

2024/2025
Community Needs Assessment and
Community Action Plan

California Department of Community Services
and Development

Community Services Block Grant

Community Action Partnership
of Orange County (CAP OC)



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Introduction

The Department of Community Services and Development (CSD) has developed the 2024/2025 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. Each agency must submit a completed CAP, including a CNA to CSD on or before **June 30, 2023**. Changes from the previous template are detailed below in the “What’s New for 2024/2025?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. When the CNA and CAP are complete, they should not exceed 65 pages, excluding the appendices.

Purpose

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

Federal CSBG Programmatic Assurances and Certification

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

State Assurances and Certification

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

Compliance with CSBG Organizational Standards

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

What's New for 2024/2025?

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

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

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

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

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

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

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

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

Checklist

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

Part I: Community Needs Assessment

- √ **Narrative**
- √ **Results**

Part II: Community Action Plan

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

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

Agency Name	Community Action Partnership of Orange County
Name of CAP Contact	Gregory C. Scott
Title	President & CEO
Phone	(714) 897-6670 Ext. 3112
Email	gscott@capoc.org

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

6/28/23

Board and Agency Certification

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

<i>ALBERTA D. CHRISTY</i>	<i>Alberta D. Christy</i>	<i>6/28/23</i>
Board Chair (printed name)	Board Chair (signature)	Date
<i>Gregory C. Scott</i>	<i>Gregory C. Scott</i>	<i>6/28/23</i>
President & CEO (printed name)	President & CEO (signature)	Date

Certification of ROMA Trainer/Implementer (If applicable)

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

<i>Wilmer Brown, Jr.</i>	<i>Wilmer Brown, Jr.</i>	<i>7/31/2023</i>
NCRT/NCRI (printed name)	NCRT/NCRI (signature)	Date

CSD Use Only

Dates CAP (Parts I & II)		Accepted By
Received	Accepted	
<i>6/30/2023</i>	<i>7/31/2023</i>	<i>Jennifer Milovina</i>

Public Hearing(s)

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

State Statute Requirements

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

Guidelines

Notice of Public Hearing

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

Public Hearing

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

Additional Guidance

COVID-19 poses unique challenges to fulfilling the public hearing requirement. CSD asks that agencies continue to adhere to state and local public health guidance to slow the spread of the virus and ensure public safety. The health and safety of agency staff and the communities you serve is paramount. Therefore, for the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model (in-person and remotely) based on the public health protocols in place in their communities.

Public Hearing Report

Date(s) of Public Hearing(s)	Tuesday, May 9, 2023
Location(s) of Public Hearing(s)	<p>CAP OC Headquarters 11870 Monarch St. Garden Grove, CA 92841</p> <p>CAP OC YouTube - https://www.facebook.com/CAPOC/</p> <p>CAP OC Facebook - https://www.youtube.com/@capocvideo</p>
Dates of the Comment Period(s)	Monday, April 24 – Friday May 26, 2023
Where was the Notice of Public Hearing published? (Agency website, newspaper, social media channels)	<p>CAP OC’s Website – capoc.org/2023PH</p> <ul style="list-style-type: none"> ○ English ○ Monday, April 24 – Wednesday, May 26, 2023 <p>CAP OC’s Twitter - @CAPOrangeCounty</p> <ul style="list-style-type: none"> ○ English, Spanish & Vietnamese ○ Thursday, April 13 – Monday, May 8, 2023 <p>CAP OC’s Facebook – facebook.com/CAPOC</p> <ul style="list-style-type: none"> ○ English, Spanish & Vietnamese ○ Thursday, April 13 – Monday, May 8, 2023 <p>La Opinion – Eblast</p> <ul style="list-style-type: none"> ○ Spanish ○ Thursday, May 4, 2023 ○ Geotargeting Orange County <p>Nguoi-viet.com – nguai-viet.com/</p> <ul style="list-style-type: none"> ○ Vietnamese ○ Monday, May 1- Monday, May 8, 2023 ○ Geotargeting Orange County <p>Huntington Beach Wave – in print</p> <ul style="list-style-type: none"> ○ English

	<ul style="list-style-type: none"> ○ Thursday, April 27, 2023 <p>Coastal Current – Serving Dana Point, Laguna Niguel and Aliso Viejo – in print</p> <ul style="list-style-type: none"> ○ English ○ Thursday, April 27, 2023 <p>Coastal Current Beaches – in print</p> <ul style="list-style-type: none"> ○ English ○ Thursday, April 27, 2023 <p>Orange County Register – in print</p> <ul style="list-style-type: none"> ○ English ○ Sunday, April 30, 2023
Date the Notice(s) of Public Hearing(s) was published	Thursday, April 13 – May 8, 2023
Number of Attendees at the Public Hearing(s) (Approximately)	In-person: 59 attendees Virtual: Zoom – 7 attendees YouTube – 9 views, Facebook – reached 50

Part I: Community Needs Assessment

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

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

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

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

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

Sample Data Sets			
U.S. Census Bureau Poverty Data	U.S. Bureau of Labor Statistics Economic Data	U.S. Department of Housing and Urban Development Housing Data & Report	
HUD Exchange PIT and HIC Data Since 2007	National Low-Income Housing Coalition Housing Needs by State	National Center for Education Statistics IPEDS	
Massachusetts Institute of Technology Living Wage Calculator		University of Wisconsin Robert Wood Johnson Foundation County Health Rankings	
California Department of Education School Data via DataQuest	California Employment Development Department UI Data by County	California Department of Public Health Various Data Sets	
California Department of Finance Demographics	California Attorney General Open Justice	California Governor’s Office Covid-19 Data	California Health and Human Services Data Portal
CSD Census Tableau Data by County			Population Reference Bureau KidsData

Community Needs Assessment Narrative

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

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

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

Data was collected through three primary methods: database research, community surveying, and community meetings. These efforts are ongoing and will be represented in the final 2023 Community Needs Assessment.

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 and to gather specific data from notable sources regarding poverty and its prevalence related to gender, age, and race/ethnicity in Orange County.

Community Surveying

Community surveys conducted both in print and through an online program called Survey Monkey were a crucial component of the CNA data collection process. Surveys allowed CAP OC to directly gather wide-ranging input from community members, with outreach targeted at people with low incomes. In addition, the survey was available in five languages – English, Spanish, Vietnamese, Chinese (Mandarin) and Arabic – to reach a larger audience. 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 attending various community events and services, direct email campaigns, canvassing, online advertising, and spreading the word via CAP OC stakeholders' personal networks. The subject matter of the primary CNA survey was broad, allowing for general impressions across all issue domains.

Community Meetings

Community 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. Moreover, community meetings were conducted in-language based off the audience preference/needs to support sharing.

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

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

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

Federal Government/National Data Sets

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

Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market
- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

California State Data Sets

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

Surveys

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

Agency Data Sets

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

4. If you selected "Other" in any of the data sets in Question 3, list the additional sources.

The "Other" Local Data Sets includes the Orange County Community Indicators Report, Equity in Orange County and 2021 Orange County Hate Crimes.

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

Surveys

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

Interviews

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

Focus Groups

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

 Community Forums **Asset Mapping** **Other**

6. If you selected “Other” in Question 5, please list the additional approaches your agency took to gather qualitative data.

N/A

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

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 2023 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 2023 Community Needs Assessment may be found in the “Sources” section of the Assessment report, attached as an appendix.

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

A. Community-based organizations

CBOs were a target for outreach from CAP OC, including numerous direct emails advertising the CNA survey and by partnering to attend various community events. Their contributions are represented as part of our CNA survey data. The use of CBOs was used to boost the CNA survey to ensure that survey results reflected the opinions of organizations’ stakeholders and their participants. CBOs were also included in the assets section. CAP OC accessed any statistical information provided by CBOs such as Groundswell formerly known as OC Human Relation and the Kennedy Commission.

B. Faith-based organizations

Faith-based organizations were targeted as part of a direct email campaign promoting the CNA survey – 94 faith-based organizations were directly contacted. Their contributions 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 a direct email campaign promoting the CNA survey. Their contributions are represented as part of our CNA survey data. In addition, reports from the private sector, like the Orange County Community Indicators Report, Equity in Orange County and 2021 Orange County Hate Crimes provided numerous data points as cited in the 2023 CNA.

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

The public sector was targeted as part of a direct email campaign promoting the CNA survey. In addition, CAP OC was able to provide a short blurb promoting the CNA to Cal Optima Health's (Orange County's public health system) online newsletter. Their contributions are represented as part of our CNA survey data.

E. Educational institutions (local school districts, colleges)

Educational institutions were targeted as part of a direct email campaign promoting the CNA survey - 554 educational institutions were directly contacted. This included partnering and attending school events to survey community members. Their contributions are represented as part of our CNA survey data. Educational institutions also hosted a variety of useful database sources.

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

While there are a number of causes of poverty identified in our needs assessment, here are some of causes of poverty in our service area divided by our 6 domains:

- Finance- financial instability and financial illiteracy
- Education- lack of access to educational resources across all ages
- Housing- Housing Affordability Continues to be a Pain Point Amongst Residents
- Health- increased cost of living creates greater food insecurity and health concerns
- Employment- low wages, impacts of criminal conviction on jobseekers
- Community Involvement/Engagement- access to Internet/Broadband, language barriers, built environment

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

While there are a number of conditions of poverty identified in our needs assessment, here are some of causes of poverty in our service area divided by our 6 domains:

- Finance- inability to accumulate wealth
- Education- lack of equitable growth
- Housing- insufficient income and lack of rent control increases housing insecurities
- Health- lack of food security increases the onset of mental and physical health concerns
- Employment- lack of access to childcare
- Community Involvement/Engagement- limited transportation options

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

Community Action Partnership of Orange County ensures input from low-income stakeholders and customers through the use of our customer satisfaction surveys. Since 2021 a Customer Satisfaction Survey was implemented in multiple languages in which results were deposited into a single Survey Monkey database, to gather customer satisfaction data year-round. However, responses year-round were low and thus required pro-active outreach in late 2022. Since Covid-19 restrictions have lifted this allowed for outreach to be conducted both in person and digitally, which from our experience in person outreach greatly increases participation. A copy of our online customer satisfaction survey will be included in our Appendix.

As part of the CAP process conducted in 2017, 2019, and 2021, results from our customer satisfaction process were reported to our governing Board as part of the adoption of the Community Action Plan. It is the intent of CAP OC to separate out the customer satisfaction reporting from the CAP, and to share the results in a separate presentation to the Agency Board of Directors in summer 2023. Additionally, to improve our agency's system of collecting customer satisfaction data and to increase participation year-round it is our intent to implement the survey on the staff's workflow when using our new client management system Apricot 360.

Community Needs Assessment Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

State Plan 14.1a

Table 1: Needs Table

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

Needs Identified	Level	Agency Mission (Y/N)	Currently Addressing (Y/N)	Agency Priority (Y/N)
1) Lack of opportunity to save money for the future and lack of basic (key) financial skills such as making budgets and obtaining/ managing credit	Family/ Individual	Y	Y	Y
2) Difficulty paying for basic essentials such as food, safe housing, and inability to consistently pay debts on time	Family/ Individual	Y	Y	Y
3) Lack of affordable housing due to high cost of rent or mortgage	Community/Family/Individual	Y	Y	Y
4) Difficulty paying for utilities and affecting utilization	Family/ Individual	Y	Y	Y
5) Lack of living wage employment opportunities	Community/Family/Individual	Y	Y	Y
6) Lack of access to affordable health insurance, medical care, and prescription medicines	Family/ Individual	Y	Y	Y
7) Difficulty navigating the healthcare system to access services	Family/ Individual	Y	Y	Y
8) Lack of access to job training and education to obtain desired employment	Community/Family/Individual	Y	Y	Y
9) Lack of safety in the community due to crime or violence	Community	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.

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

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

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

Table 2: Priority Ranking Table

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

Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category	Why is the need a priority? (goals below found in our 2022-2027 Strategic Plan)
1) Lack of opportunity to save money for the future and lack of basic (key) financial skills such as making budgets and obtaining/ managing credit	<ul style="list-style-type: none"> •Financial Empowerment Program (Irvine Recovery) •Lending Circle 	FNPI3h	Strategic Driver #1, Goal 3: Expand financial programs resulting in savings resources of \$400 or more for 50% of the families who receive empowerment services.
2) Difficulty paying for basic essentials such as food, safe housing, and inability to consistently pay debts on time	<ul style="list-style-type: none"> •Rental Assistance (program ended) •CSFP (Senior Food Box) •CalFresh Outreach •Clementine •Hot Meals •Anaheim Mobile FRC •Diaper Bank •TEFAP •Donated Food •Financial Empowerment Program (Irvine Recovery) 	SRV 5jj	Strategic Driver #1, Goal 3: Expand financial programs resulting in savings resources of \$400 or more for 50% of the families who receive empowerment services.
3) Lack of affordable housing due to high cost of rent or mortgage	<ul style="list-style-type: none"> •7 Housing Units in Anaheim (with upcoming improvements and case management) •Housing Navigation and Sustainability •Member of the Kennedy Commission •Member of Continuum of Care Housing Committee •Housing Opportunities Report (Internal Report to CEO) 	FNPI4b	Strategic Driver 1, Goal #2: Place 100 individuals and/or families into affordable housing, including homeless individuals into permanent housing.
4) Difficulty paying for utilities and affecting utilization	<ul style="list-style-type: none"> •Utility Assistance (UA) •LIHWAP (Water) 	SRV 4i	Strategic Driver #1, Goal 1: Operate a Healthy Homes program that integrates the Whole Family Approach and serves 25% of the Health Equity Improvement Zones surrounding our four program delivery centers.
5) Lack of living wage employment opportunities	<ul style="list-style-type: none"> •Workforce Development •CAP OC a Living Wage Employer •EES Apprenticeship (staff graduated, future) 	FNPI 1b	Strategic Driver #2, Goal 2: Increase the overall leadership, entrepreneurial, and living-wage employment skill levels of our teen

	opportunities pending)		participants by 50% or more
6) Lack of access to affordable health insurance, medical care, and prescription medicines	<ul style="list-style-type: none"> •Partnerships with mobile clinics at the centers •Case management at the centers •Food as a prescription (CalOptima Community Support) 	SRV 5b	While there's no corresponding goal for this need in our strategic plan, we are working to address this need through our partnerships, one being CalOptima's community support programs.
7) Difficulty navigating the healthcare system to access services	<ul style="list-style-type: none"> •CalAIM CalOptima Community Supports (ongoing) 1)Enhanced Case Management (starts Jan 1, 2024) 2) Housing Transition Navigation Services 3)Housing Deposits 4)Housing Tenancy and Sustaining Services 5)Day Habilitation programs 6)Asthma Remediation 7)Environmental Accessibility Adaptations (Home Modifications) 	FNPI4b	While there's no corresponding goal for this need in our strategic plan, CAP OC's partnership with CalOptima shows that we are working to address this need through this partnership.
8) Lack of access to job training and education to obtain desired employment	<ul style="list-style-type: none"> •Workforce Development •Elevate Youth (program coming to an end, we will need to identify funds) •Youth Programming •Volunteer/ Internship Opportunities 	FNPI 1b	Strategic Driver #1, Goal 4: Develop a workforce and career development model that meets the market needs of high demand sectors by expanding our workforce development impact by 600 program graduates.
9) Lack of safety in the community due to crime or violence	None	N/A	Currently we have no programs addressing this need, however the need calls attention to an issue we weren't previously addressing.

Agency Priorities: Rank your agency's planned programs, services and activities to address the needs identified in Table 1 as agency priorities.

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

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

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

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

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

Vision and Mission Statement

1. Provide your agency's Vision Statement.

We 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) and (b); 676(b)(10)

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

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

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 people 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.

Service Delivery System

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

State Plan 14.3

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3)

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 funded 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 three major software platform systems that are in the process of being integrated beginning in spring 2023 continuing through 2023 and possibly into 2024 to serve our various programs. In March 2023 we migrated our CSBG related participant database from Shah Software to the Apricot360 platform for improved case management and reporting creating a process for universal intake. Apricot360 will serve as a central hub for CAP OC to better understand who is being served, to make internal and external referrals, and to improve our reporting process.

The goal is to be able to create an integrated report that includes everyone that CAP OC serves. The first integration will be the import of participant information from the CAP OC's Energy and Environmental Services (EES) Department software platform, ServTraq, which is used for intake, monitoring, and reporting for Utility Assistance, Weatherization, and related programs. The second integration will be from CAP OC's Food Bank new management Oasis database for the Senior Food Box Program (CSFP, the Commodity Supplemental Food Program) that was recently implemented in early 2023 to manage 24,000 monthly recipients from a database of 35,000. As part of this overall process, we have implemented a universal intake process for these programs along with what we do at our Family Resource Centers and other Youth and Family Programs (YFP, previously known as our Community Partnerships and Services Department). As of April 2023, we are currently working on configuring the data fields from these systems so that they align with what is in our customized Apricot360 software.

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

CAP OC's new client management software, Apricot360, is a customized agencywide client management software that will be used to track clients, programs, and outcomes. This will centralize all of our client information across our many services and programs including using an universal intake that is able to streamline the data we are collecting across our agency. This intake includes demographic information, income, health insurance, and other data points meant to paint a picture of the clients we serve. This universal intake will position ourselves as a data-centered agency that will address many of the discrepancies in data points we faced in the past and that would be beneficial to our funders and how we report our data.

Serv-Traq Utility Assistance and Weatherization Intake Process

Beginning in mid-2020 due to the pandemic, CAP OC set up an online application process for Utility Assistance as part of the Serv-Traq platform. With CAP OC not being able to meet with participants, creating an alternative way to register and submit documents for eligibility review became a viable option. This service allowed applications to be screened, reviewed, and process for eligibility and

approval. CAP OC has continued to provide this online application process along with in-person applications.

Oasis Senior Food Box Intake Process

A potential participant must be at least 60 years and meet income guidelines. Once the participant proceeds to sign up for the programs we ask them for Identification, and we collect the following information.

- First Name, Last Name, D.O.B., phone number
- Street Address
- Form of Identification Driver License, ID Card Number
- Income sources (SSA, SSI, Retirement, etc...)
- Demographics (Gender, are you Hispanic? Race, Ethnicity, language)
- Questions on CSBG

Once it is entered in Oasis it generates a Case Id and we can assist the participants with our services (Food box, etc.)

CAP OC Other Programmatic Databases

These other databases described below allow us to produce reports to better understand how our programs are performing, including service counts and outcomes. The CAP OC Planning Department staff (and two key program managers) monitor the client intake and reporting systems that are used to collect and track agency and community performance indicators and use the information to prepare the CSBG Annual Report. Some examples of CAP OC's doing programmatic intake and data collection process are LIHEAP, FaCT, CSFP, YFP and FRC's:

- **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. Related to LIHEAP, CAP OC has been conducting intake for the water bill assistance program in 2022 and 2023.
- **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 2023, CAP OC continues to roll out our Oasis software database to manage participants and to ensure better reporting outcomes.
- **Family Resource Centers and FaCT (at our Anaheim FRC and El Modena FRC):** 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 at two of our FRCs, a software platform utilized by participating FaCT agencies. The FRC Managers and staff collect and track client statistics from staff and report monthly outcomes to the County of Orange Social Services via online reporting systems. Client intake on the FaCT individuals and families are also being inputted as of March 2023 into CAP OC's Apricot 360 software platform. For our Southwest Family Resource Center in Santa Ana, income eligibility is done for selected programs, but no intake is undertaken for our homeless feeding programs. 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. Universal Intake is also performed for many of our other YFP programs.

