartmental partnerships and programs that inform and guide customers through the full range of services available from CAP OC and the wider community, e.g., Success Coaches. This need was identified during CAP OC All-Staff focus group.
- Need 4: CAP OC should expand opportunities for staff and community members to seek additional training and education, e.g., by forming partnerships with local community colleges. This need was identified during CAP OC All-Staff focus group.
- Need 5: CAP OC should work to coordinate services between partner agencies to ensure customers are aware of all services available in the community (including promoting CAP OC facilities, e.g. SWCC), prevent duplication of services. This need was identified during Southwest Community Center and Food Bank Agency Partners focus groups.
- Need 6: CAP OC should work with community organizations to expand their volunteer capacity, can work with community assets like OneOC. This need identified during a Food Bank agency partners focus group by Southland Integrated.

Internally, the agency, with pro bono assistance from PIMCO, is assessing its IT and data infrastructure networks. This assessment includes network, servers, broadband /internet/VPN, phones, desk phones and Call Center, remote access, security, cameras, alarms, equipment, and storage. PIMCO is looking at agency IT pain points, assessing current systems and equipment and connectivity diagrams for agency locations. The final report will suggest improvements and make recommendations on IT infrastructure, including systems, applications, Call Center requirements, workflow, and remote needs. Based upon their objective final assessment, CAP OC will be able to



determine which vendors, systems and equipment are necessary to ensure programs and services are provided without interruption and with the best IT infrastructure. Additionally, PIMCO will identify procedures and processes to make IT support more efficient.

Past 2020 and 2021 discretionary funds were targeted to meet the critical and time sensitive needs brought upon the agency by the pandemic to allow for remote work and online programs and services. Based upon the identified capacity needs and work currently underway, it is anticipated that the following will be considered with future CSBG funding for 2022 and 2023, and identified as such, other funding sources might be identified or secured:

1. Expansion of volunteer utilization, retention, and recognition through increased program elements—cross-agency opportunity communication (increased marketing and media resources), Years of Service and other annual recognition during the Points of Light National Volunteer Recognition Week, and a referral rewards program. Additionally, the creation and implementation of a full Volunteer Resource Handbook for volunteers to utilize for a one-and-done volunteer opportunity or for a long-term volunteering relationship with CAP OC.
2. Agency-wide Success Coach training that will allow for cross-departmental relationships to grow stronger and allow participants more access to the agency's programs and services that meet their unique individual and family needs and goals. This is direct mechanism to utilize the Whole Family Approach.
3. The upgrading of phone equipment that will come from the selection and implementation of an agency-wide Call Center, with a focused receptionist and identified departmental response teams. As the agency's community locations are throughout the county, having a centralized and identified call tree and uniform response standards will allow the agency to act as one voice. This will allow us to move participants to all the offerings to both meet immediate needs and empower them to be sustainable in the future. Once the Call Center is implemented, agency equipment will need to be upgraded to allow for maximizing the use of the Call Center's functionality.

Upgrading the participant intake areas at each of the Family Resource Centers to include waiting areas and multi-language signage will allow participants to have an increased sense of welcoming and better experience. Often, participants are bombarded with information/brochure overload, not always in their primary language and without a place to wait for agency representatives during high-volume periods.

## **Appendix L**

**Additional Information- Agency Capacity Building**

**Question 2**

The following steps are being taken to address the needs identified in question 1:

- Need 1: CAP OC is currently making upgrades to our IT infrastructure. See below for a much more detailed update on our recent assessment of our IT systems and plans for enhancements.
- Need 2: During the COVID-19 pandemic, CAP OC saw a significant reduction in the number of volunteers due to social distance restrictions at several of our facilities, especially at our OC Food Bank. Our ability to secure over 18,000 volunteers to pack 24,000 USDA senior food boxes every month under the supervision of our CSBG funded volunteer coordinator provides significant organizational capacity and cost savings in previous years, however we were severely impacted by the pandemic in our ability to achieve this. During 2020, our agency experienced a reduction in the number of volunteers and corporate groups that would normally assist in packing our Senior Food Boxes due to the local and state restrictions due to the pandemic. As of May 2021, with local, state restrictions on social distance loosening, our agency, hopes to return to pre-COVID volunteers, however new social distancing restrictions will be in place, if indicated by local and state health agency directives.
- Need 3: As the agency looks to implement a whole Family Approach model, participants will be connected to CAP OC services and programs as ever before. Our agency's new addition of Success Coaches hopes to achieve this as they will be connecting our participants to the many services offered at CAP OC, in addition to connecting them to resources and services in the community.
- Need 4: As part of our CARES funding, our agency intends to invest in staff professional development which include (but not limited to), education and professional development to provide increased community support; training to include racial equity, social justice, internal/external services, stress management skills, client management training, improving de-escalation skills, and computer programs for Staff.
- Need 5: Our agency is working on meeting this need by increasing the presence of 211 staff at our community centers. CAP OC recently added another 211 staff person(s) at our Anaheim Independencia Family Resource Center, previously we've had one 211 staff at our El Modena Family Resource Center. These additions provide a wealth of information and resource navigation for our participants and community members that are seeking to be connected to services offered at CAP OC and those services not offered at our agency.
- Need 6: Every year, CAP OC works with partners like OneOC and local colleges and Universities to build up our capacity and infrastructure which includes the recruitment of interns