- CalOptima Connect: CAP OC is under contract with CalOptima for six community supports funded through the State CalAIM program which is a referral and billing system for all of their contractors. This system parallels Apricot360 for intake and outcome tracking, for our what we are doing on Apricot360 related to Housing Navigation and Sustainability services. In 2023, CAP OC began to receive referrals for Asthma Remediation and Home Modifications for Seniors. In 2024, CAP OC is authorized to begin to provide Enhanced Case Management (ECM) services for those that we are serving in these Community Supports. Apricot360 allows us to case manage these CalOptima clients including making internal and external referrals.

Other CAP OC Programs With and Without Intake Procedures

Anaheim Mobile FRC. In partnership with the City of Anaheim with multiple funding sources, CAP OC operates a mobile FRC for selected Anaheim communities. Due to the numbers being served, intake is not being conducted, other than service counts.

Workforce Development. Regular intake is performed. A participant fills out our interest form or is referred to us, and a meeting is set up to fill out the intake and a self-efficacy questionnaire and then discuss their short-term and long-term goals. At CAJC, they fill out the Intake Form and self-efficacy questionnaire.

Elevate Youth. All teens under 18 have an intake filled out before they can join programming for legal reasons. Typically, youth are referred internally from the centers, so they already have an intake. We will add a couple of other questionnaires to determine their behavioral goals and whatnot. This will ideally be done within the first week of a student joining the program. Intakes and whatnot will be filled out annually unless there is a need to redo one of the forms earlier to ensure the information has remained the same.

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. We have subcontractors on our FaCT programs, California Department of Food and Agriculture (CDFA) Giving Farm programs, and our SCAG Broadband equity contract. During the course of the CAP Plan, CAP OC will receive other grants and service contracts that may include other subcontractors.

Linkages and Funding Coordination

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

California Government Code Sections 12747, 12760

Organizational Standards 2.1, 2.4

State Plan 9.3a, 9.3b, 9.4b, 9.6, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(3)(C); Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

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, and focusing on individual cities depending on funding. 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 organization or consortiums that CAP OC participates in the coordination of funding with other providers in Orange County.

- Continuation of previously funded St. Joseph Health Central OC Intersections Initiative
- Office of Family Assistance Orange County Health Care Agency
- OC HCA and OC United Way for Financial Stability Alliance
- Foundation funded Elevate Youth self-esteem, anti-smoking and drug education program developed from prior work funded by the County of Orange HCA in La Habra and the Sierra Foundation and OC HCA Youth Smoking Prevention.
- CalOptima Housing Navigation and Sustainability and other CalAIM Community Supports
- Abound 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
- 211OC and new online pilot referral system
- City of Irvine Vulnerable Populations grant

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(9), Organizational Standard 2.1; State Plan 14.1c, 9.6, 9.7)

CAP OC participates and succeeds in the competitive process to receive government funding or services on behalf of its program departments, Youth and Family Programs (previously known as Community Partnership and Services), Energy and Environmental Services and the OC Food Bank. Such government agencies are awarding 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 will 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 reopened 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 active 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; Followed by multi-year funding for a Food Policy Analyst in 2022.
- The State of California initially 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” which was extended through 2023, and efforts are underway to secure additional funding for 2024 and 2025.
- 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 four CAP OC locations in 2022 and 2023. For the last two years we have had the help of a contingent of AmeriCorps Fellows for a four month period each year which is expected to continue in 2024.
- MOUs, cooperative agreements, or partnerships of significant interest are:
 - The OC Food Bank’s Giving Farm is an MOU with Huntington Beach Unified High School District’s on behalf of Westminster High School (WHS), Solutions for Urban Agriculture, and the OC Farm Bureau. The Westminster High School Agriculture Science Program FFA] 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.
 - 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, and a strategic partnership with other organizations such as CalOptima and the Orange County Board of Education that is reflected as a community initiative and reported annually in our CSBG Annual Report in module 3.
 - Abound Food Care 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.
 - During the pandemic, the County of Orange awarded multi-million dollar funding to CAP OC to provide food assistance to those in need.
 - The State of California has provided multi-million dollar funding to food banks for capital improvements which benefitted CAP OC and some of our distribution partners with needed equipment and improvements.

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), State Plan 9.3a, California Government Code 12760)

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. Even with certain departments of CAP OC working remotely during the pandemic, we actively participated in community outreach, meetings and civic engagement.

County of Orange and CalOptima

As an organization we are a member of the County of Orange Continuum of Care 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. In 2022, this service was transferred to CalOptima and augmented with additional community supports. As a CalOptima contractor, we are part of the CalOptima Connect online referral and tracking system of those receiving services.

Three Family Resource 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. 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 during the pandemic, it is assumed that both FRCs will have regular operations in 2024 and 2025, similar to what resumed 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 have been added for financial empowerment and youth.

As operations returned to normal at these two FRCs in 2022 – 2023, staff focused 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. We have also been a partner with 211OC in the testing of their new online intake and referral program that includes these these two FaCT FRCs.

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 the 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.

Central OC Intersections Initiative

Even though CAP OC’s agreement as a St. Joseph Intersections funded partner has ended, we continued our work with the Kennedy Commission in support of the cities of Stanton and Santa Ana to advance health equity by addressing community conditions that shape health, safety, and well-being. Specifically, we have continued to provide support to the residents of the Stanton Tina Pacific community helping the tenants to organize to improve their living conditions.

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

CSBG funds are leveraged and coordinated with both private and public resources. For example, with CSBG funding in 2022, CAP OC used an annual CSBG grant of approximately \$2.8 million (not including our CARES funding) to mobilize an additional: \$26,141,000 in non-CSBG federal Resources, \$1,604,000 in state resources and \$188,000 in local resources, and \$4,709,000 private sector resources (2022 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, continuing into 2022. With eligibility cutbacks in Medi-Cal and SNAP, additional funding opportunities are beginning to occur in 2023 which will continue into 2024. Thus, our ability to secure increased donations from individuals, corporations, and foundations will continue that allow us to leverage additional private sector resources. Such activity will continue in 2024 and 2025 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. The increased need resulted in CAP OC exceeding \$6 million in private donations in 2020 with donations decreasing to approximately \$3.8 million in 2021 and \$3 million in 2022,. Our 2023 Budget assumes a donated fundraising target of approximately \$3 million and building a donor base to be able to sustain higher levels of donations for the CAP years of 2024 and 2025, especially with a focus on raising additional funds for our three Family Resource Centers and increased monthly giving.

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 Volunteer Hub. 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 Volunteer Hub, and began to reach prior activity levels in 2023.

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. This was followed by two California Department of Food and Agriculture grants in 2021 and 2023. 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). As the pandemic receded, the number of long term volunteers dropped dramatically. Corporate and community volunteers began to 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. In 2023, volunteer activity began returning to historic levels, and the size limit was removed.

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. Interns have returned working on a hybrid schedule that includes being in person in the field, while doing desk related work from home or school. A hybrid form of participation will most likely continue into 2024 and 2025.

Volunteers and interns also help at our two Family Resource Centers, and interns from local universities volunteer their time, but due to the pandemic, FRC services were provided virtually or outside, and it was not possible to provide intern and volunteer opportunities at our FRCs, although there were limited opportunities at the Southwest Community Center to assist on the meal program. The CSBG 2022 Annual Report that even with the pandemic in 2021, we were able to mobilize almost 51,961 hours of volunteer hours, with a total of 3,518 Volunteers.

CAP OC leveraged its investment of CSBG funding for our three 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 were previously 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, and are being transitioned onto Apricot360 in spring 2023 with increased case management.

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

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 2022 – 2027.

Due to our growth in overall revenue, annual CSBG funding (approximately \$3 million) has continued to shrink as an overall percentage of the total revenue. The real issue that began 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)

Volunteer Hub

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 25,000 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, and we have begun recovering as to the number of volunteers in 2022 and 2023. We have over 300 corporate and community groups that help us provide volunteers that are maintained in an Access database.

In late 2022, CAP OC switched the management of its senior food box program to Oasis transitioning 35,000 records that were maintained in an Access database. As we move to Universal Intake in 2023, the Oasis intake process will match the needs of CSBG reporting. As indicated earlier, we are looking to track participants that are in Oasis to also show in Apricot360 which should incrementally occur beginning in fall 2023 and possibly taking several years due to recertification only being required every three years. Our senior food boxes are distributed at 70 distribution sites in greater Orange County.

Our OC Food Bank also migrated in 2022 an Access database of over 300 non-profit organizations that pick up donated food for distribution to those they serve into Primarius, a food inventory platform.

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, including water, programs that will focus on educating low-income communities on sustainability and promotion of environmental issues and policies. In 2023, EES achieved three apprentices being certified as Weatherization technicians.

Three Community Centers

Volunteers have historically helped 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 have annually mobilized almost 70,000 hours of volunteer services that would be valued at over \$1 million if we paid \$15.50 per hour (California minimum wage) is a significant increase in programmatic capacity.

Planning Department Interns and AmeriCorps Fellows

Our agency's Planning 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. Helping to manage the interns, especially during the process to develop the CAP, has been an AmeriCorps Fellow provided by OneOC.

7. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

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, including El Modena and Anaheim Independencia FRCs. Our agency follows best practices from the Federal Office of Family Assistance which provide 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 are girls. This program was first recognized in 2018 with a small grant from the LA84 Foundation, and a second grant in 2022. 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.

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 secured, CAP OC seeks to resume these services in 2024 and 2025 as part of our Success Coaching program.

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 harm 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.

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

8. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

As the COVID-19 pandemic has plagued our world over the past almost three years, our community centers were significantly impacted in our ability to provide services, especially regarding our youth programming. Programming came to a halt due to state and county restrictions. Worldwide, students faced new heightened degrees of mental health struggles and substance use. As soon as restrictions were lifted, our centers opened back up and youth programming began anew.

During the summer of 2022, our Southwest Community Center in Santa Ana, CA was awarded a grant through the Santa Ana REVIVE funding source to start a brand-new program. Over the past 50 or so years, Southwest Community Center has been known for its work as a soup kitchen for the homeless. Under the guidance of Ms. Connie Jones, who was the previous owner of the center whose grandmother, Annie Mae Tripp, started the center, we began to expand services beyond the soup kitchen. Youth programming was a rather huge step. A new Program Manager of Youth

Services, Daniel Ramos, was hired to collaborate with the other Family Resource Centers, Anaheim Independencia FRC (AIFRC) in Anaheim and El Modena FRC (ELMO) in Orange, as well as other programs such as Elevate Youth to revamp and assist programming, focusing first on starting the program in Santa Ana.

In the 6 months that programming has been running at Southwest Community Center, the staff went from having two consistent youths for the first three months to having 21 enrolled program participants (ages 5-18). Additionally, staff has begun collaborating across the three centers and programs to better improve pre-existing programming at AIFRC and ELMO. Over the past year, Community Action Partnership of Orange County has served a total of 211 youth ages 5 – 18 across our three centers, in addition to events done by Elevate Youth. Specifically, there have been 48 children (5-11), 25 teens in regular programming, and 163 in Elevate Youth programming and events.

Youth programming takes an empowerment approach to address poverty, meaning we focus on mentoring students in socio-emotional learning to help them increase levels of self-worth and self-efficacy. Additionally, we provide homework assistance to aid students in their education, which will help them have more access to future opportunities. Our youth programming utilizes a trauma-informed approach known as TBRI (Trust-Based Relational Intervention), which is a research and evidence-based approach, that focuses on attachment, and epigenetic research to help guide students back on the development track, which is not only disrupted by poverty, but also by the COVID-19 pandemic. While TBRI is utilized across the world, it is not utilized largely by after-school programming. This form of training helps staff and caregivers focus on the behavior that students may exhibit as a form of communication rather than as a form of disobedience. Long-term, this will help students gain the self-regulation skills necessary to assist them out of poverty as they get older.

Many of our students live in first-generation households where their families do not speak English, and some of them may have not graduated high school. Our after-school programming provides homework assistance, which gives some of these students the guidance and help necessary for them to excel in school. One student, who is currently in fifth grade, entered our program reading at a first-grade level. He lives in a three-bedroom house where 16 family members live. Additionally, his parents do not speak English. Once Program Staff learned about this, they started having the student read for 20-30 minutes a day. By the end of the semester, he had caught up with the rest of his class. As it currently stands, students increase at least one entire letter grade or retain high grades within 2 weeks to a month of entering our programming. Our goal is to provide college tours and begin implementing our Workforce Development program into our teen program to help them see that regardless of their current situation, they can make a better future for themselves.

We also empower the youth through program teachings centered on anti-racism, diversity, and decolonization. We value the power in understanding and respecting our ancestral roots and reclaiming the power that was lost due to some of the unhealthy aspects of colonization and racism. Many of our students are Latine, which means many of them have American Indigenous roots. By teaching them Indigenous wisdom and expanding their awareness to include others and nature, we are helping them simultaneously learn the importance of anti-racism and climate care. Around Thanksgiving, we took teens from each of the centers on a hike through nature to disconnect from technology and connect more with nature. Once we reached the end of the trail, we discussed the importance of caring for our planet and connecting with our ancestors, tying Thanksgiving to Día de los Muertos, which had recently passed. Not only will this empower our youth who have been impacted by the inequity of racism, but it will help them build a better climate future.

While the last year has been difficult in re-opening our youth programs, we have already seen tremendous success. Our programs and partners are continuing to expand. The future of youth programming at CAP OC will continue to expand and improve. Our next goal relies on securing additional funding and staffing to increase our capacity and ability to further empower our communities to end poverty. We hope that one day our students end up in places of leadership where they have the ability to change lives for the better.

9. Describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

Community Action Partnership of Orange County coordinates Community Services Block Grant (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. As the MOUs expired, CAP OC signed new versions, as under federal law, we are to be included in these MOUs.

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 through 2022, and CAP OC has been seeking additional revenues for continuation at this level. With reduced funding, CAP OC has conducted a scaled down workforce development program.

Our Empowered2Work workforce development program strives to support young adults, 17-27, experiencing challenges to finding and maintaining employment with a living wage. The Empowered2Work program has an internal mission to assist individuals in not only securing employment, but building the skillsets needed to maintain employment and excel in their new roles while remaining healthy. Our program provides individuals with one-on-one employment coaching, a detailed and curated selection of workforce readiness learning sessions, and referrals to outside organizations and resources. Individuals who enter the program will work one on one with our employment coaches discussing short term and long-term goals, barriers to employment, and skillsets they would like to build upon and develop. Individuals will have access to workforce readiness learning sessions in both hard skill development and interpersonal skill development.

These sessions include resume building, Job Searching, Interview Skills, Mock Interview Practice, Workplace Etiquette, Conflict Resolution, Intro to Emotional Intelligence, Diversity Equity and Inclusion, Identity Building and Intersectionality, 8 Dimensions of Wellness, and Stress Management. Program participants will work through these sessions with employment coaches while also having personalized one on one coaching meetings to receive support and guidance through their journey. Participants will remain active in the program until employment is secured and then remain in follow up a year following employment to ensure they still have access to the one-on-one support and guidance the program provides, and to ensure that employment is maintained for 6 months or more.

Due to the shortage of Weatherization professionals, CAP OC established its own apprenticeship program to train individuals to prepare to take the exams for certifications. In 2023, all three apprentices passed the credential examinations for Weatherization credentials.

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, these intern opportunities were made available on a hybrid basis which seems to be the norm going forward for 2024 and 2025. CAP OC Planning Department has continued to contract with OneOC for AmeriCorps Fellows as part of our CAP and Community Needs Assessment team.

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 14.4)

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). In 2023, CAP OC began using Primarius to improve the way it manages food in our warehouse along with improved management tools that relate to the 200 active non-profits picking up food in our warehouse.

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. Also, during this time period, the Orange County Board of Supervisors provided over \$1 million dollars to CAP OC for this purpose, as such federal contracts had decreased. With the April 2024 change of regulations as to who is eligible for CalFresh and Medi-Cal, CAP OC has been in discussions with the Orange County Board of Supervisors for additional food related assistance due to the major impact of the loss of these programs will occur, now being called a food cliff.

Also during the pandemic, the partnership of our OC Food Bank, Second Harvest, and Abound Food Care referred to as the OC Hunger Alliance continued to evolve and grow, attracting funding that benefitted all three organizations to help our work related to food insecurity. In a related matter, the State of California provided financial assistance to California Food Banks and their partners for infrastructure and equipment related purchases related to being able to provide food to those in need. Thus, CAP OC received millions of funding dollars for improvements to its own facilities, including refrigeration equipment and infrastructure improvements, including our partners like the Westminster High School Giving Farm which provides fresh produce to the Food Bank for distribution to local communities in need.

As a subcontract to the County of Orange Health Care Agency, CAP OC provides the CalFresh Healthy Living program. We have a subcontractor, Anaheim Elementary School District, serving early childhood sites, youth ages 5-17 in school, and conducting parent education. As part of our core services, CAP OC CalFresh Healthy Living staff work in the Learn early childhood education setting, Learn K-12 setting, learn after-school setting, reaching youth and parents. Additionally, we serve one food pantry, two retail stores, and two parks. Our services include direct education with nutrition classes conducted virtually and in-person, between 20-60 minutes in length as either single or series classes. We provide indirect education in the form of shorter nutrition education classes and interactive booth displays at site events. Our jurisdiction is limited to select sites in Anaheim as prescribed by our funder.

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

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.

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, Water 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 temporary Water Bill Service was added in 2022 as two year pandemic-related program scheduled to end in 2023. 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 was previously 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. This contract ended on December 31, 2022, and there could be future opportunities to provide such services again.

With the pandemic having relented, CAP OC is out in the field conducting numerous outreach events for these services. 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.

On January 1, 2023, CAP OC entered into a contract with CalOptima to leverage its weatherization assessment process to be able to provide asthma remediation and home modification for medical related purposes through referral for eligible Medi-Cal participants. This was an extension of our existing contract with CalOptima to provide community supports under the State of California CalAIM program. As of April 2023, CAP OC is the only CAP agency in California providing such services and is most likely the only CAP agency in the USA that is receiving medical payments for health related improvements for a Healthy Home. Under this program for example, we are authorized to spend up to \$7,500 for each service to remedy these health issues. For example, under asthma remediation, we can remove carpets, do pest and mold remediation, and other remedies. For home modification, for example, we can widen doorways, put in bathroom grab handles, and ramps.

Below is a full list of how CAP OC ensures coordination between antipoverty program in each community/State:

- 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; and serves on the Public Policy Committee of the National Commodity Supplemental Food Program (CSFP) Association.
- Our President and CEO serves on several regional committees and Board of Directors, including Second Harvest, the OC Forum, the Anaheim Workforce Development Board, and a consumer advisory committee to Southern California Edison.

- Youth and Family Programs (YFP) 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.
- YFP staff is active on the Obesity Workgroup of the OC Health Improvement Plan developed by the Health Care Agency.
- YFP 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.
- YFP 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.
- YFP 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.
- YFP 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 opportunities 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 YFP Manager 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; this contract was transferred over to CalOptima such that CAP OC is now providing six community supports in the CAL AIM program.

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

CAP OC is the authorized local LIHEAP operator for Orange County and under contract by the the California Department of Community Services (CSD). We participate in information sessions conducted by CSD along with other California LIHEAP agencies, and are members of various associations, including State association CalCAPA in which other agencies can work together to improve their services.

13. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

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 was 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. CAP OC is currently looking for funding to resume such services.

Our programs at our Southwest Community Center are focused on providing neighborhood meals to those in need 7 days a week, and financial empowerment services. In 2023, we began providing youth services.

Using a \$100,000 grant from the State of California, CAP OC in partnership with Westminster High School at the Giving Farm created a one-of-a-kind student beekeeping club and honey making social enterprise during 2022 and 2023. This project is creating self-esteem among the small number of participants, while at the same time educating students at Westminster High School as to careers that relate to food and agriculture. CalCAPA in 2022 gave this project an Innovation Award.

14. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

In summer 2022, CAP OC began the process of upgrading the manner in which we collect and manage data, as we had outgrown our data tracking, reporting, and management platform through our Shah software platform implemented in 2018. We identified our information issues with the help of an outside consultant, and our needs were incorporated in our early 2022 RFP. We needed

improved case management tools and a means by which we could connect multiple databases into a single hub. Thus, after a competitive process in spring 2022, CAP OC selected Apricot360 as our next generation database to move our organization towards being a data driven agency. After more than six months of design followed by testing, CAP OC went live with the new system in April 2023. In summer 2023, it is the intent to create a bridge from our Utility Assistance and Weatherization databased provided by Serv-Traq with approximately 10,000 active records, and then to provide a similar bridge from our new Senior Food Box database, Oasis, with 35,000 records. This would give CAP OC the ability to better understand who we are serving, and to create a range of queries and reports for various information needs. But even more important are the case management tools that are staff now can access to better manage and track our participants. With Apricot360 we have the ability to make both internal and external referrals.

There are multiple organizations in Orange County that have been marketing a common database to manage referrals across agencies. CAP OC choose to work with 211OC as they designed and built out a new Salesforce database for that purpose in 2022 with beta testing in 2023. CAP OC choose to confine such referrals to the services being offered at our two FaCT FRCs. It is through the buildout of this referral service that we can fill gaps in service. It is our intent to eventually connect our Apricot360 database to the 211OC database.

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

In spring 2023, our three Family Resource Centers transitioned from Shah Software as their case management and reporting system to monitor and report on our CSBG-funded programs to a customized version of Apricot360 which will be reflected in the 2023 CSBG Annual Report prepared in early 2024. The Bonterra Apricot360 software platform was procured in the Summer of 2022 through a competitive process, with design and testing over a six-month period from September 2022 – March 2023 followed by implementation of the software beginning in the spring 2023, including the transfer of the Shah records. Over the next six months, a bridge will be established between our Utility Assistance and Weatherization software platform, Serv-Traq, followed by incremental merging of records from Oasis, our senior food box program over an extended period as recertification occurs. This upgrade from Shah will provide for better tracking of our services and outcomes. CAP OC's Planning Department and two YFP case managers are tasked with ensuring the quality of CSBG programmatic/client data in the Apricot360 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 now maintained on Oasis transitioning from an access database in early 2023. 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. Recertification occurs every three years.

During 2021, CAP OC conducted a competitive process to select a software platform which resulted in the selection of Charity Tracker's Oasis software platform for the management of the program in 2022, including the required client characteristics and demographics. 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. It will be an extended process to update the senior food box client demographics to match what is required in the CSBG Annual Report.

The El Modena and Anaheim Independencia Family Resource Centers, under the supervision of CAP OC's Youth and Family Programs (YFP) Department, previously known as the Community Partnerships and Services (CPSD) in 2018 began the process of moving client intake information over to Apricot360 from the Shah software database in January 2023 for client tracking and reporting. With the Apricot360 platform, we have improved case management tools along with our ability to track service count, outcomes, and unique household information along with assessment data. 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 Apricot360 software platform. Due to privacy restrictions, there is not an ability to share information across the two databases. We are also doing client intake for participants at our Southwest Family Resource Center for financial empowerment and youth

programs. Eventually, we will perform intake for our homeless participants that partake in our meal programs.

Improving Data Tracking and Integration

CAP OC in 2021 did an assessment of how we are collect, track and report our outcomes for programs and services for reported CSBG programs and services. This information helped us construct our RFP for a new CSGB and case management system in early 2022. Many programs were using data tracking systems that captured differing and duplicate information.

Our agency currently utilizes several data tracking software platforms to track our services and outcomes. The CAP OC Energy and Environmental Services Department uses Serv-Traq, a database approved by the State of California CSD for tracking and reporting on Utility Assistance and Weatherization activity. Our Senior Food Box Program now uses Oasis for participant management and tracking.

A focus is now placed on how to unify information for better reporting.. The agency is working to connect the three major systems, with Apricot360 as the hub, to increase data accuracy and make reporting and tracking easier than in the past.

Fiscal and Operational Monitoring

A major component of maintaining the integrity of the CAP OC CSBG 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. The President/CEO meets individually with the Executive Council on a regular basis. In 2022, the CFO migrated our financial management system from Sage 100 to the Blackbaud Financial Management System for improved integration of our fundraising efforts. With the retirement of our CFO, an interim CFO began to fine tune the new FMS system in 2023 for improved reporting and budgeting.

The CAP OC Chief Operating Officer (COO) meets with the senior programmatic staff every week, and hosts individual meetings 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 all risks, including those related to financial management. A result of this assessment was an expanded agencywide Risk Management Committee. Another risk management assessment will be undertaken in summer 2023.

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.

CAP OC does not use subcontractors for service delivery for CSBG funded services. However, several of our other grant funded programs, offered by Youth and Family Programs (YFP, previously known as our Community Partnerships and Services Department) and our Energy and Environmental Services Department (EES) use subcontractors. CAP OC Youth and Family Programs Department makes use of subcontractors on several federal, state, and local grant funded programs. The Food Bank and Planning Department make use of subcontractors at our state funded Giving Farm project, and our about to begin Planning Department partnership with the Southern California Association of Governments (SCAG) for a broadband equity outreach project in SoCal to improve access to the Affordable Access Program (ACP). Major subcontracts are the following:

- YFP staff are part of the Network Anaheim and Anaheim Intersections Collaborative
- YFP staff have formed a county-wide Elevate Youth Collaborative to bring Elevate Youth grantees together 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 and collaborate on an annual Youth Summit.
- Staff are involved in the Trauma-Informed Network of Care Workgroup as part of the Be Well ACES Aware initiatives.
- Staff are active in the Parents for Healthy Neighborhoods Workgroup to collaborate on nutrition education efforts for families and to help coordinate OC Champions events.
- The County of Orange FaCT program was 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.
- The Giving Farm CDFA funded Specialty Crop program had three sub-grantees that ended in June 2023 along with a comparable number for a new CDFA one year program that begins in April 2023 (Innovation Producers grant).

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 for 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 subcontractors must meet all 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 used by CAP OC has our Outreach staff qualifying applicants under our program guidelines. Once they have been qualified, our field staff team will schedule an assessment, including three apprentices that are now fully qualified. 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 subcontractors. 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.

Data Analysis, Evaluation, and ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

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

Client characteristics and demographic information are collected and analyzed using multiple software platforms. Planning and Management staff review 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 the Vision and Mission Statements of CAP OC and develop strategies for improving the agency's capacity and ensuring that the agency is meeting its goals.

CAP OC services are largely emergency safety-net services. All programs, information and referrals, community outreach and education provide information to the larger service community. Unmet needs are identified through assessments that are in coordination with private and public entities. The agency's three Community Centers provide information and make referrals, and operate Case Management programs.

CAP OC has over 50 years of experience and application in its ability to make use of data for the purposes of enhancing its programs and services. This data includes client demographic information, programmatic data, data coming from its biennial community needs assessment, and customer satisfaction data. All data is used to adjust or build-upon existing services and programs.

While we have been providing excellent services for over the decades, we realized that with our growth and rising demands for more cost-effective services, current software capabilities needs to be expanded, upgraded and improved. Our goal was to achieve an unduplicated count of clients served across programs, improve accuracy, and spend less time on parallel access and excel databases.

In 2021, CAP OC underwent an assessment of how we collect, track, and report our programs and realized that we needed a more centralized and robust data tracking software. In 2022, our agency was able to acquire a new case management software, Apricot360 which will go live and be ready for use in April 2023. With our new software platform, our agency will be able to extract information needed for day-to-day programs, while ensuring that we are constantly working to make improvements to our services and programs in the long run.

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

Housing Navigation CalOptima Housing Placements and Establishing New Revenue Streams for CAP OC – Day Habilitation, Asthma Remediation, and Home Modifications

In 2022, Community Action Partnership of Orange County's (CAP OC) Youth and Family Programs (YFP, previously known as our Community Partnerships and Services Department) implemented the California Advancing and Innovating Medi-Cal (CalAIM) Program. This program was built on the foundation of The Whole Person Care pilot program, which focused on an integrated approach to coordinate medical care, behavioral health, and social services to improve the member's health outcome. CAP OC participated in the Whole Person Care Program approximately 18 months before transitioning to CalAIM.

In January 2022, CAP OC implemented 3 of the 14 CalAIM Community Supports Services:

1. Housing Transition Navigation - Assisted members with obtaining housing. This included, but is not limited to developing a housing support plan, assisting with securing housing including completing housing applications and securing required documentation, advocating on behalf of the member with landlords, and assisting with benefits advocacy and supporting the logistics of the move.
2. Housing Deposits - Assisted members by identifying, coordinating, and securing services to enable them to move into their new home. A total of \$5,000 is available once in a member's lifetime for housing deposits.
3. Housing Tenancy and Sustaining - Once the member's housing is secured, CAP OC provides Housing Tenancy and Sustaining services to assist with maintaining safe and stable tenancy by providing education and training on the role, rights, and responsibilities of the tenant and landlord.

Although some of CAP OC's referrals come from medical providers, it has been a natural alignment for CAP OC to implement these services. In 2022, CAP OC was able to successfully house 13 single individuals, and 3 families.

With the implementation of CalAIM, the coordination of services has been enhanced. The CalOptima Connect portal that CalAIM utilizes has allowed CAP OC staff to streamline referrals, and billing with their Health Network providers. CalOptima Connect is also used to request authorizations for services which are fee-for-service. Authorizations must be approved by the Network before services can be provided. The system is a marriage between traditional medical services and social services. The portal allows staff to connect members with Enhanced Case Managers that can assist members with clinical/medical needs. This is especially crucial for

members with chronic health issues and are high hospital utilizers.

In December 2022, CAP OC began the process to start implementing 3 additional Community Supports Services for our members: Day Habilitation Programs, Asthma Remediation, and Environmental Accessibility Adaptations (Home Modifications). The Day Habilitation Programs will allow staff to assist members in acquiring and improving skills necessary to continue to live in their natural environment. This service is a critical component because this allows CAP OC the opportunity to provide training in personal skills development, interpersonal relationships, and daily living skills. Environmental Accessibility Adaptations (Home Modifications) will ensure the health and safety of CAP OC's senior and disabled members. It will also enable these members to function with greater independence. This service along with Asthma Remediation are a great complement to CAP OC's Energy and Environmental Services Weatherization program. A total of \$7,500 is available once in a member's lifetime for asthma remediation services. These three additional services will provide an additional revenue stream for CAP OC.

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)

Tina-Pacific Community Organizing

Formed in 2018, the Central Orange County Intersections Initiative focus was to impact systemic change and determinants in the cities of Santa Ana and Stanton by expanding the group's collective work on upstream policies and solutions at a regional county level, and on policy and education at the state level. The Central Orange County Intersections Initiative was composed of local agencies inclusive of: Community Action Partnership of Orange County (CAP OC), The Kennedy Commission (KC), VELA (Community group), Latino Health Access, The Cambodian Family, Santa Ana Early Learning Initiative (SAELI) and many others. The program was funded by the St. Joseph Community Partnership Fund; CAP OC received funding through an MOU with the Kennedy Commission.

CAP OC's focus in Intersections largely focused on Housing Equity and Economic Development with an emphasis on the Tina Pacific neighborhood in Stanton. The overall group focused on the Santa Ana Lacy neighborhood (directly east of downtown Santa Ana).

The Tina-Pacific neighborhood is located on the border between the cities of Stanton and a portion of Anaheim, in which the City of Stanton has jurisdiction over. The neighborhood consists of 40 parcels of land. Residents in the neighborhood can obtain services from CAP OC's Anaheim Independencia Family Resource Center (AIFRC), which is relatively close.

For more than 10 years, the City of Stanton's intention has been to redevelop the Tina-Pacific Neighborhood. In 2011, the City of Stanton began the process to redevelop the neighborhood by buying up homes in the area in hopes to improve the conditions of the community. However, the dissolution of redevelopment agencies in 2011 halted the project. In May 2019, the city

partnered with a developer to develop a new redevelopment plan and relocation plan. The City's intent was to construct 100% affordable housing, relocate tenants and provide them with relocation assistance. At the end of 2019, the city had acquired 34 of the 40 parcels in the neighborhood. Due to insufficient funds and the COVID-19 pandemic, by May 2020, the plan was rescinded, and a management agency was hired (Quality Management Group) to take care of City-owned properties. On November 23, 2020, the city listed the neighborhood as Surplus Land and thus began its search for a new developer and redevelopment plan. On December 14th, 2021, at Stanton's City Council meeting, the City of Stanton approved an Exclusive Negotiating Agreement (ENA) with Brandywine Homes, C&C Development, and National Core establishing 180 days to negotiate a Disposition and Development Agreement (DDA).

Brandywine Homes, C&C Development, and National Core proposed a two-part development project which they called "Magnolia Crossing". The project's intention is to create 116 market-rate ownership townhomes and 108 affordable multi-family rental apartments. However, the project has raised concerns over the layout of the community. The project currently places the market-rate townhomes in the front (off Magnolia) and the affordable apartment complexes in the back (near Sherril). The project is supposed to be a cohesive community, but does not appear as one instead it is two segregated communities separated by income.

Resident Organizing

In October 2020, CAP OC, led by Yesenia Hernandez (CAP OC's then Community Outreach Coordinator) who is partially funded by CSBG, in partnership with KC began engaging residents with the goals to 1) empower residents, 2) improve living conditions, 3) obtain relocation benefits, and 4) advocate for affordable housing in Stanton.

Since October 2020 the following achievements have occurred:

- Conducted multiple resident meetings engaging 40-50 residents and invited City officials to attend such as – the Mayor, District 2 City Council Member, the Chief of Police and Quality Management Group. In addition, residents have attended multiple City Council meetings and provided public comments.
- Advocated and successfully secured for all notices and leases to be provided in English and Spanish – 90% of all tenants are predominantly limited English speakers and only read and write in Spanish.
- Launched a resident leadership team in May 2021 that meets biweekly. Additionally, the leadership team in 2022 participated in Latino Health Access's (LHA) tenant training called "Consejerxs de Vivienda" (Housing Counselors). The training was held in the evening and led by a single LHA staff member who had completed the training herself. The training was conducted in Spanish and via Zoom. The training focused on tenant rights, housing laws, and emphasized the importance of documenting.

- Organized multiple resident-led neighborhood cleanup days, 2 in 2021 and 1 in 2022. The clean ups have had 16-24 residents in attendance who cleaned the community and properly closed abandoned units that were a safety concern for the neighborhood.
- In 2021, with the help of KC, the Public Law Center (PLC) started working on this initiative. PLC began monitoring and ensuring the City of Stanton followed the law, advocating for affordable housing to be built in the neighborhood and pushed for living conditions to improve for residents living in the neighborhood. Additionally, PLC brought in a relocation expert to ensure a relocation plan is completed accurately and with the residents' needs in mind.
- In 2022, the City agreed to hold Quarterly Meetings between the City of Stanton (City Manager & City Attorney), Public Law Center, Daisy (from The Kennedy Commission), Yesenia (CAP OC), and Tina-Pacific Residents (1-2). The purpose of these meetings was to check the status of the development/ relocation process, discuss living conditions and any other issues the tenants have and to maintain communication and collaboration between the various parties consistent. The 1st quarterly meeting was conducted in July 2022, the 2nd in October 2022 and the 3rd was scheduled to take place in February 2023.
- In 2022, discussions began with Tina-Pacific residents to officially register as a Tenant Union/ Association with guidance from the Public Law Center. Multiple meetings have been conducted with the tenants to explain the registration process, responsibilities, and answer questions. In February 2023, another meeting is scheduled to ease concerns regarding registering.

In addition, in 2021, Yesenia completed Harvard University's Kennedy School Executive Education's Leadership, Organizing, and Action: Leading Change program to learn organizing theories and best practices to mobilize the Tina-Pacific residents.

At the end of 2022, the City stated it was having issues funding the development plan causing great concern and uncertainty for the residents. In 2023, residents are most concerned about improving their current living conditions as the community continues to decay and a relocation date is unknown.

Response and Community Awareness

Diversity, Equity, and Inclusion

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

Yes

No

2. If yes, please describe.

CAP OC recognizes that improving the quality of life for everyone in the community means that the agency needs to focus on removing barriers for historically marginalized communities to thrive. This includes addressing policies, practices, belief systems that have historically served the haves, while disenfranchising the 'have nots'. It is when we are intentional in these efforts that we can begin to remove the barriers for community members most affected by them and allow everyone to thrive. We acknowledge the pervasive and lasting impact of systematic, institutional, and structural racism that continues to influence facets of life, even here in Orange County.

To address these disparities, in 2021, CAP OC formed a Diversity Equity and Inclusion (DEI) Committee aptly named the "Change Agents." This internal (voluntary) CAP OC committee is made up of 20-25 employees from across the agency that meet monthly with the intentional focus on instituting DEI practices into CAP OC. Our DEI committee is divided into three subcommittees: Special Projects, Education and Wellness, and Policy and Accountability. Monthly meetings discuss important topics such as poverty, environmental justice(injustice), income inequality, wellness and mental health, and racial healing, just to name a few.

Additionally, the agency reached out to Founder and CEO of Bright places, Inc., Lavada English, a certified DEI professional and "Intercultural Capacity" coach that led many of our DEI learning sessions. CAP OC has previously worked with Lavada in leadership and management training, but in 2021 LaVada conducted an all-staff diversity session followed by an Intercultural Development Inventory (IDI) for our Change Agents and CAP OC Leadership Team in 2022. The IDI was a comprehensive assessment of intercultural competence that organizations use to understand their cultural competence and how they can engage & respond to cultural differences & commonalities.

Disaster Preparedness

1. Does your agency have a disaster plan in place that includes strategies on how to remain operational and continue providing services to low-income individuals and families during and following a disaster? The term disaster is used in broad terms including, but not limited to, a natural disaster, pandemic, etc.

Yes

No

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

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, volunteers 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 has an Injury and Illness Prevention Plan as well as evacuation plans for each site.