and AmeriCorps Fellows. CAP OC has leveraged its ability to secure and manage volunteers for the partnership with Westminster High School and Solutions for Urban Agriculture which is made possible through an AmeriCorps VIP fellow. In addition to this AmeriCorps Fellow, every two years, CAP OC's Planning Department is also assisted by an AmeriCorps VIP Fellow for recruitment and management of interns from local colleges and Universities for our Community Needs Assessment. This AmeriCorps VIP Fellow works as part of the agency's Planning Department to coordinate volunteer programs and to coach and support a cadre of high-value volunteers. The VIP Fellows' primary role is developing the volunteer program at the partner site, bringing resources of highly skilled volunteers to the children and families the program serves. Other programs like the OC Food Bank is also assigned an AmeriCorps Fellow to manage the large numbers of volunteers that come through the Food Bank and other infrastructure enhancements.

# **Appendix M**

## **Service Delivery System**

### **Question 2**

## **Service Delivery System**

**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)**

### **CAP OC (Administrative Costs)- \$1,369,564**

- Brief Description - Funding to cover the agency's administrative/overhead costs.
- Why Program Funded with CSBG – Allows CAP OC to provide a wide range of programs addressing poverty issues in Orange County.
- Relationship to Community Needs Assessment – CAP OC's extensive safety net and outcome driven programming addresses major issues identified in our last Community Needs Assessment (2019) such as: high cost of living, food insecurity, nutrition and health, lack of financial resources, needed family resource centers in low-income unincorporated County communities, and youth and senior programming.
- CSBG dollars support – staff salaries, program management and support, case management, facility and related maintenance costs, resource development (grants), finance, insurance, and accounting, planning and reporting, capacity building, training, professional development and technical assistance.

### **OC Food Bank's Emergency Food Assistance Program (Donated Food)- \$128,067**

- Brief Description – CAP OC operates the OC Food Bank, a large food distribution program known as the Donated Food Program that provides emergency food (donated by the food industry and food drives) to nearly 200 active smaller nonprofit agencies, churches, shelters, soup kitchens, community centers, and food pantries. Donated food is available to 375 member charities serving the homeless, the unemployed, people with disabilities, seniors on fixed incomes, and the working poor.
- Why Program Funded with CSBG – An Anti-poverty/anti-hunger program alleviating financial burdens on individuals and households by providing access to free food. Target Audience: Member charities serving households with incomes below 100% Federal Poverty Guidelines. CSBG funding is needed as there is insufficient funding from other sources. The program serves on average over 110,000 individuals monthly, however these numbers increased in 2020 due to the high demand of OC Food Bank food programs.

- Relationship to last Community Needs Assessment (2019) – Food insecurity in Orange County has been an on-going major issue documented in our Community Needs Assessments, including 2019.

### **The Emergency Food and Shelter Program \$6,552**

- Brief Description – The Emergency Food and Shelter Program funded by the federal Office of Homeland Security provides funds to acquire food for distribution to 22 organizations that are serving meals to the homeless. For households with incomes less than 130% of the Federal Poverty Guidelines.
- Why Program Funded with CSBG – CSBG funds augment the funds provided by the Office of Homeland Security.
- Relationship to last Community Needs Assessment (2019) – Food insecurity.
- CSBG Dollars Support – staff salaries and program management and support.