Federal CSBG Programmatic Assurances and Certification

CSBG Act 676(b)

Use of CSBG Funds Supporting Local Activities

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

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

Needs of Youth

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

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

Coordination of Other Programs

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

Eligible Entity Service Delivery System

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

Eligible Entity Linkages – Approach to Filling Service Gaps

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

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

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

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

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

Eligible Entity Emergency Food and Nutrition Services

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

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

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

State Coordination/Linkages and Low-income Home Energy Assistance

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

Community Organizations

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

Eligible Entity Tripartite Board Representation

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

Eligible Entity Community Action Plans and Community Needs Assessments

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

State and Eligible Entity Performance Measurement: ROMA or Alternate System

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

Fiscal Controls, Audits, and Withholding

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

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

State Assurances and Certification

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

For CAA, MSFW, NAI, and LPA Agencies

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

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

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

For MSFW Agencies Only

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

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

Organizational Standards

Category One: Consumer Input and Involvement

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

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

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

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

Category Two: Community Engagement

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

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

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

Category Three: Community Assessment

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

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

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

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

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

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

Category Four: Organizational Leadership

Standard 4.1 (Private) The governing board has reviewed the organization’s mission statement within the past 5 years and assured that:

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

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

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

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

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

Appendices

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

Document Title	Appendix Location
Copy of the Notice(s) of Public Hearing	A
Low-Income Testimony and Agency’s Response	B
Public Hearing Documentation	C
Public Hearing Transcript	D
2023 Community Needs Assessment	E

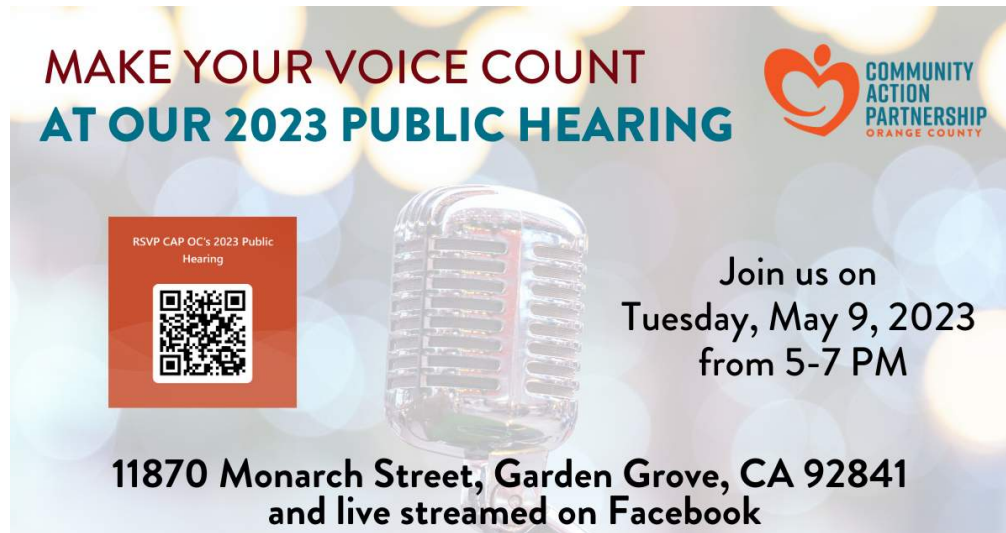
Appendices

Appendix A

Copy of the Notice(s) of Public Hearing



ABOUT CAP OC



CAP OC cordially invites you to attend the 2023 PUBLIC HEARING!

On Tuesday, May 9th from 5-7 PM. The event will take place in person at 11870 Monarch Street, Garden Grove, CA 92841 and will also be live streamed on our Facebook for you to watch virtually. [RSVP](#) Here!

Join us to hear public testimonials from community members and for a short discussion on CAP OC's 2024-2025 Community Action Plan (CAP).

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 since January

2023 and will be closing on April 30, 2023. To take the CNA go to surveymonkey.com/r/2023CNA.

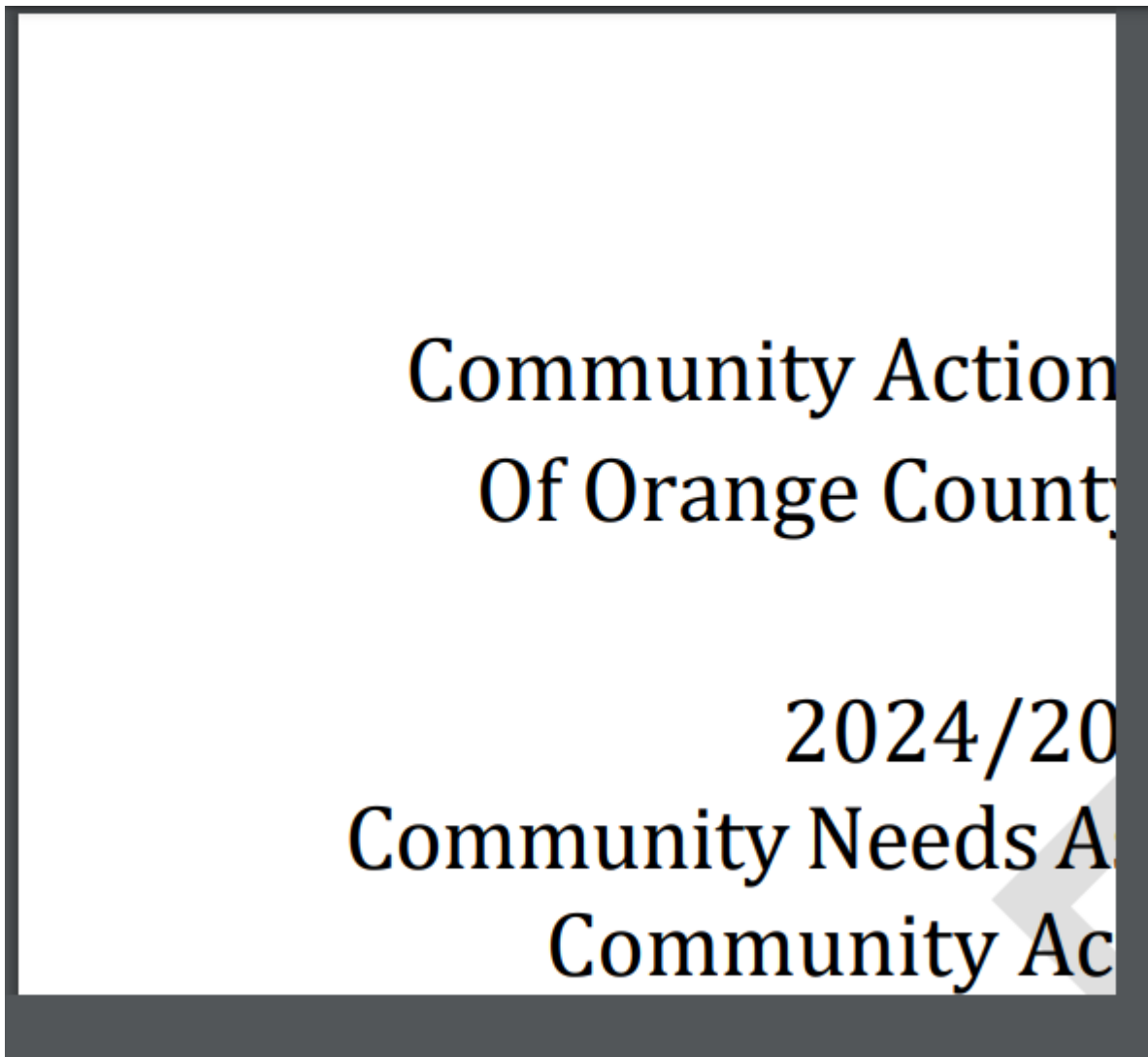
Below you will find a DRAFT of our 2024-2025 CAP.

Submit your comments about our CAP and/ or a testimonial about CAP OC's programs and services at bit.ly/2023Comments. The comment period is open from Monday, April 24 to Wednesday, May 26, 2023.

For more information, please contact Yesenia Hernandez at yhernandez@capoc.org | [\(714\) 334-7142](tel:(714)334-7142).



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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.

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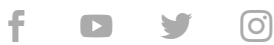
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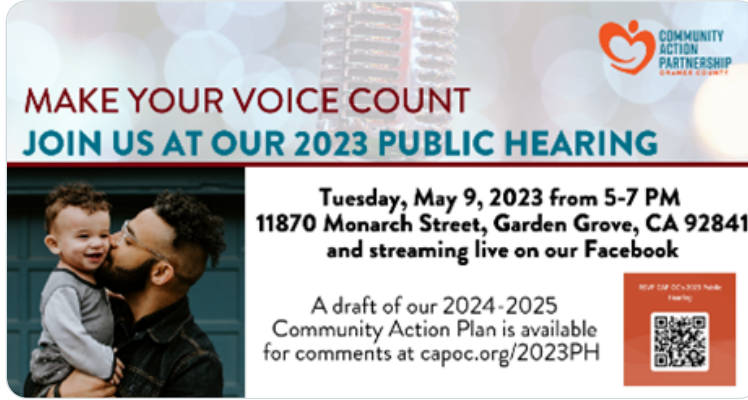
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Tomorrow is our 2023 Public Hearing!

Join us in person or through our live stream to hear comments about our programs/ services and for a discussion on the 2024-2025 Community Action Plan (CAP).



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Tham gia thảo luận với chúng tôi về chương trình hành động 2024-2025 tại buổi họp này. Dự thảo kế hoạch của chúng tôi sẽ có sẵn để lấy ý kiến từ 24/04/23 - 26/05/23 lúc capoc.org/2023PH.

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Câu hỏi? Liên hệ với Yesenia Hernandez tại yhernandez@capoc.org | 714-334-7142

10:15 AM · Apr 28, 2023 · 20 Views



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Community Action Partnership of Orange County

April 13 · 🌐



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Martes 9 de mayo de 2023 de 5 a 7 PM
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y en vivo en nuestro Facebook

RSVP CAP OC's 2023 Public Hearing



Un borrador de nuestro CAP estará disponible para comentarios de lunes 24 de abril a miércoles 26 de mayo en capoc.org/2023PH

¿Preguntas? Comuníquese con Yesenia Hernandez at yhernandez@capoc.org | 714-334-7142



Community Action Partnership of Orange County

April 24 · 🌐



Spanish

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April 24 · 🌐



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Community Action Partnership of Orange County

May 2 · 🌐



Join us in 1 week for our 2023 Public Hearing!

Come hear about our 2024-2025 Community Action Plan and to provide comments on our programs and services.

RSVP en <http://ow.ly/JLIN50NIAp6>

For a draft of the CAP go to <http://ow.ly/APGf50NIAp5>



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May 8 · 🌐



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¡Únase a CAP OC en su Audiencia Pública de 2023!

La Opinion <noreply@emailsonline.com>

Thu 5/4/2023 10:00 AM

To: Yesenia Hernandez <yhernandez@capoc.org>

La Opinión



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Mẫu xe điện đáng tin cậy nhất năm 2023 không thuộc về Tesla hay Toyota

May 1, 2023



YONKERS, New York (NV) – Ai cũng biết Tesla là hãng xe điện thống trị thị trường xe điện trong nhiều năm, với những mẫu xe danh tiếng như Model 3, Model S và Model Y. Còn khi nói đến Toyota, người ta sẽ nghĩ ngay những chiếc xe có độ tin cậy cao. Toyota vừa giới thiệu mẫu xe điện SUV điện bZ4X.

Vì vậy, có người nghĩ rằng mẫu xe điện có độ tin cậy cao nhất năm 2023 sẽ thuộc về một trong hai thương hiệu này. Theo trang mạng xe hơi motorbiscuit.com, trong danh sách bình chọn mẫu xe điện đáng tin cậy nhất năm 2023 của Consumer Reports, mẫu xe SUV điện 2023 Kia EV6 mới là cái tên đứng đầu .



Siêu sao quần vợt Nadal quảng cáo cho một mẫu xe Kia EV6. (Hình minh họa: Clive Brunskill/Getty Images for Kia)

Đối với đa số những người mua xe điện, độ tin cậy là một tiêu chuẩn quan trọng. Một chiếc EV đáng tin cậy sẽ ít có khả năng bị hỏng hóc bất thường, sửa chữa tốn kém. Điều này dẫn đến chi phí sở hữu xe thấp hơn. Độ tin cậy cao cũng có nghĩa là một chiếc xe có thể hoạt động trên đường trong nhiều năm một cách an toàn.

Consumer Reports mỗi năm thực hiện cuộc khảo sát với chủ nhân của hơn 300,000 chiếc xe, bao gồm xe điện. Những chủ sở hữu này được hỏi về các bộ phận của xe gặp trục trặc, chẳng hạn như hệ thống phanh, động cơ, sơn, hệ thống điện, tiếng ồn...

Dưới đây là 10 mẫu xe điện đáng tin cậy nhất theo Consumer Reports:

- 2023 Kia EV6
- 2023 Tesla Model 3
- 2023 Nissan Leaf
- 2023 Hyundai IONIQ 5
- 2023 Tesla Model Y
- 2023 Ford Mustang Mach-E
- 2023 Volkswagen ID.4
- 2023 Tesla Model S
- 2023 Chevy Bolt EV
- 2023 Chevy Bolt EUV

2023 Toyota bZ4X, mẫu xe điện duy nhất của Toyota hiện có mặt tại Hoa Kỳ, không lọt vào danh sách này. Tuy nhiên, đây là một mẫu xe hoàn toàn mới, cho nên có thể vẫn còn được thử nghiệm bởi Consumer Reports.

Trong các cuộc khảo sát này, 2023 Kia EV6 gặp ít trục trặc hơn so với các xe điện khác. Trong khi đó, Consumer Reports đánh giá thấp độ tin cậy của Chevy Bolt EV và Chevy Bolt EUV.

Trong khi Tesla vẫn chiếm thị phần áp đảo đối với xe điện, thì Kia đã dẫn tạo ra những tiếng vang đáng kể trong những năm gần đây. Cùng với EV6, còn có chiếc SUV Niro EV, cũng như chiếc SUV hạng trung EV9 sắp ra mắt. Nhà sản xuất xe Đại Hàn này đạt được những tiến bộ trong công nghệ xe điện, giúp tăng độ tin cậy.

Toyota tỏ ra chậm trễ trong việc chuyển sang xe chạy hoàn toàn bằng điện, thay vào đó tập trung nhiều hơn vào xe hybrid. bZ4X là một bước tiến, nhưng Toyota vẫn còn một chặng đường dài phía trước.



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MỚI CẬP NHẬT

LỊCH SINH ĐỒNG
 May 1, 2023

Trump sẽ x CNN trong meeting' tạ Hampshire
 May 1, 2023





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Nổ súng ở Anaheim, 2 người bị thương, 4 thiếu niên bị bắt

Vụ nổ súng xảy ra trong khu 1600 đường Calle Del Mar ngay sau 8 giờ 35 phút tối Thứ Ba và có lẽ dính líu tới băng đảng.
May 3, 2023



Dave Min, thượng nghị sĩ tiểu bang California, bị bắt vì say rượu lái xe
May 3, 2023



Nga tố Ukraine ám sát Putin: Sự thật hay kịch bản cũ rích?
May 3, 2023



Xả súng ở bệnh viện Atlanta, 1 người chết, 4 bị thương, nghi can bỏ trốn
May 3, 2023



4 ngân hàng ở Việt Nam bị 'chuyển giao bắt buộc'
May 3, 2023

2 ông cãi nhau tại trạm sạc Tesla ở Colorado, 1 người bị bắn chết

May 3, 2023

Hành khách 'thót tim' khi đón xe ở phi trường Tân Sơn Nhất

May 3, 2023

Biden đưa 1,500 quân tới biên giới Mexico ngăn chặn di dân lậu

May 3, 2023



Việt Nam tiếp tục 'đội số' về tự do báo chí, chỉ sau Bắc Hàn, Trung Quốc

May 3, 2023



Hơn 60 người chết vì tai nạn giao thông trong 5 ngày nghỉ lễ tại Việt Nam

May 3, 2023



Hai người bị điều tra vì mang 'chất lạ' vào phi trường Phú Quốc

May 3, 2023



Chồng Hòa Lan đâm chết vợ Việt ở Đà Lạt vì 'dùng điện thoại quá nhiều'

May 3, 2023

Độc nhiều nhất

- Tin người làm vườn, nữ Việt kiều Mỹ bị 'dàn cảnh' lấy trộm \$60,000
- Một phụ nữ gốc Việt nhận tội mở sòng bạc lậu ở vùng Little Saigon
- Mẫu xe điện đáng tin cậy nhất năm 2023 không thuộc về Tesla hay Toyota
- Bắt được nghi can bắn chết 5 người tại Texas sau nhiều ngày truy nã
- Xe Tesla bốc lửa trong garage ở Los Angeles, 1 người bị cháy đen
- 6 mỹ nhân với những bộ trang phục sang trọng, thanh lịch tại Time 100

CORVETTE C8 HOẶC ĐẾN \$100,000

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Giông lốc ở miền Trung nhấn chìm hàng chục tàu thuyền, 3 người mất tích

Giông lốc đã khiến 13 tàu thuyền đánh cá của ngư dân Quảng Bình, Quảng Trị và Thừa Thiên Huế bị nhấn chìm trên biển, ba người mất tích.

May 8, 2023



Vĩnh Phúc: Xông vào tiệm quần áo kẻ dao đòi hiệp dâm bà chủ

May 8, 2023



Trump bỏ lỡ cơ hội ra tòa tự biện hộ sau khi "bé cái lăm", nhìn hình nói nhà báo cáo buộc hiệp...

May 8, 2023



Cộng đồng Việt Nam Bắc California biểu tình 'nghênh đón' phái đoàn Quốc Hội CSVN

May 7, 2023

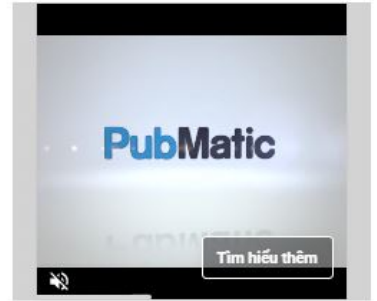


ITAM giới thiệu trò chơi giúp trẻ tự kỷ học và người cao niên giải trí

May 7, 2023



Chùa Phật Tổ Long Beach bị trộm cướp giữa ban ngày. 6 người bị bắt



GO+DO

COSTA MESA

Celebrate playrights and theater at 3-day festival

The upcoming Pacific Playrights Festival at the South Coast Repertory will showcase a number of new theater works and stage readings. Anchoring the three-day event are world-premiere productions of “avaaz” by Michael Shayam and “Coleman 72” by Charlie Oh. There also will be a free panel discussion with the playwrights at 9 a.m. May 7. There are five readings planned, plus the full theater productions. The Pacific Playrights Festival started in 1998 as part of The Lab@SCR and is considered a major national showcase for new plays.

IF YOU GO

When: May 5-7
Where: South Coast Repertory, 655 Town Center Drive, Costa Mesa
Cost: \$20-\$85
Information: scr.org

NEWPORT BEACH

Packard autos on display

Explore Packards through the years at an upcoming car show in Newport Beach. The Packards International Motor Club is celebrating its 60th diamond jubilee anniversary with a weekend celebration including the car show open to the public. Visitors will be able to see about 30 to 40 cars from 1920s through 1950s. The Packard Motor Car Co. in Detroit produced cars from 1899 to 1956, and the motor club is a nonprofit dedicated to the preservation, promotion and enjoyment of those automobiles.

IF YOU GO

When: 9 a.m.-noon May 6
Where: Hyatt Regency Newport Beach, 1107 Jamboree Road, Newport Beach
Cost: Free
Information: 714-566-4854

LAKE FOREST



PHOTO BY JEFF ANTENORE

A rider from the Bañuelos Charrros Team performs a dancing horse routine during the annual Rancho Days Fiesta at Heritage Hill Historical Park in Lake Forest on May 7, 2022.

Rancho Days Fiesta is all about early ranch life

By Magda Liszewski, Correspondent

Rancho Days Fiesta celebrates the history of ranch life and Native American cultures from the early years of people populating this region. The annual family-friendly event will feature performances,

exhibitions, piñata breaking, crafts and more. Watch horse-riding and roping demonstrations and experience early California ranching with hands-on activities. The historical buildings at Heritage Hill Historical Park will be open for tours.

IF YOU GO

When: 11 a.m.-3 p.m. May 6
Where: Heritage Hill Historical Park, 25151 Serrano Road, Lake Forest
Cost: Free
Information: ocparks.com/events/rancho-days-fiesta



PHOTO BY FRANK DAMATO

Members of Club Kaibaldan Dance Troupe rehearse April 30, 2022, at Festival of Nations.

LA PALMA

Entertainment, food and culture part of Festival of Nations event this weekend

Experience a tour of the world through entertainment, food and culture this weekend in La Palma. The city is hosting its Festival of Nations on Saturday at Central Park. A parade down Walker Street from Houston Street to La Palma Avenue kicks off the

event, and then the community can enjoy a festival at the park. There will be storytimes in a variety of languages and various musical and cultural performances. Food will be available representing a variety of nations. The festival also will offer family fun like carnival games, inflatables and a Ferris wheel.

IF YOU GO

When: 10:30 a.m. parade; 11:30 a.m.-6 p.m. festival
Where: Central Park, 7821 Walker St., La Palma
Cost: Various; activity wristbands are \$25
Information: cityoflapalma.org

Lansner

FROM PAGE 1

Aliso Viejo

Big apartment owner AvalonBay Communities, based in Virginia, wants to build 362 rentals on what are largely underused parking spaces of the open-air Town Center. The Avalon Aliso Viejo project would be built on 4.4 acres and include some street-level shopping and parking structures with

543 spaces. The development would be next to the rebirth of shuttered retail space at Town Center’s northern end — where other developers are planning a 99 Ranch Market and a Tesla showroom. AvalonBay’s rental complex would have units ranging from studios to three bedrooms with 612 to 1,444 square feet of living space. The complex would include 36 affordable units. If the city agrees, AvalonBay hopes to start construction in 2025 and be finished by late 2027. This project ensures Aliso Viejo is creating housing solutions where residents can live, work, and play,” said Mark Janda, an AvalonBay senior vice president. “Aliso Viejo boasts a tremendously vibrant quality of life, and we are thrilled to help make the city’s core a community hub destination.”

“The success of online shopping has made life difficult for many older, independent shopping spots. That economic turmoil in turn creates real estate opportunities by turning many empty shops and parking into prime targets for residential redevelopment. A perfect example can be seen from the 5 Free-way in Laguna Hills near El Toro Road. Rubble is all that remains of the Laguna Hills Mall, another 1970s-era indoor shopping mall. Its recent demolition sets the stage for The Vil-

lage, a project with ambitious plans for apartments, shopping, offices and a hotel. But let’s remember that most cities cherish retailing because of the sales tax revenue it generates to pay government bills. Property taxes are a far smaller part of most cities’ budgets. So it’s often hard to persuade municipalities to trade retailing space for residential development, despite the obvious local need for more homes — not to mention state man-

dates for housing construction. In Westminster, Aliso Viejo and Laguna Hills, the fiscal gamble is that adding residences to a shopping district will not only boost the city’s housing supply but those residents will help boost the business of nearby merchants — cha-ching — and sales tax receipts.

Jonathan Lansner is the business columnist for the Southern California News Group. He can be reached at jlanlansner@sncg.com.

Security

FROM PAGE 1

Also expected in the future is more sand at the beach, a new life guard tower that would be built on the roof of the present restroom facility and a new concession stand. City officials say there is also a plan to draw more community events to the Ole Han-

son Beach Club, which now deals mostly with private events such as weddings. Costs for improvements to North Beach have not been outlined, but officials said they largely would be accommodated by shifting around other citywide projects. “This is a fairly organic plan,” said Hall, adding that a fire pit might be a nice addition to North Beach. “We want to listen

to the public and see what other ideas they have for North Beach.” Many of the improvements will be addressed immediately, with the security up to \$100,000 a month hire at the forefront, Knobloch said. Others, like the restrooms and a new substation, could be done by Memorial Day, he said. Officials said they want to get residents and business owners involved in the

dialogue. “We need to find ways to link to the Ole Hansson Beach Club, that is a great facility, and we want to make sure it’s linked to North Beach,” Hall said. “We need to look it up and make it a place people want to come. Let’s update the train station; let’s do it now. Let’s trade projects and make it a focused effort to update that now.” As part of the overall

makeover, Hall said he also wants to streamline the process for new business licenses for North Beach and waive a portion of the business license fees for any new business opening in the area for two years. “Let’s encourage businesses there,” he said. “There’s been vandalism and other things. The idea is to come up with economic development incentives to have people invest.”

Hall even threw out creating an ice-skating rink on the beach during the holidays. “Maybe it’s a crazy idea,” he said. “But some other communities have them, like Huntington Beach, and I know Coronado does. Maybe we need to change the thinking about North Beach from ‘That’s a beach I stay away from’ to ‘That’s the beach I go ice skating during the holidays.’”

You can find all the shows at sncg.com/VirtualEvents under "Past Events/Garden Party" tab

PREMIUM Garden Party

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Questions? Contact Yesenia Hernandez hernandez@capoc.org | 714-334-7142

GO+DO

COSTA MESA

Celebrate playwrights and theater at 3-day festival

The upcoming Pacific Playwrights Festival at the South Coast Repertory will showcase a number of new theater works and stage readings.

Anchoring the three-day event are world-premier productions of "avaaz" by Michael Shayan and "Coleman 72" by Charlie Oh.

There also will be a free panel discussion with the playwrights at 9 a.m. May 7.

There are five readings planned, plus the full theater productions.

The Pacific Playwrights Festival started in 1998 as part of The Lab@SCR and is considered a major national showcase for new plays.

IF YOU GO

When: May 5-7
Where: South Coast Repertory, 655 Town Center Drive, Costa Mesa
Cost: \$20-\$85
Information: scr.org

NEWPORT BEACH

Packard autos on display

Explore Packards through the years at an upcoming car show in Newport Beach.

The Packards International Motor Club is celebrating its 60th diamond jubilee anniversary with a weekend celebration including the car show open to the public.

Visitors will be able to see about 30 to 40 cars from 1920s through 1950s.

The Packard Motor Car Co. in Detroit produced cars from 1899 to 1956, and the motor club is a nonprofit dedicated to the preservation, promotion and enjoyment of those automobiles.

IF YOU GO

When: 8 a.m.-noon May 6
Where: Hyatt Regency Newport Beach, 1107 Jamboree Road, Newport Beach
Cost: Free
Information: 714-566-4854

LAKE FOREST



PHOTO BY JEFF ANTENORE

A rider from the Bañuelos Charros Team performs a dancing horse routine during the annual Rancho Days Fiesta at Heritage Hill Historical Park in Lake Forest on May 7, 2022.

Rancho Days Fiesta is all about early ranch life

By Magda Liszewska
 Correspondent

Rancho Days Fiesta celebrates the history of ranch life and Native American cultures from the early years of people populating this region.

The annual family-friendly event will feature performances,

exhibitions, piñata breaking, crafts and more. Watch horse-riding and roping demonstrations and experience early California ranching with hands-on activities.

The historical buildings at Heritage Hill Historical Park will be open for tours.

IF YOU GO

When: 11 a.m.-3 p.m. May 6
Where: Heritage Hill Historical Park, 25151 Serrano Road, Lake Forest
Cost: Free
Information: ocparks.com/events/rancho-days-fiesta

HUNTINGTON BEACH

Check out the SURFScape

Get the lowdown on outdoor adventures and surfing at SURFScape this weekend in Huntington Beach.

The immersive consumer experience produced by the Surf Industry Members Association is free and open to the public.

It will feature demonstration of wetsuits, surfboards and other adventure gear on the market; more than 50 brands are expected to be featured.

Rising Tides sessions will feature "inspirational conversations around environmentalism and sustainability," organizers said.

IF YOU GO

When: 9 a.m.-5 p.m. Saturday and 9 a.m.-3 p.m. Sunday; Rising Tide sessions feature various topics all day — find the schedule online
Where: in the Huntington Beach City Parking Lot directly across from the Waterfront Hilton and the Hyatt Hotel, just south of Huntington Street and north of Beach Boulevard
Cost: Free to attend
Information: surfscape.com



JEFF BRITCHEN — STAFF PHOTOGRAPHER
 A new SURFScape expo will occur in Huntington Beach this weekend, letting people test out products.



PHOTO BY FRANK D'AMATO

Members of Club Kaibigan Dance Troupe rehearse April 30, 2022, at Festival of Nations.

LA PALMA

Entertainment, food and culture part of Festival of Nations event this weekend

Experience a tour of the world through entertainment, food and culture this weekend in La Palma.

The city is hosting its Festival of Nations on Saturday at Central Park.

A parade down Walker Street from Houston Street to La Palma Avenue kicks off the

event, and then the community can enjoy a festival at the park.

There will be storkies in a variety of languages and various musical and cultural performances. Food will be available representing a variety of nations.

The festival also will offer family fun like carnival games, inflatables and a Ferris wheel.

IF YOU GO

When: 10:30 a.m. parade; 11:30 a.m.-6 p.m. festival
Where: Central Park, 7821 Walker St., La Palma
Cost: Various; activity wristbands are \$25
Information: cityoflalpalma.org

You can find all the shows at [SCNV.com/VirtualEvents](https://www.scnv.com/VirtualEvents) under "Past Events/Garden Party" tab

PREMIUM Garden Party

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HUNTINGTON BEACH

Eid al-Fitr celebration draws a large crowd

By Yusra Farzan
yfarzan@scng.com

At Orange County's largest Eid al-Fitr celebration, hosted by the Islamic Society of Orange County, a large crowd kicked off festivities Friday with prayers in the Huntington Beach Sports Complex baseball fields.

Led by Muzammil Siddiqi, who has served as the religious director at the Islamic Society of Orange County for 40 years, this year's prayers featured two new additions: a separate section for seniors and an area for those who use American Sign Language.

Prayers began at 9 a.m. — other mosques typically start prayers earlier — to accommodate mothers and children who might require more time to get ready in the morning, said Hassan Mukhlis, the Eid prayer committee chair.

The celebrations culminated with a festival, complete with a reptile display, bubble show and bounce houses for children. At the complex's food court, halal food was served to meet Muslims' dietary restrictions, Mukhlis said.

About 5,000 people attended Friday's celebration, organizers said.



PHOTOS BY JEFF GRITCHEN — STAFF PHOTOGRAPHER
People pray during the Islamic Society of Orange County's Eid al-Fitr prayer event in Huntington Beach on Friday.



Sana Babi poses in front of giant EID letters.



A moment of reflection at the event Friday.



Darin Hussien covers her face as she lays among prayer rugs at the feet of her father, Akram Hussien.

OUTDOORS

Foragers hitting the trails in search of mushrooms

Rains whet region's appetite, but experts warn of dangers

By Anne Valdespino
Correspondent

Mushrooms are delicious, but potentially dangerous, for amateur foragers. Still, Southern Californians are searching with the wild-eyed lust of gold rush prospectors.

Our state's exceptional rainy season fueled the "shroom boom craze. Since December, a dozen storms have drenched the landscape, and all that moisture has brought out so many varieties of fungi that traditional and social media are lighting up the internet about the boom.

But foragers need to be especially careful: More mushrooms mean more chances to get it wrong. "When we have this amazing, incredible yield, we can just find them everywhere," said Bat Vardeh, 26, of Pasadena, the founder of the Foraging and Mushroom Hunting Women of SoCal and field trip chair of the Los Angeles Mycological Society. She's also a collector for the Fungal Diversity Survey, or FUN-DIS, which documents and protects the biodiversity of fungi throughout North America.

On a recent morning, collecting box in hand, Vardeh led a group through Black Star Canyon in south Orange County. These days, you'll see mushroom scavengers in parks and wilderness areas throughout Southern California, such as the Cleveland National Forest, Los Padres National Forest and Angeles National Forest. (Wherever you go, check with park rangers



From left, Stereum species, or false turkey tail, and Helvella acetabulum, aka cabbage leaf Helvella, are seen growing in Black Star Canyon on April 1.

about whether collecting mushrooms is allowed and how to go about it.)

Before starting off, Vardeh explained that in a dry year mushroom gatherers look for micro climates, areas that have a topography or geography that improve fungi growing conditions, such as a canyon with dark shaded areas and a creek running through it.

But on this day, the group found more than a half dozen varieties beside the trail, including caramel-colored Helvella acetabulum, also called vinegar cups, which smell cheesy and are edible when thoroughly cooked to remove toxins, and inocybaceae mushrooms from a genus in which the majority of specimens contain multiple different mycotoxins. That one had an aroma that was, well ... "spermiatic" is the technical term.

Where to find them

Many were in plain sight, found in or around trees, on brilliant green moss, on grassy areas of chaparral and a particularly spectacular display appeared on a dead log that was painted with graffiti. Ordinarily, the best areas are off the beaten path.

If Vardeh could have gotten beyond the fence on ei-

ther side of the trail, she's sure she would have found even more.

"If you want chanterelles, look for an oak tree with big dome-y canopy half way to the ground. Like that one," she said, pointing out a nearby tree.

Encouraged, her group pressed on, chatting about possible discoveries and how interest in the field is expanding.

Rudy Diaz, resident mycologist of the L.A. Mycological Society, said mushroom hunters are growing in numbers. "We have 800 members, up from 250 six years ago," she said. Some are science-minded, most are thrill-seekers, and many are willing to hike to remote wilderness floors to shoot and share pictures of unusual varieties, which are popping up on Instagram and iNaturalist. But many are dedicated foodies, craving their favorite gourmet varieties such as morels, chanterelles and oyster mushrooms, which can go for \$20 or more per pound from gourmet grocers and at farmers markets. Foodies flip at the chance to gather them for free.

All for eating them

"People who right now are really getting into mushrooms are interested in eating them," said Jess Starwood, the author of "Mushroom Wanderland: A Forager's Guide to Finding, Identifying, and Using More Than 25 Wild Fungi." She used to provide mushrooms to L.A.-area chefs at Michelin starred restaurants.

"There are some interested in the science side of things, in finding new species," she said, "but I think for the most part people are like, 'Oh, I can go find something to eat!'"

Starwood, who teaches classes at Cat + Raven Collective in Thousand Oaks, and organizes foraging trips followed by meals that use found mushrooms among the ingredients, says not all the edibles are equal in flavor, but some are particularly tasty. "Black trumpets have a cheesy flavor, candy caps have a maple aroma, matsutake have a cinnamon



PHOTOS BY PAUL BERSEBACH — STAFF PHOTOGRAPHER
Bat Vardeh, field trip chair at the Los Angeles Mycological Society, inspects a Psathyrella longipes, or the tall Psathyrella, in Black Star Canyon near Silverado on April 1.

GROUPS TO JOIN

- Foraging and Mushroom Hunting Women of SoCal: womenforagesocal.com
- L.A. Mycological Society: lamushrooms.org
- iNaturalist: inaturalist.org

Tips on foraging

- Be aware of your surroundings.
- Only forage in areas where it is permitted.
- Let someone know where you will be going.
- If you get lost on the trail, it's good to have extra water and snacks.
- Always double-check for toxic look-alikes.
- Eat only what you are 100% sure about.

taste and chanterelles often have a fruity apricot sort of flavor to them."

Foragers have been finding trendy lion's mane mushrooms, and Vardeh says morels usually peak in April but have been popping up early so their season might extend this year.

"They're all tantalizing to foodies, and that's why foragers must take care. Just looking might be safest."

Starwood said that throughout Europe, picking wild mushrooms is common and gatherers can take them to inspectors who separate the toxic from the tasty.

But in the U.S. we're on our own. That's why Vardeh and Starwood recommend refraining from just comparing your finds with internet photos.

Toxic twins

There are many "toxic look-alikes" that grow together with safe edibles, they said. For example, among other mushrooms discovered on the hike: the peach-colored amanita veils have a toxic twin called



Rudy Diaz, resident mycologist at the Los Angeles Mycological Society, smells a Geastrum species as Entoloma nolanae is seen at right in Black Star Canyon on April 1.



Deconica species, aka mountain moss Psilocybe, grows on a hillside in Black Star Canyon.

the amanita virosa, also known as the Destroying Angel. Snowy white puffballs, which almost look like supermarket button mushrooms, also have poisonous twins. Only one type of nolanae is edible; the rest are toxic.

So Vardeh advises beginning foragers to read books, take classes, join societies and embark on field trips with guides until they become experts.

The group activities can be fun. Vardeh says she has been seeing more of her friends who live in different parts of Southern California because the field trips bring

them together.

Her companions included experts in lichens and other plant life as well as her boyfriend, Cameron Cook. At one point during the hike, he offered her a perfectly formed mushroom, presenting it as if it were a rose. She accepted with a smile and a discerning eye.

Vardeh said that except for chanterelles, she doesn't often eat what she finds. She just delights in collecting fungi, sharing her knowledge with others and spending time outdoors with friends.

"Mushrooms," she said, "bring people together."

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EARTHWEEK: A DIARY OF THE PLANET

Extremely normal

A new poll by The Associated Press-NORC Center for Public Affairs research finds that an overwhelming majority of Americans say they have recently experienced at least one extreme weather event, with many blaming climate change. The poll conducted in mid-April also finds that about half of the country's adults became more concerned about the changing climate during the past year even though many remain unsure of their individual role in causing it. Types of severe weather that hit the nation once every 82 days in the 1980s are now occurring slightly more than once every two weeks.

Climatic pain

Forecasters are warning that years of drought across Europe are causing "feedback loops" for the continent's climate, foreshadowing another

dangerously hot and dry summer ahead. Hot, arid conditions in the next few months would mean crop losses and waterways so low that river transport would be snarled and hydroelectric plants would be forced to shut down. In Spain's autonomous community of Catalonia, a plague of rabbits starved of fresh grass is also ravaging crops. Officials estimate 250,000 rabbits need to be culled this summer to contain the population. Barcelona faces a water emergency by September if ample rainfall fails to occur through the end of summer.

Glacial loss

A decade of observations from Europe's Cryosat satellite finds that of the 200,000 or so glaciers on the planet, about 2% of their mass was lost between 2010 and 2020 due to a hotter climate. That amounts to 3 trillion tons of ice melting

during the period. Alaska's glaciers were among the worst affected, with about 5% of the total ice volume in the region melting in 10 years. In many regions, glaciers are important sources of water for drinking, agriculture and hydropower. More than 20% of the world's population relies on the water that flows from the summer melting of glaciers.

Algae and plastic

An algae that commonly grows beneath Arctic sea ice now contains 10 times as many microplastic particles as the seawater it lives in. Researchers from Germany's Alfred Wegener Institute for Polar and Marine Research made the discovery after collecting samples of the Melosira arctica algae. They found that because the algae has a slimy, sticky texture, it collects microplastic particles from the atmosphere before it dies and collects into clumps.

The increased weight causes those clumps to sink straight down, "as if in an elevator to the seafloor." Since the algae is an important food source for many sea creatures, the plastic pollution could eventually contaminate much of the Arctic marine food web.