### **Commodity Supplemental Food Program (CSFP/Senior Food Box Program) \$239,328**

- Brief Description – The USDA funded Commodity Supplemental Food Box Program (CSFP) also known as the Senior Food Box 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 2020 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.
- Why Program Funded with CSBG – An anti-poverty/anti-hunger program focused on low-income seniors (60 plus) living in the greater Orange County area providing monthly food boxes specifically designed to achieve health outcomes with their nutritionally designed prescription food boxes along with fresh produce.
- Relationship to last Community Needs Assessment (2019) – Food insecurity.
- CSBG Dollars Support – A critical component of being able to staff and manage the program covering staff salaries, program management and support, and operating costs of our OC Food Bank truck fleet, including related maintenance.

### **Anaheim Independencia Family Resource Center and El Modena Family Resource Centers: \$236,788 & \$145,358**

- Brief Description - CAP OC provides self-sufficiency programs at our two Family Resource Centers in the underserved low-income communities of Anaheim Independencia and El

Modena, both located in unincorporated county islands. These centers provide services directly to low-income families and individuals and through our community partners to directly identify barriers, meet basic needs, and create pathways out of poverty. The County of Orange previously transferred ownership to CAP OC.

- Why Program Funded with CSBG – to provide much needed programs serving over 5,000 individuals in two low-income unincorporated County of Orange areas, achieving outcomes in physical, mental, and emotional health through: 1) Youth programs that involve mentoring, tutoring, enrichment, and life skills development, including case management at El Modena; 2) The Federal Office of Family Assistance providing support for healthy youth relationship training, financial stability and employment development services; 3) After-school programs in collaboration with partners to provide innovative community-based programming for participants to discover their full potential with an emphasis in STEM programs, cultural arts, reading, and writing; 4) Residents and youth advisory groups that meet with local law enforcement agencies. The Centers are designated violence-free zones; 5) Our Healthy Relationship program provides workforce development services contracted to Workforce Edge at partnering sites; 6) Employment services in partnership with many organizations including SeniorServ, AmeriCorps, and others.
- Relationship to last Community Needs Assessment (2019) – the need for services within Orange County low-income unincorporated areas.
- CSBG Dollars Support – staff salaries, program and case management, facility and related maintenance costs, training, and technical assistance.

### **Southwest Community Center (SWCC): \$313,621**

- Brief Description - CAP OC provides self-sufficiency programs at our newly acquired Southwest Community Center in Santa Ana. This Community Center provides services directly to low-income families and individuals and through our community partners to directly identify barriers, meet basic needs, and create pathways out of poverty.
- Why Program Funded with CSBG – The Southwest Community Center was acquired by CAP OC in late 2019, has a focus in providing three meals a day, seven days a week, to the homeless and those in need. During the pandemic, the type of meals were modified, so that they were pick up and go. How meals are prepared and served during the second half of 2021 and for 2022 – 2023 are expected to return to how they were previously provided.
- Relationship to last Community Needs Assessment (2019) – Food insecurity services.



- CSBG Dollars Support- CSBG Dollars Support – staff salaries, program and case management, facility and related maintenance costs, training, and technical assistance.

### **Nutrition Health & Wellness Programs: \$117,728**

- Description - CAP OC was previously funded by the OC Health Care Agency to provide Nutrition Education and Obesity Prevention (NEOP and later known as CAL Fresh Healthy Living) program leveraging our CSBG funds to make systematic changes in Anaheim and La Habra to address issues of how existing programs work that can exacerbate health and obesity issues. CAP OC worked closely with community stakeholders to bring about change in these communities related to unhealthy snacks being provided in youth sports programs and creating healthy opportunities. CAP OC also provides nutrition education at Westminster High School in 2020 funded by the USDA Farm to School program. 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 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 such as 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.
- Why Program Funded with CSBG- In addition to the funding received through CSBG, our nutrition health and wellness programs leverage funds from other sources and are integral in our efforts to educate low-income communities in healthy eating.
- Relationship to last Community Needs Assessment (2019) – Health disparities are a major issue identified in our Community Needs Assessments, especially obesity and diabetes within the low-income communities of Orange County.
- CSBG Dollars Support – staff salaries, program and case management, facility and related maintenance costs, training, and technical assistance.

### **FaCT (Families and Communities Together): \$44,411**

- Brief Description - The agency's El Modena Family Resource Center and Anaheim Independencia Family Resource Centers provide Families and Communities Together (FaCT) programming that offers prevention and intervention services for at-risk families and children. Developed by the Orange County Social Services Agency, FaCT services include after-school

child development programs, parenting classes, individual and family crisis counseling, and a Personal Empowerment program to improve family functioning and parenting skills that reduce the risk of child abuse and information and referral services.