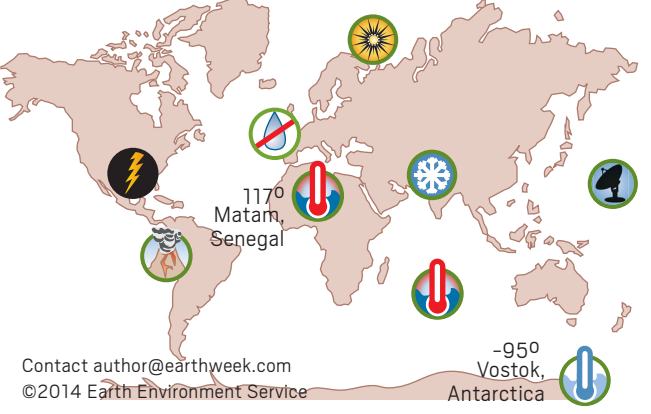
Andean eruption

Ecuador's Sangay volcano spewed a column of ash high above the Andes Mountains that later fell over nearby communities. Residents were wearing masks as protection from the falling debris.

Deep discoveries

More than 19,000 previously uncharted undersea volcanoes, or seamounts, have been discovered using radar sensors aboard orbiting satellites. Oceanographers at the Scripps Institution of Oceanology and a Chungnam

Week ending Friday



Contact author@earthweek.com
©2014 Earth Environment Service

National University colleague made the discoveries by deriving the locations of the seamounts from the gravitational pull they exert on the ocean's surface, which radar can detect. Many seamounts are rich in rare-earth minerals and provide a habitat for many forms of marine life. The new mapping could help determine deep-sea currents and prevent future submarine collisions with seamounts.

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WHITTIER



Downey High School Eco Club member Milanni Guevara, 16, makes a tote bag out of a recycled T-shirt during the Whittier Earth Day Event at First Friends Church in Whittier on Saturday.

PHOTO BY RAUL ROMERO JR.

Celebrating Earth Day

From staff reports

Whittier celebrated the Earth on Saturday. Actually, the Earth Day event — at First Friends Church in Uptown Whittier — was a bit of a celebration of all things energy-efficient. Along with showing a variety of electric vehicle

models, and the incentives that go along with buying them these days, the event showcased healthful lifestyles and eating, addressed energy-efficient houses, and water-efficient landscaping. Whittier's many non-profit organizations, which work to lower the carbon footprint, also presented

their latest work. Earth Day in Whittier was organized by the United Nations Association Whittier Chapter and its project the Whittier Area Environment Coalition, made up of a number of local nonprofits, in cooperation with the Whittier Uptown Association.

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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 style="text-align: center;">Judith Urbina Anaheim Independencia Family Resource Center</p> <p>I, Judith Urbina, through this written message, would like to thank with all my heart the support, comprehension, and patience of Madam Irene Alba of Anaheim Independencia FRC. She was pleased to help me during these moments.</p> <p style="text-align: center;">Thank You. May God continue to bless her. Respectfully, Judith Urbina</p>	Yes	Pg. 24	
<p style="text-align: center;">Migdalia Elena CalFresh Outreach</p> <p>Been a participant since February 2023. I walked in to get assistance for food and was helped by Daisy Diaz in CalFresh. She was so kind and very patient and answered all the questions I had as well as finding other resources for me in the organization as well as outside. I'm happy she was able to help me.</p>	Yes	pg. 27	
<p style="text-align: center;">Juan M Rodriguez Silva Anaheim Independencia Family Resource Center</p>	Yes	Pg. 24	

<p>Anaheim Independencia. Thank you for the help you have given me. I hope God blessed you with health so you can continue to help others. Like you were able to help me. As well as Irena from the resource center located at 10841 Garza Ave. Anaheim, CA. I thank you with all my heart and may God bless you with abundance in health and blessings, because you did so much paperwork and traveled to places for me. Blessings.</p>			
<p>Melissa Colon Elevate Youth & Workforce Readiness Participant</p> <p>Elevate Youth about a year, Workforce Readiness 6 months</p> <p>The Elevate Youth Program has broadened my understanding of important topics such as the War on Drugs. It has also positively impacted my mental health. I love being able to speak with youth my age and the leaders who also understand my struggles. They have provided me positive experiences and people I can rely on.</p> <p>The Workforce Readiness Program has positively prepared me for situations I may experience during my career. I've been educated on how to handle conflicts in the workforce and feel prepared for when it may happen. The different classes have taught me the importance of creating a positive work environment and also taking a step back to take care of myself. I've learned that it is important to manage stress in order to keep thriving in life.</p>	<p>Yes</p>	<p>Pg.34</p>	
<p>Vicky Shuttleworth Hot Meals Partner</p> <p>My name is Vicky Shuttleworth and I am a 6x a year hot meal provider through United Women in Faith of Community United Methodist Church in Huntington Beach at Southwest Community Center. We have supported SWCC for 50 years. Every 4th Friday lunch of the odd numbered month.</p>	<p>Yes</p>	<p>Pg.19</p>	

<p>We have seen the changes over the 50 years that SWCC has attempted to address. The need continues to address systemic poverty's causes and aftermath and CAP OC appears to have a good grasp of the needs of the communities they serve. I am especially pleased to see the increase in youth programs they have offered. I am also pleased to see the health concerns they have addressed and the improvements they have made at SWCC. They are good stewards of the donations and grants.</p>			
<p style="text-align: center;">John Poto The Giving Farm partner - Beekeeping Project</p> <p>My name is John Poto and I am the Director of Field Operations for Honey Pacifica LLC. I have been involved with the Community Action Partnership of Orange County since 2020. We are currently partnering with CAP OC in A Sweeter Future: Honey, Education, Entrepreneurship program under the 2020 Specialty Crop Block Grant. I am working directly with the Westminster High School's Giving Farm/Beekeeping Course. Honey Pacifica's involvement in the workforce development program at the high school is special because Honey Pacifica's origins can be traced to my brother, Frank's high-school science project involving bees. This was the catalyst for our family's journey into beekeeping and we are excited to work with Westminster High School's passionate students to bring this working bee colony to life, which may lead to a profitable honey endeavor.</p> <p>With the help of CAP OC and their outstanding staff, specifically Curtis Gibbs, Director of Planning, Mark Lowry, Director of the OC Food Bank and Yesenia Hernandez, Senior Planner, we hope the program at Westminster High School can become a model for other schools in the region, especially as projections show that income from the bee products should offset most costs to run the program, with volunteers and students providing the necessary workforce. We are grateful for the opportunity to serve the community.</p> <p style="text-align: center;">Sincerely, John N. Poto</p>	Yes	Pg.40	

<p style="text-align: center;">Juan Gonzalez Tina-Pacific/ Intersections Initiative</p> <p>My name is Juan Gonzalez. I am a Tina Pacific Association member. For the past 3 years I have been working with Yesenia and her team at CAP OC to provide our neighborhood with resources to help residents work with the city to provide repairs to the apartment units under city ownership as well as provide safety and more community involvement from residents. Thank you CAP OC.</p>	Yes	Pg.48	
<p style="text-align: center;">Melissa Colon Elevate Youth about a year, Workforce Readiness 6 months.</p> <p>The Elevate Youth Program has broadened my understanding of important topics such as the War on Drugs. It has also positively impacted my mental health. I love being able to speak with youth my age and the leaders who also understand my struggles. They have provided me with positive experiences and people I can rely on.</p> <p>The Workforce Readiness Program has positively prepared me for situations I may experience during my career. I've been educated on how to handle conflicts in the workforce and feel prepared for when it may happen. The different classes have taught me the importance of creating a positive work environment and also taking a step back to take care of myself. I've learned that it is important to manage stress in order to keep thriving in life.</p>	Yes	Pg.34	
<p style="text-align: center;">Jennifer Davis El Modena Family Resource Center</p> <p>My name is Jennifer Davis, and I am one of the recipients from El Modena Resource Center. How I became to know about El Modena was through the backpack drive. It kind of – that name just always kind of stuck with me, like, "Huh, El Modena. Okay.</p>	Yes	Pg.24	

<p>Little did I know that in 2019, my husband would pass away, and I would become a single mother of three children. In 2020, COVID -- as all of us -- it just really became hard for me. I lost my second job, and in 2021, I became almost evicted.</p> <p>So I remembered El Modena, so I called the El Modena Resource Center. They told me to come in, they have some resources for me that they can help me with. And so I was, like, "Okay." So I came in, and I shared a little bit about my story on how my husband was in the military, and how he really suffered a lot from mental illness and later on just ended up taking his life, and how it just was hard for me and my children.</p> <p>We went through counseling. We went through church community, and I just really still needed some help. So she said, "Well, that's great. You know, we have karate, and your boys can do karate. And I was, like, "That's great because my son is being bullied, so if he can defend himself, I'm all for it." So my son started karate.</p> <p>They started giving us food. My daughter was in Pull-Ups; they started giving us free Pull-Ups at the time. And my family was just really benefiting from it. We didn't get evicted. We ended up being able to stay in our housing.</p> <p>And we got our phone call. It was like, "Lord, like, how am I going to actually get my kids some gifts for Christmas?" Little did I know that they had a Christmas drive, and the Christmas drive helped us through Christmas.</p> <p>My son is not being bullied no more. My youngest son is in karate. He's doing great. He's excelling in school because of the discipline he's learning in karate. And they just became a good resource for my family, so -- and they are continuing to help us, even through last week. They just are there for us. So thank you.</p>			
George Frank Carillo	Yes	Pg.24	

Anaheim Independencia Family Resource Center

Hello, everybody. My name is George Frank Carrillo. I live in Anaheim for the last 35 years, and I'm a proud member of the senior group of the Independence Community Center that is also called La Garza Center. We have received so much for five years that, I mean, I can start talking about the generosity of the center, and I didn't know about actually Community Action Partnership was behind this.

We are probably about 40 senior members that come on Monday, Wednesday, and Friday religiously in order to play domino, play Loteria, talk to each other, laugh a lot. And now that they started the hot lunch, everybody is very happy. The quality of food is excellent. It's well-balanced, and it has the vegetables, the protein. Everything is just perfect for all the seniors.

Now, besides us, there are many, many people that benefit from the center receiving food, receiving services, receiving tax services, receiving medical services, receiving so many things. It's -- the generosity that the center has is just amazing. I never realized. I have been a member for five years, and I can see the value of all this, especially through our COVID-19 time where the center actually closed, and everybody felt the need to go to some place to really share the moments with the community and to eat well and all that. Thank God all that is over, and we are back, and we are very grateful to have the Independence Community Center in Anaheim that is on the street of Garza.

And we are blessed to have the management and all the volunteers, many volunteers that volunteer their time in order to prepare the food and the boxes and bags with food. I mean, it's just amazing. I'm very grateful, and it's a blessing to have them there for us. That's all I have to say. And, hopefully, you will visit us one of these times.

Susan Combs
Commodity Supplemental Food Program (CSFP) - Senior Food Box

Yes

Pg.19

<p>Hello. My name is Susan Combs, and I'm a senior. And my involvement here is for the past three years, I've picked up the senior food box, and it's been a great help. I'm retired on a fixed income. I'm raising a great-grandson, and so every little bit helps a lot. I was a registered nurse, a mother, grandmother, great-grandmother now, and I'm really happy to see a community that comes together to help each other knowing that there is so many needs out there. The other two speakers impressed me a lot. But I honestly didn't come to speak.</p> <p>Oh, I'm in the wrong place? That's okay. I especially like the box. We come once a month. And my brother is also on the program. And we pick up a box that includes protein and juice and some staples. And living in Orange County is so expensive on a fixed income; even gas, we can't afford sometimes, you know. But that little 40-pound box can help us stretch a budget just to the end of the month until our next social security check comes, and it is a great help.</p> <p>I'm especially thankful for the volunteers, like the prior gentleman said. They are always kind. They are always organized, always helpful. It takes 15 minutes or less to get through the registration and pick up our box, and so because time is always an issue as well as money, I'm very grateful for that too.</p> <p>There's not much more I can say, just that there are a lot of people they help. And if I had extra food at home, I would be the first person to give it to someone else. I feel like what goes around comes around. We all know how it feels to need something and to give something when it's our turn to give. So that's it.</p>			
<p style="text-align: center;">Griselda Reyes El Modena Family Resource Center Translated Testimonial</p> <p>So Griselda Reyes was letting us know that she began her journey at El Modena Center. She's</p>	Yes	Pg.24	

<p>been participating and volunteering there for more than 12 years now. Her son began taking karate lessons there, and the same thing goes for all of her children. They also participated at El Modena Center.</p> <p>Her daughter is right now attending university. She's extremely proud of her daughter. They -- during COVID, she let us know that she began to receive help through the means of food boxes. Her rent got taken care of thanks to our programs as well. And she is extremely thankful to Maribel for always being on top of her and her family, making sure that they were okay during COVID, that they were fed, that if anything was needed, that Maribel always made sure to be on top of that.</p> <p>Also, she shared with us her Christmas that year, she just stated that that is one of the best Christmases that she has had. Her house got filled with toys, and it was very magical.</p>			
<p style="text-align: center;">Karina Vega El Modena Family Resource Center Translated Testimonial</p> <p>And then we have our lovely Karina. Right? She also said that she is at El Modena Center, and she's a volunteer there. She also let us know that her little ones are taking karate. There's also leadership groups that she feels that have helped her children a lot to develop personally and also with other people.</p> <p>And she was -- she's also very grateful to Maribel because, again, during COVID, she was making sure that they were also taken care of, no food was missing. If they needed anything, she was on top of that. She would just Zoom calls with them to make sure that nothing was needed, provide gift cards if needed and all that.</p>	Yes	Pg.24	
<p style="text-align: center;">Elvira Ruiz El Modena Family Resource Center Translated Testimonial</p>	Yes	Pg.24	

<p>And Elvira Ruiz let us know that she's currently also volunteering at El Modena Center. She is very proud of being -- of providing her time there. She feels very proud of the help that she is able to provide when she volunteers, but, also, she began by receiving that help when she approached the center.</p> <p>She's also very grateful to the agency, to Maribel, and she let us know right now that there's an English program going on in El Modena, and that she would love for these type of services to continue. And she's, again, very grateful.</p>			
<p style="text-align: center;">Soulah Warshauer Weatherization Modified Testimonial</p> <p>I, Soulah Warshauer, appreciate and thanks the Community Action Partnership of Orange County for their generously helping me in my time of need.</p> <p>I am an 84-year-old widow who found myself without heat this winter. So, on December 10, 2022, I started calling for help. I was referred to the Gas Company. They seemed to be helpful, but after 3 contractors checked out my furnace, I was told that it could not be fixed or replaced. My rheumatoid arthritis knew it was a cold winter! I complained to my doctor about my cold home. She said one of her patients had been helped by the Community Action Partnership. I decided to call the Gas Company one more time... They gave me the CAP phone number. On my first call, Javier was so kind and took my application. He made an appointment for me with Leticia right away. I was nervous about whether CAP could help me. Leticia helped me to fill out the additional application. Not long after that, Alex came to my home for the assessment. I was overwhelmed by his knowledge of how I could save energy and money. He found things I didn't know were not working right.</p> <ul style="list-style-type: none"> ● My Furnace could not be fixed, but instead was replaced which included the Air Conditioning unit. 	Yes	Pg.32	

- The Hot Water Heater had been leaking and was replaced.
- The Clothes Dryer was not heating properly and was replaced.
- My entry light fixture was not working and was replaced with a LED fixture.
- Two outside lights were not working and were replaced with LED fixtures.
 - My inside lights were replaced by LED light bulbs – 26 bulbs.
 - 10-year Smoked Detectors were replaced on all 3 floors.
 - Carbon Monoxide Detectors were replaced on all 3 floors.

Greencat Construction Company completed all the work in my home. They were amazing! They were on time. Clean and all had a great disposition. Even though my furnace was in my attic- on the 3rd floor! They never complained. Never hesitated about replacing my furnace and air conditioning unit. They were professionals and knew how to get the job done. My water heater was on the 2nd floor in the kitchen. The closet was small, but they got it installed. I never dreamed that I would outlive my money! My late husband had Alzheimer's for many years. I was working as an environmental consultant and sold real estate. I thought I could make up for all the retirement savings we spent on my husband's care. Somehow, I could never quite get those savings replaced. I thought I was surviving OK, then covid hit. Real estate sales were impossible with all the restrictions. Now I must have a knee replacement. I found myself eligible for food stamps along with discounts on my gas and electric bill. With Social Security being my only monthly income. This wasn't what I'd planned for my old age! I feel that the Community Action Partnership has given me a new beginning. One for which I am very grateful. I will be referring anyone in need of these wonderful services.

Respectfully submitted by: Soulah Warshauer, Huntington Beach, California

Pastor Thomas
Donated Food/ Food Bank Agency Partner

Good evening, everyone. My name is Pastor Thomas. I'm the assistant pastor of Sunrise Community Christian Church in Buena Park, California.

	Yes	Pg.19	

<p>We started a feeding ministry about six years ago. Our church fed 31 people. And since we've become partners with CAP OC, now we give away diapers, we help with utility assistance, we have senior programs, we help with the -- with the filling out of taxes. All these programs come from CAP OC.</p> <p>And for our feeding ministry, with the lovely help of one of the ladies in the back -- I'm not going to mention Judy's name -- but they have donated so much to our ministry. We have refrigerators, freezers, pallet jacks. They gave us a wonderful big ol' 20-foot box truck.</p> <p>And I don't want to take too much time, but the main point of this whole story is that six years ago, it was 31 people, and as of yesterday, we fed 2,300 people.</p>			
<p style="text-align: center;">Luisa Estanga Diaper Bank</p> <p>Hello, everyone. My name is Luisa Estanga. I'm from Abrazar, and I am the home visiting program coordinator for CalWORKs Home Visiting Program.</p> <p>So my program are families that have children under the age of 2 and are enrolled in the CalWORKs Home Visiting Program. You know, it goes to say that even though, yes, they have a child under 2, they typically have more than one child under 2 or a little bit closer to that in age. And being partners with CAP, we've been able to have the diaper bank. We've been able to provide them with diapers on a monthly basis.</p> <p>Most of them come to us, typically homeless, unsheltered. We're trying to get them into a shelter, trying to get them stable, provide them with resources in the community. And just being able to provide them with diapers, that is just such a help, especially when they have multiple children in the household.</p>	Yes	Pg.27	

<p>And we just are so grateful for being a partner with CAP because not only do we get diapers, sometimes we get a little surprise. We'll get a Disney book. Sometimes we get the little Puffs that the children love. Sometimes we get Wipies, which is something that they love and adore because that is also very expensive.</p> <p>So we are just so grateful for our partnership for our families. Like I said, we connect them to resources, so we also utilize CAP for the utility assistance program. We are also, at Abrazar, using them for the food program. So our partnership with CAP for the food program has been longer, but for the diapering, I've been working with CAP for a little over a year now.</p> <p>And I would say we've helped over a thousand families at this point in our partnership with CAP as well as I've also been having community events where we've been able to give out diapers there. And we've also shared some diapers with Oakfield Community Center so that they can also be giving out diapers at their events on Fridays to their families. So we are just so grateful for it, and we continue to be partners with them.</p>			
<p style="text-align: center;">Cameron Baker VITA TAX - Volunteer</p> <p>Hello. So I'm Cameron Baker, and I'm basically a student -- a junior student, and I volunteered for VITA, or the Volunteer Income Tax Assistance program.</p> <p>And, basically, I would be in this area here, and I would help people out. I would file tax returns, help those who would be, like, less advantaged. And it was really a helpful experience for me and helped me to grow as a person, that I recognize a lot of time people may need help.</p> <p>And I also learned, like, as someone who wants to go into political science later on that, like, basically, there is, like, a lot of aspects to government and also, like, volunteering also. So I thought it would be really, really interesting, and overall, I enjoyed this experience a lot.</p>	Yes	Pg.28	

Cait Albrecht
OC Hunger Alliance/ Food Bank Partner

Yes

Pg.37

Hi, everyone. My name is Cait Albrecht, and I'm from Abound Food Care. And I could talk about CAP OC for hours, so with that in mind, I've written something to kind of keep myself in check with respect to all of your time. So I apologize for reading it, but I wanted to really be cognizant of everyone's time.

So Abound Food Care is an organization focused on creating regional food care programs to end hunger and food waste, and we've had the opportunity to partner with CAP OC Food Bank for the past 11 years and are proud to have worked with them in establishing the OC Hunger Alliance.

CAP OC has always been at the forefront in helping community members facing poverty and food insecurity and was a critical organization in helping our communities through the unanticipated challenges of COVID-19. Today, as we face the food cliff resulting from the end of government support programs, the role CAP OC will play is equally significant.

As a founding member of the OC Hunger Alliance, CAP OC is helping to create new solutions and approaches to addressing food insecurity. Through an enhanced services program, the Hunger Alliance is building a model that not only provides food to solve the immediate needs of families, but at the same time, facilitates access to services that address educational gaps, housing needs, health issues, and other social determinants of health that are challenging many community members today.

By addressing both the need for nutritious food and the need to address root causes that perpetuate the food insecurity cycle, we can create a stronger, healthier environment for all members of our community.

<p>CAP OC Food Bank has a strong record of assisting our community members and has a critical role to play in building a powerful model for the future. At Abound Food Care, we deeply appreciate our relationship with CAP OC and are excited about the impact they will help us all achieve in the future. Thank you.</p>			
<p style="text-align: center;">Abel Perez Donated Food/ Food Bank Agency Partner</p> <p>How are you doing? My name is Abel Perez. I'm the office administrator at Love Community Outreach in Santa Ana, California. And CAP has been more than a friend in mission with Love Community; they've been a partner in mercy along with our outreach in Santa Ana.</p> <p>Our executive director likes to say often – says it often, "CAP is the real deal." They excel in serving the needs of the community at the place where the rubber meets the road. You know, that small space between the tire and the road where insecurity, poverty, the needs of the community, they arise.</p> <p>That small space where needs become available, CAP has thrived in that area and has facilitated us, empowered us, and enabled us to go far above and beyond anything that we could imagine.</p> <p>During the time of the pandemic, it was a surprise for everybody. No one could have foreseen what the nation and the world had to face in that time, and there was a challenge for everyone to adopt a new normal. It was basically a trial by fire.</p> <p>And Love Community Outreach is thankful for CAP OC because as the demand to serve the needs of the community increased, CAP provided the resources and the tools necessary for Love Community to meet the challenge of the families that live in our community. We're able to address not only the physical need, but also to bring tranquility and peace in the insecurity of the whole situation.</p>	Yes	Pg.19	

<p>CAP came alongside us on a -- right now, on a weekly basis, we serve between 350 and 415 families. During the pandemic, we would work from 8:00 A.M. to 5:00 P.M., and the lines were incredible. And I wouldn't change that opportunity for anything.</p> <p>CAP helped us increase our effectiveness by providing a forklift, which is a huge need that we had. CAP increased our effectiveness in that what it took us two to three volunteers to offload a truck, they provided electric pallet jacks that takes one person to offload a truck. They also provided for us refrigerators and freezers that also expanded our ability to be able to take in foods that ordinarily we wouldn't be able to, high-protein foods that are a huge benefit to the families. CAP has not only been a friend, they've been a partner in the community, and we're thankful for them.</p>			
<p style="text-align: center;">Rocio F. Garcia Anaheim Independencia Family Resource Center</p> <p>Hi, everyone. My name is Rocio Ferriera Garcia, and I also wrote my script, so let's begin. I would like to begin by stating to be honored and give this testimonial today.</p> <p>For my two boys, Julian and Jaden, despite facing extreme financial hardships and the challenges of balancing motherhood and nursing school, I never gave up on my dreams and family. It was an incredible amount of courage and perseverance to finish nursing school while also raising two young children, and this mother did it with grace and a lot of humility.</p> <p>Living on the streets is an experience that no one should ever have to endure, but this mother's strength and resilience allowed me to persevere through difficult times. I refused to let the circumstances define us and, instead, sought help from Anaheim Independencia Family Resource Center, which provided us with support we needed to keep us going.</p> <p>Words can never be enough to express my gratitude for always being there and shining a light.</p>	Yes	Pg.24	

<p>Thank you to Irene Alba and Karina for never giving up on us. My nursing degree goes to you too. Thank you.</p>			
<p style="text-align: center;">Lindsey</p> <p>CalOptima Health CalAIM Community Support - Housing Navigation and Sustainability</p> <p>My name is Lindsey and this is Juan, and this is my baby, Brian. And we've been with the housing navigation program for about 15 months, and they've helped me with my housing voucher. They've given me food and rental assistance. Also, they've helped me find a place to live, not once, but twice, and both worked out great.</p> <p>And if I did not have their services, I would probably still be on the street, and I wouldn't have my son, and we wouldn't be a family in our apartment right now. And I want to thank them for everything that they did, for all the assistance they gave us. Without them, I don't think my life would be the way that it is now.</p> <p style="text-align: center;">Would you agree? JUAN: Yes.</p> <p>LINDSEY: Our life is wonderful due to the help that you guys have given us, and we really, really appreciate it.</p>	Yes	Pg.25	
<p style="text-align: center;">Jorge Castrejon</p> <p>CalOptima Health CalAIM Community Support - Housing Navigation and Sustainability</p> <p>Good morning. My name is Jorge Castrejon. I'm in the program for two years and a half, maybe more. This program helps me with housing, food, utilities, rental. This program has been amazing for me and my family.</p>	Yes	Pg.25	

<p>I can -- I don't even know what to say to you guys for helping us. I've been very, very grateful. My family, my daughters, love it here. So thank you for everything that you guys have done for us, and I say thank you for what you guys are going to do for us in the future.</p>			
<p style="text-align: center;">Sinh Viet Nguyen CalOptima Health CalAIM Community Support - Housing Navigation and Sustainability</p> <p>Good morning. My name is Sinh Viet Nguyen. I am with housing navigation program for eight months now. CAP OC helps me with housing voucher and food pantry, and the person that helps me the most is Annie Tran-Luong. She's been a great help to me, and I'm very appreciative of her. Thank you CAP OC and Annie for all your assistance.</p> <p>I'm so thankful and filled with gratitude because I was really homeless in the housing, and CAP OC helped me so much, and thanks again. Thank you very much, Annie -- especially, Annie.</p>	Yes	Pg.25	
<p style="text-align: center;">Trish McMahan CalOptima Health CalAIM Community Support - Housing Navigation and Sustainability</p> <p>I am Trish McMahan, and I am in the housing navigation program for the last six months. We went from nothing to getting a housing voucher, getting help with food, utilities, and rental assistance. Thank you CAP OC for helping us.</p>	Yes	Pg.25	
<p style="text-align: center;">Tennyson Oyler Donor - OC Food Bank</p> <p>Hi. I'm Tennyson Oyler, president of Pacific Life Foundation. Pacific Life Foundation has been actively involved in funding the food program. We really believe that if we help stabilize individuals of families where if they are not hungry at home, they can go and focus on taking care of their families, and they don't have to worry about where their next meal is coming from.</p>	Yes	Pg.31	

<p>It's important as a company that works and lives in Orange County that we give back to our communities. We partner with CAP OC to be able to help individuals in our local communities be able to rise above their challenges.</p> <p>You can find Pacific Life at the national volunteer family day every single year. We are active. Our employees love bringing their families to the OC Food Bank. We love being a part with other companies and the energy that's there.</p> <p>In December 2021, the Pacific Life Foundation launched a food security initiative, and in that, we partnered with CAP OC with a 375,000 five-year program in helping provide needed funds to be able to support food distribution. We feel that by providing this long-term grant, we're able to help support CAP OC's strategy of helping individuals get out of poverty.</p> <p>We need to be prepared as a community to be able to serve and support in any type of environment. I look at CAP OC and our investment as really helping prepare for what's to come next, and I'm excited to be able to have those partnerships and for what they are able to do for our community.</p>			
<p style="text-align: center;">Rozy Khalil Anaheim Independencia Family Resource Center</p> <p>My name is Rozy. I'll try to raise my voice as much as I can. I know it's hard. So I know this -- CAP OC, I got help with it twice. First time was back in 2020 when, like, COVID starts, and everything was being crazy; Christmas coming, and my kid, there is no toys; lockdown, stay from home -- at home from school. Like, oh, my God. This is bad.</p> <p>And then my friend told me about it. They give me like -- I came to the office at Anaheim, and I gave them, like, verification of my kids. They sent me home, like, a bunch of toys, box of food. To be honest, how much toys I got, last toy, I give it to my daughter in June last year because I hide all the toys in my secret cabinet and just give it one by one for my kids.</p>	Yes	Pg.24	

<p>Second time, I was looking for tax return for this year. All the account person, they are charging 200, 250, 300. Oh, my God, that's crazy. That's a lot. Like, even if I didn't get paid. Yeah, I love it. Oh, my God.</p> <p>And then I remember this community. I went there. I met with Adelina. By the way, I want to thank her so much. She is awesome. She's helping me a lot.</p> <p>And, also, I was telling her I -- you know what? I'm starting my business. I would like to open my daycare. She's not only helping me with the, like, tax return, but she also give me idea for how the programs – how much programs she have she can help me. "We can help you with the -- something if you need. Like, you can contact me anytime," and she never forget me. She called me back.</p> <p>Honestly, thank you so much for her and for the program and for all the service you provided. It's a blessing. Thank you so much.</p>			
<p style="text-align: center;">Amelia Ramos CAP OC Board Member Translated Testimonial</p> <p>So hello. My name is Amelia Ramos. And she shared with us that she loves the name of CAP OC because the name itself explains everything that here in CAP OC we do, and she just loves the name. She shared with us that she has benefited from a lot of our programs. One of the ones that she really liked was healthy marriages and the youth programs that her children also took part in. Right now, her children are already all grown up.</p> <p>She also talked a little bit about the nutrition program where you are a little bit more self-conscious about what is it that you drink. She is a leader. She feels that -- she's proud to be --</p>	Yes	Pg.24	

<p>have become a leader here at CAP OC. And she wanted all of you to know that every single decision that goes through the board of directors is made based on the community.</p> <p>We -- they always have the community in their mind when they're making big decisions. She wanted to share that with all of you so that you make sure that that's the case, and she got inspired to become a board -- a member of the board of directors as well. She felt that she had a calling, and she took it, and she's very happy.</p>			
<p style="text-align: center;">Mariana Angeles CalFresh Healthy Living (Anaheim) Translated Testimonial</p> <p>So this was Mariana Angeles talking to us right now. She is from the Ponderosa Community area. This is near Disneyland, the most -- "The Happiest Place On Earth."</p> <p>She met CAP OC during the pandemic, and she is extremely grateful to Maria Elena for getting her community, our community, ahead whenever there was some type of difficulties. She -- she knows that whenever something happens, anything wrong happens, she can always go to Maria Elena, and Maria Elena knows the right person that she can connect her with to help her.</p> <p>She also said that recently, she took a class with her, and that she did not tell her husband that she got gift cards out of that class and not to tell him. And she also says that she's very proud of the program. Whenever she hears that CAP is out in the community or at any event when where there's a table, she always takes advantage and talks to other people about the program.</p> <p>She also is very proud of this other program that's called "Madres en Acción Ponderosa" as well, and she can just not thank enough Maria Elena for all the things that she's done and for CAP OC for always bringing in the -- putting our community up high and helping.</p>	Yes	Pg.37	
<p style="text-align: center;">Blanca Moval CalFresh Healthy Living (Anaheim)</p>	Yes	Pg.37	

Translated Testimonial

So that was Blanca. She met -- she lives in Anaheim. She came to CAP OC about six years ago through Anaheim School District -- primary school district.

And she began with nutrition classes. She also knows Maria Elena, and she's also very thankful to her. She also is part of the Change Champions, the Cambio Group.

She also partakes in how to build the budget or how to work with a budget. She said that at the beginning, it was hard because you start with a small little budget, and then you're supposed to make it last, supposed to stretch it out, but that nonetheless, it was fun. She got to meet other parents and do couponing with other moms. And she also learned more of organizational skills, among other things.

She also enjoys the children walks that CAP OC -- or that the organization comes up with so that the children can eventually learn how to make better decisions and learn there are other options out there. She particularly enjoys the yoga area a lot. Whenever that's available, she'll participate in that.

And she -- she also -- she likes to keep working with the workshops. She loves that there are workshops available for the community out there so that the community knows that there is other options and that there is help out there and that there is always learning opportunities out there.

Michelle Azua
CalFresh Outreach

Daisy was super helpful with the process of applying for CalFresh. She was very professional yet friendly and explained everything very well to me. I felt I was in the best hands. I had a great experience with her, I am very thankful.

Yes

Pg.36

<p style="text-align: center;">Brenda Bravo CalFresh Outreach</p> <p>Hi my name is Brenda Bravo and I live in Tustin CA. I want to appreciate Daisy for these past two years. I was approved with CAP OC of the OC Food Bank and CalFresh. She has been an amazing person and helped me alot. I will recommend friends and people to go and apply there</p>		Pg.	
<p style="text-align: center;">Alejandra Vasquez Youth Services/ Programming at Southwest Community Center</p> <p>I, Alejandra Vasquez, mother of Alexa Garcia, want to thank your team members from this program for helping my daughter and me as well. Seeing as my daughter very much enjoys going every day to the program. Thanks to this program my daughter has improved her homework and with the activities that they do there as well they have helped her emotionally and mentally. She enjoys her time with her friends and the staff members of the program during the time that she is in the program. I have seen so much progress in my daughter's personal development. I recommend this program to all parents like me that need help. I hope that this program stays active so that my daughter continues attending and benefiting from all the good that this program has given her. My biggest thanks to this program and their team. Thank you and hopefully this program will continue forever.</p>	Yes	Pg.44	
<p style="text-align: center;">Humberto Aniceto Elevate Youth at El Modena Family Resource Center</p> <p>My name is Humberto Aniceto and I'm sixteen years old. I've been coming to teen program for almost 3 years now at El Modena Family Resource Center. Elevate Youth has given me the opportunity to establish meaningful friendships with teens around my neighborhood. Staff is always willing to listen to me even when I just want to share how difficult my day has been at school or any feedback I have to share about the program. Jessica, and now Bryan, is always asking for my opinion and shows interest in what I have to say. This program has made me feel</p>	Yes	Pg.24	

<p>heard and understood. Every time I come to programming, I feel in a safe place where I can share my thoughts and feelings.</p> <p>I'm looking forward to our summer activities and making fun memories with friends and adult allies. I still remember our time at Knotts Berry Farm last year. There were so many rides I was scared of doing, but it was helpful to have my friend Jose and adult allies there with me. I'm glad I ended up doing most of the rides because it is a day I'll remember for the rest of my life. I also remember going to a musical with some teens from Santa Ana and Daniel. At first, I was scared because I didn't know what to expect. I felt underdressed because everyone was wearing a suit, but Daniel told me that I was fine and made me feel better. At the end of the night, I had an amazing time and I hope I can go to another musical soon. I look forward to the youth space we are creating at the center. There are so many ideas I have in my mind and with the help of my friends, we will be able to create a place where we can come hang out and make memories. I can't wait to see how our youth space will look like in the future.</p>			
<p style="text-align: center;">Kim Weatherization</p> <p>Thank you everyone at CAP OC -- or to everyone at CAP OC, thank you, thank you, thank you. You and your contractors have done an awesome job. And I have been without heat for years, and now it works. I'm impressed how quickly you responded and the great work you performed. Thank you again.</p>	Yes	Pg.32	
<p style="text-align: center;">Heather Mullen Weatherization</p> <p>Thank you so much to Tinh and Danielle for helping me with my HVAC and weatherization. I'm so comfortable now, and my electric bills have been cut by almost 50 percent, and it's not yet the middle of winter. I have to run my eyes when --I had to rub my eyes when I saw the bill.</p>	Yes	Pg.32	

<p>Also, thank you to all the beautiful people at CAP OC and the team who treated me with kindness and respect. When the city inspector stood back and pondered, I was worried and asked if it passed. His reply was, 'Yes. And they actually did a beautiful job.' Thank you again. I am so grateful, and if I'm ever in the position to give back, I surely will. Thank you.</p>			
<p style="text-align: center;">Joe Smisko The Giving Farm - Volunteer</p> <p>Hello. My name is Joe Smisko, and I've been volunteering at the Giving Farm for about three years and once or twice a week. I volunteer at several nonprofits, but the Giving Farm has been the most satisfying, fun, and enjoyable of all.</p> <p>Eddie Ito, the agricultural specialist, and Giovani Jimenez, the volunteer coordinator, are very friendly and encourage a spirit of cooperation among the volunteers so that we all feel welcome and appreciated. A few of the frequent volunteers have occasionally been asked to do special projects and attend special events such as this which makes the experience even more interesting and fulfilling."</p>	Yes	Pg.27	
<p style="text-align: center;">Jodelle Salaets The Giving Farm - Volunteer</p> <p>Hello. I am a Giving Farm volunteer. I volunteer once or twice a week planting, weeding, and harvesting beautiful produce for this community. My great-grandparents and those before them were farmers and had home garden plots, so out in the field, I feel part of that role of history. For them and small farmers of today, it is a dawn-to-dusk hard work.</p> <p>I appreciate that labor that grows our food. I am fortunate to enjoy the time outdoors with the plants and a positive volunteer group. Eddie and Gio always communicate their appreciation for our being there. Eddie is a great source of gardening knowledge. Thank you.</p>	Yes	Pg.27	

<p style="text-align: center;">Maria Ortega</p> <p style="text-align: center;">Dear Community Action line and reliable energy company, Your kindness means the world to me. We, the Ortega family, are very grateful for your gratuitous gifts of appliances to our home. You went above and beyond your customer service.</p> <p style="text-align: center;">In appreciation Maria Ortega + family</p>	Yes	Pg.32	
<p style="text-align: center;">Connie Jones Board Member Testimonial was paraphrased</p> <p>Per CAP OC Board Meeting, Connie Jones introduced the Health Equity for African Americans League - Black Health Equity Survey Report 2023 to bring attention to these statistics so they are incorporated into the 2023 CNA and/or 2024-2025 CAP. This report addressed the specific health issues faced by Black and African residents in Orange County. (Report only available in print, CAP OC staff will review full report when it becomes available to the public at a later date)</p>	Yes	Appendix E (2023 CNA)	
<p style="text-align: center;">Mayra Rosario Camacho CalFresh Outreach</p> <p>Hello my name is Mayra Rosario Camacho. I came looking for Daisy who works for CalFresh. So she could help me apply, she was very kind, very helpful and very patient. Her smile made me and my friend, who also came to apply, feel important. She was very useful.</p>	Yes	Pg.37	

Appendix C
Public Hearing Documentation

2023 Public Hearing Sign In

12

Name	City	Zip code	Affiliation (staff, participant, agency etc.?)
Cameron C. Baker	Tustin	92782	Volunteer
Gary Baker	Tustin	92782	concern citizen
Cait Albrecht	Santa Ana	92705	Abound Food Care
Maria E. Rodriguez	Fullerton	92835	Staff
Maribel Sarabia	Buena Park	90620	staff
Erroy Moreno			
George Gonzalez	Cypress	90630	Friends of Family
Jennifer Davis	Tustin	92780	Participant
Unria Mañila	Garden Grove	92844	Volunteer.
Rocio Ferrera Garcia	Anaheim	92802	Participant 2
Victor Hugo Pedraza	Anaheim	92802	Participant 1 & 2
Curtis Gibbs	Garden Grove		Staff
Carshyn Coleman	Garden Grove	92840	Staff

2023 Public Hearing Sign In

Name	City	Zip code	Affiliation (staff, participant, agency etc.?)
ESTEBAN N. MARISCAL	ANATHEM	92804	PARTICIPANT
DANIELA A. VILLARRAZ	✓	-	✓
GORGÉ F. CARRILLO	✓	✓	✓
Susan Combs	Anaheim	92804	senior
Richard Williams	Ana-	92804	SENIOR
Rev. Thomas	BP	90621	Sonsie Community (Indiv. Church)
Elvira Rios	Orange	92869	ELMODINA
MARISSA STAFFS	Orange	92869	EMFRC
Saulah Msharwan	Hunt Beach	92648	participant
Alexa Calabun	Hunt Beach	92648	MunKewyngien
Steve Woessner	Santa Ana	92705	Trinity Church SA
Luisa Estanga	Westminister	92683	Abrazar Inc.