- Why Program Funded with CSBG – CSBG dollars augments the County funds.
- Relationship to Community Needs Assessment – The FaCT program directly addresses the needs of an under-served unincorporated County communities of Anaheim and El Modena (Orange) as stated at numerous community forums and the Public Hearing.

CSBG Dollars Support – staff salaries, program and case management, facility and related maintenance costs, training, and technical assistance.

## **Appendix N**

### **2022-2023 CAP Priority Ranking Table Matrix**

## 2022-2023 CAP Priority Ranking Table Matrix

2021 Ranked Needs	CAP OC Program(s) Addressing Need	Level Need	Indicator(s)/Service(s) Category (CNPI, FNPI, SRV)	Indicator(s) Description	Report
There is a lack of living wage jobs in the community.	Not directly addressed by CAP OC	Community	N/A	N/A	N/A
Families and individuals struggle to save money for the future or pay debts.	Economic Empowerment 3 & 5 Series Classes (Annual # served :75 participants)	Individual, Family	Economic Empowerment 3 & 5 Series Classes: FNPI 3h	FNPI 3h: The number of individuals engaged with the Community Action Agency who report improved financial well-being	2021 CSBG Annual Report
Families and individuals struggle with access to nutritious food on a regular basis.	Hot Meals Program (Annual Served: 150), Senior Food Box Program, Donated Food Program, CalFresh Outreach, Mobile Food Trolley, Farm 2 Family, The Giving Farm, food distribution events, CalFresh Community Initiative (3-year Community Initiative)	Individual, Family	SRV 5ii: Hot Meals Program	SRV 5ii. Prepared Meals	2021 CSBG Annual Report
Families and individuals lack access to the job training and education they desire.	CARES workforce development programs (Proposed Annual Served: 100 participants)	Individual, Family & Community	FNPI 1b	FNPI 1b. The number of unemployed adults who obtained employment (up to a living wage)	Proposed CARES Report
Families and individuals lack financial literacy knowledge.	Economic Empowerment 3 & 5 Series Classes (Annual Served :75 participants), Financial Empowerment Single workshops and Facebook classes	Individual, Family	Economic Empowerment 3 & 5 Series Classes: FNPI 3h	FNPI 3h: The number of individuals engaged with the Community Action Agency who report improved financial well-being.	2021 CSBG Annual Report
Families and individuals struggle to access resources to succeed in school and improve academic performance.	Children's after-school tutoring programs (Annual Served: 50)	Individual, Family	FNPI 2c	FNPI 2c. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills.	2021 CSBG Annual Report
There is a lack of community resources for Orange County students to succeed in educational opportunities beyond high school.	CAP OC Internship opportunities/program (Annual Served:10 participants), Teen program, resources at our Centers	Community	SRV 1d	SRV 1d. Apprenticeship/Internship	2021 CSBG Annual Report
Families and individuals struggle to access affordable housing due to high rent, mortgage, and utility bills.	Homeless Prevention (Proposed Annual Served: 120 participants/families) Rental Assistance programs, Utility Assistance, case management services, 7 transitional housing units (Annual Served: 7), Rental Assistance programs, Involvement in OC CoC	Individual, Family & Community	FNPI 4e	FNPI 4e. The number of individuals who avoided eviction.	Proposed CARES Report
There is a lack of access to affordable health insurance and healthcare in the community affecting mental/behavioral community members.	Families and Communities Together (FaCT) Program (Annual Served: 300), Success Coaches, Young Adult Court program, Healthy Marriage Program, case management services	Community	FNPI 5z	FNPI: 5z: # of individuals/households that gained skills as parent/caregivers, set boundaries on family violence, and saw improved emotional health	2021 CSBG Annual Report
Community members lack access to reliable high-speed internet connection.	Not directly addressed by CAP OC	Community	N/A	N/A	N/A
There is a lack of accessible childcare resources in the community.	Not directly addressed by CAP OC	Community	N/A	N/A	N/A
Families and individuals face barriers to accessing safe recreational and volunteer activities.	Not directly addressed by CAP OC	Individual, Family	N/A	N/A	N/A

Note: This table includes additional information to the CAP's Table 2: Priority Ranking Table.