2023 Public Hearing Sign In

Name	City	Zip code	Affiliation (staff, participant, agency etc.?)
BILL BALLOR	ANAHEIM	92805	STAFF
Lashanda Mize	Garden Grove	92841	staff
Adeline Miranda	Anaheim	92804	staff
Alex Caro	FG	92841	staff
Christine Baginski	Santa Ana	92706	staff
Aubrey Jefferson	Garden Grove	92841	staff
Sylvia Dang	Garden Grove	92841	staff
Margaret Rendon	F.V.	92808	staff
Dao Tran	Westminster	92683	staff
elva Zuniga			staff
Judy Chao	OCFB	92187	agency
Hiram Rodriguez	Garden Grove	92841	staff
Diana Garcia	Garden Grove	92841	staff
Lourdes Bernal	Garden Grove	92841	staff

2023 Public Hearing Sign In

Name	City	Zip code	Affiliation (staff, participant, agency etc.?)
Karina Vega	Orange	92865	participant
Amelia Ramos	G.G.	92841	Board of Directors
Canna Guzman	G.G.	92683	Staff -
Griseldu Reyes	Orange	92869	Participant
Mariana Angeles	Anaheim	92802	Participant
Georgina Restra	Sunnyvale	95033	Local Community
ABE PEREZ	SANTA ANA	92702	FRANK Agency
Irene Basdakis	Aliso Viejo	92651	Journalist
CORNELIA NERI S.	2169 W. CERRITOS	92804-	
Rozly Khalil	Buena Park	90620	Participant
Blanca Moran	Orange	92703	Participant
Blanca Jawregu	Anaheim	92805	Participant

2023 Public Hearing Sign In

Name	City	Zip code	Affiliation (staff, participant, agency etc.?)
Lisa Dukyod	Irvington	92808	CAP or STAFF
Conni S. Jones			
Giovanni			AmeriCorps
Brandon Ruiz	Garden Grove		Staff
Yesenia Hernandez			Staff
Hau			Staff
Alicia Pacheco			Staff
Arlette Gonzalez			intern

2023 Public Hearing Speaker Sign Up

Jennifer Davis

0

Name	Number
GEORGE F. CARRILLO	1
Susan Combs	2
Elvira Rees	3
^(SULA) SOULAH WARSHAUER	4
Pastor Tomas	5
Wisat Estanga	6
Cameron C Baker	7
Cait Albrecht	8
Abel Perez	9
Karina Vega	10
Griseldy Rees	11
Rocio Ferrera Garcia	12 10
Rozay Khalil	13 11
Amelia Ramos	14 12
Mariana Angeles	15 13
Blanca Moral	16 14
Blanca Jauregui	17 15
	18 16

together →



2023 PUBLIC HEARING AGENDA

Location: CAP OC Headquarters, Facebook, YouTube &
Zoom
Date: Martes 9 de mayo 2023
Time: 5-7 PM

Agenda Items

5:15 – 5:25 PM	Llamada a al Orden y logística	William Bailor COO
5:25 – 5:30 PM	Bienvenida e Introducción	Gregory C. Scott Presidente y CEO
5:30 – 5:45 PM	Resumen del BORRADOR del 2024-2025 CAP y 2023 CNA	Alexander Caro Manager de Planificación
5:45 – 6:55 PM	Testimonios Públicos	Alexander Caro Manager de Planificación
6:55 – 7:00 PM	Observaciones Finales	Curtis Gibbs Director de Planificación

Additional information

Un borrador del Plan de Acción Comunitario 2024-2025 está disponible en línea en capoc.org/2023PH. También puede enviar comentarios a bit.ly/2023Comments.



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Additional information

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PHIÊN ĐI U TR N CÔNG KHAI 2023

Location: Tr s CAP OC

Date: Th ba, ngày 9 tháng 5 năm 2023

Time: 5-7 PM

Agenda Items

5:15 – 5:25 PM	Gi đ t hàng & h u c n	William Bailor COO
5:25 – 5:30 PM	Chào m ng và Gi i thi u	Gregory C. Scott President & CEO
5:30 – 5:45 PM	T ng quan v D th o CAP 2024-2025 & CNA 2023	Alexander Caro Planning Manager
5:45 – 6:55 PM	L i ch ng th c c a công chúng	Alexander Caro Planning Manager
6:55 – 7:00 PM	Phát bi u b m c	Curtis Gibbs Director of Planning

Additional information

B n d th o K ho ch Hành đ ng C ng đ ng 2024-2025 c a chúng tôi hi n có tr c tuyền t i: capoc.org/2023PH.
B n c ng có th g i nh n xét t i bit.ly/2023Comments ho c b ng cách quét mã QR bên d i.

CAP OC 2023 Public Hearing Rules of Conduct

1. Anyone testifying today will be allotted 3 minutes to speak.
2. Each speaker must state their **name** and their **affiliation** with any organization, community group or if they are a community member and **length of relationship** with CAP OC.
3. Speak slowly and clearly as we do have someone transcribing the public hearing and staff providing translation services.
4. If translation is needed let us know in advance. And when speaking allow for pauses so translation can be done.
5. No responses to any testimony will be provided today.
6. Please refrain from any private conversations while someone is speaking.
7. Please **mute your cell phones** and if you need to use them, take it outside.
8. Please be respectful and courteous at all times.

A draft of our 2024-2025 Community Action Plan is available online at: capoc.org/2023PH

You can also submit comments at bit.ly/2023Comments or by scanning the QR code below.



Audiencia Pública del 2023

Reglas de Conducta

1. Cualquier persona que testifique hoy tendrá 3 minutos para hablar.
2. Cada orador debe indicar su **nombre** y su **afiliación** a alguna organización, grupo comunitario o si es un miembro de la comunidad y **duración de la relación** con CAP OC
3. Hable despacio y con claridad, ya que tenemos a alguien que está transcribiendo la audiencia pública y personal que está prestando servicios de traducción.
4. Si la traducción es necesaria, háganos saber con anticipación. Y al hablar, permita pausas para que la traducción se pueda dar.
5. No se proporcionarán respuestas a ningún testimonio hoy.
6. Por favor evite conversaciones privadas mientras que alguien está hablando.
7. **Silencien sus teléfonos celulares** y si necesitan usarlos, llévenlo afuera.
8. Por favor sea respetuoso y cortés en todo momento.

Un borrador del Plan de Acción Comunitario 2024-2025 está disponible en línea en: capoc.org/2023PH

También puede enviar comentarios a bit.ly/2023Comments o escaneando el código QR a continuación.



Phiên điều trần công khai CAP OC 2023

Quy tắc ứng xử chứng thực công khai

1. Bất kỳ ai làm chứng hôm nay sẽ có 3 phút để phát biểu.
2. Mỗi diễn giả phải cho biết tên và mối quan hệ của họ với bất kỳ tổ chức, nhóm cộng đồng nào hoặc nếu họ là thành viên cộng đồng và thời gian quan hệ với CAP OC.
3. Nói chậm và rõ ràng vì chúng tôi có người ghi lại phiên điều trần công khai và nhân viên cung cấp dịch vụ phiên dịch.
4. Nếu cần thông dịch, hãy cho chúng tôi biết trước. Và khi nói, hãy cho phép tạm dừng để dịch có thể được thực hiện.
5. Không có câu trả lời cho bất kỳ lời khai nào sẽ được cung cấp ngày hôm nay.
6. Vui lòng không nói chuyện riêng tư khi ai đó đang nói.
7. Vui lòng tắt tiếng điện thoại di động và nếu cần sử dụng, hãy mang ra ngoài.
8. Hãy luôn tôn trọng và lịch sự.

Bản dự thảo Kế hoạch Hành động Cộng đồng 2024-2025 của chúng tôi hiện có trực tuyến tại:
capoc.org/2023PH

Bạn cũng có thể gửi nhận xét tại bit.ly/2023Comments hoặc bằng cách quét mã QR bên dưới.





2023 Public Hearing Public Testimony

Name: _____

Affiliation to CAP OC: _____

Length of Relationship: _____

Testimony: _____

Thank you!

Appendix D
Public Hearing Transcript(s)

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COMMUNITY ACTION PARTNERSHIP OF
ORANGE COUNTY

PUBLIC HEARING
11870 MONARCH STREET
GARDEN GROVE, CALIFORNIA
MAY 9, 2023

BROADCASTED ON FACEBOOK, YOUTUBE, AND ZOOM

TRACY TERKEURST & ASSOCIATES, INC.
P.O. BOX 5924
Garden Grove, CA 92846
(714) 504-5505

REPORTED BY: TRACY A. TERKEURST, CSR 8180, RPR

1 GARDEN GROVE, CALIFORNIA - TUESDAY, MAY 9, 2023

2
3 BILL BAILOR: Hi. Good evening. Thank you for
4 your patience. We're getting some technical stuff done
5 in the back house, so, hopefully, you got a chance to get
6 a bite to eat.

7 My name is Bill Bailor. I'm the Chief Operating
8 Officer here at CAP OC, and I just want to tell you, from
9 myself and the entire staff, how happy we are to have all
10 of you here this evening to share your voice. It's so
11 very important.

12 Now, there are a few housekeeping things I'm
13 going to go over before we dive right in. First of all,
14 restrooms are out that back door to your left. Feel free
15 to get up at any time when you need to use those.

16 We also have translation services tonight, so
17 they're available in Spanish and Vietnamese. We have
18 translators here to help us. Thank you.

19 So you see the signs back there, Vietnamese on
20 the left, Spanish on the right. If you need translation,
21 we'll be more than happy to do that. If you're watching
22 online, translation is available on Zoom in Spanish and
23 Vietnamese. You need to go to bit.ly/2023PublicHearing,
24 and then you can get to those translations if you're
25 joining us on the screen.

1 If you need any further assistance while we're
2 having our meetings this evening, just raise your hand
3 and somebody will come help you, especially if you didn't
4 catch something. We'll be happy to repeat it for you.

5 You can also find the link if you're on
6 Facebook. Those of you on Facebook with us tonight or on
7 YouTube, there's a link with translation services on
8 those accounts as well.

9 To make sure we practice, we are going to have
10 Lourdes and Andrew just translate for us so that we know
11 that we're good to go.

12 LOURDES BERNAL: (Introduction translated into
13 Spanish.)

14 BILL BAILOR: Thank you.

15 And Andrew.

16 ANDREW NGUYEN: (Introduction translated into
17 Vietnamese.)

18 BILL BAILOR: Thank you, Andrew.

19 You can clap for both of them.

20 The other housekeeping item is public
21 testimonials. So we are going to hear a lot of great
22 stories tonight, and our purpose is to hear from the
23 community. If, however, you got here and you haven't
24 already signed in and you want to speak, Arlette is right
25 there. Just make sure you check in with her so we get

1 you on the speaker's list, and we will give you a signal
2 when you can come up and speak in front of us.

3 So if you've already done that, you're set. If
4 you haven't done that and you want to speak tonight, just
5 sneak over to see her at any time, and she'll get you
6 scheduled. You also can speak in whatever preferred
7 language you wish. That's why we have folks here to
8 translate for us. So don't feel shy, please.

9 Alex is going to go over, later when we get to
10 that point, the rules of conduct for public testimonials,
11 but we'll get to that later when we get to that point.
12 There are also comment cards if you want to just make a
13 comment. If you don't want to come up here and say
14 something but you would like to make a comment, we have
15 comment cards as well if you just want to write something
16 down. So we do really want to hear from you, so whatever
17 you're comfortable with, please use that method.

18 Written comments today will not be read aloud,
19 but they will be documented in our Community Action Plan.
20 For everyone watching online, the comment section, use
21 that, the chat function, to put your comments in there,
22 and we will capture all of those as well.

23 So those are the basic ground rules. Thank you
24 again for being here. We're going to figure out the AC.

25 But without further ado, I do want to introduce

1 our visionary, our leader, our champion, Mr. Gregory
2 Scott.

3 GREGORY SCOTT: Hi. My name is Gregory Scott.
4 I am the President and CEO of Community Action
5 Partnership of Orange County, and we want to welcome
6 everyone attending our public hearing. Some of you are
7 here at our headquarters in Garden Grove, and many of you
8 are on Facebook Live or some other streaming service at
9 the moment.

10 This is probably one of the most important
11 things we do as an organization, and that is we get
12 feedback from our community. So a public hearing is a
13 component of our Community Action Plan. We call it the
14 CAP Plan. It serves -- we do this every two years where
15 we take the time to identify and assess some of the
16 services that we're providing, but also some of the
17 issues that are happening within our community.

18 So this is a very important piece of our process
19 to ensure that we are coming up with the right strategies
20 and that we are serving the community accurately. So
21 this is a chance, again, to hear public testimony from
22 our community members, our partners, and anyone in the
23 community regarding CAP OC's programs and services, and
24 so this is kind of about the draft of our CAP Plan. But
25 we want to hear from you, and that is the purpose of

1 tonight is to really hear from you.

2 At this time, I'm going to pass it over to
3 Alexander Caro, who is our Planning Manager, for an
4 overview of our draft 2024-2025 Community Action Plan and
5 our 2023 Community Needs Assessment. Again, thank you
6 for your time, and welcome.

7 ALEXANDER CARO: So it looks like there is some
8 playback there.

9 But hello, everyone. My name is Alexander Caro.
10 I am the Planning Manager here at CAP OC. We're going to
11 talk about the Community Action Plan. This is our public
12 hearing.

13 Next slide, please.

14 Okay. So before we start, I wanted to read our
15 Mission, Vision, and DEI statements.

16 Our Mission Statement: We seek to end poverty
17 by preventing -- by stabilizing, sustaining and
18 empowering people with the resources they need when they
19 need them. By forging strategic partnerships, we form a
20 powerful force to improve our community.

21 Our Vision Statement: We see generations of
22 healthy communities where poverty ceases to exist.

23 And our DEI Statement: Moving forward together.
24 Community Action Partnership of Orange County welcomes
25 and celebrates our diverse communities. We pursue

1 inclusion across all life experiences for our workforce
2 and the families we serve, ensuring all voices are valued
3 and heard.

4 We embrace respect, dignity, and equity of every
5 human being and as we remain committed to building and
6 empowering communities by addressing the root causes of
7 poverty through systemic reforms, social, environmental
8 and racial justice for all. This is where poverty ends.

9 Pretty lengthy there, but these are the DEI
10 Statements, Mission, and Vision.

11 Next slide, please.

12 So the 2024-2025 Community Action Plan, it
13 serves as a two-year road map for our agency. It
14 demonstrates how we're using CSBG -- Community Services
15 Block Grant -- money to deliver our services. So the CAP
16 pretty much assesses poverty related needs in the
17 community and pretty much establishes how we're going to
18 respond to those needs. We do this every two years.

19 And, also, a component of the Community Action
20 Plan is a public hearing, which we're all attending here,
21 where we receive public testimonials, and right now, it's
22 currently being broadcasted on Facebook and on YouTube.

23 And just some important dates for the Community
24 Action Plan is it's currently in draft form until May 26,
25 so the public is able to, you know, include their

1 comments before that date. And then the Community Action
2 Plan goes to our board for final approval in June of
3 2023, so that's coming up pretty quick now.

4 So next slide, please.

5 So the public hearing, we're all -- we're here
6 at the public hearing. As I mentioned, we are receiving
7 public testimonials.

8 I can't really see the -- kind of small text
9 there.

10 But the public hearing was advertised internally
11 at CAP OC through staff e-mails.

12 Yeah, there you go. Thank you.

13 We do have a Yammer account that we're sharing
14 the information. We did post the flyers and -- on our
15 socials, so Facebook, Instagram, and Twitter. And we did
16 also publish the hearing ad in the La Opinion newspaper,
17 which is the Spanish-language publication, in addition to
18 Nguoi-viet, which is a Vietnamese-language online
19 publication, and the OC Register.

20 We also have a court reporter here that is able
21 to record everything that is being said. The final
22 transcription will be included in our final draft of the
23 Community Action Plan. And -- yeah, the final approval,
24 as I mentioned, will go to the board in June, but it will
25 be available on our website after the -- after June. So

1 you can see there a photo of our public hearing ad.

2 Next slide, please.

3 Okay. So our 2024-2025 CAP report is a pretty
4 lengthy document, 58 pages, has different components. So
5 one of the components is a Community Needs Assessment.
6 We also have service delivery system; linkages and
7 funding coordination; monitoring; data analysis,
8 evaluation, and ROMA application; and our agency response
9 to community awareness. You can kind of see there, these
10 are kind of taken from the table of contents.

11 Next slide, please.

12 So as I mentioned, a component of our Community
13 Action Plan is our Community Needs Assessment. The needs
14 assessment is something, like with the CAP, we do every
15 two years, pretty much assesses what the needs are in the
16 community and how our agency responds to those needs.

17 So you can see there a flyer of our needs
18 assessment. We incentivize community members to take our
19 survey with a \$50 gift card. So it is -- like the CAP,
20 it is part of the CSBG funding that we receive. It is a
21 key component of ROMA, which is how our agency assesses
22 outcomes and programs. And what it also does is that it
23 informs our agency on, you know, what the needs are and
24 how specifically we're responding to them.

25 So I will go into some of our outreach that we

1 did for the needs assessment.

2 If you can go to the next slide, please.

3 Okay. So our timeline for the CNA, currently
4 the data collection period ended. We did have a survey
5 via SurveyMonkey, and we received over a thousand survey
6 responses, which is pretty good considering we did 700
7 just two years ago.

8 We are in the process of cleaning up our data,
9 so that's kind of the next step that we're taking. Our
10 survey did get spammed by some kind of robot, so making
11 sure we're cleaning up the data before the next draft of
12 the CAP. We also have a special meeting with our board
13 members later this month to kind of rank those needs.

14 Then, finally, we do have our next draft of the
15 Community Needs Assessment which will happen before
16 June 2nd, which include our executive summary, our needs,
17 our trends, and assets.

18 Next slide, please.

19 So you can kind of see here some of our outreach
20 that we did for the needs assessment. We did 45 events,
21 so this included in-person events, CAP OC events,
22 community events, just any kind of large-scale events
23 where there is a lot of people.

24 Our survey -- we actually were collecting
25 surveys here in the energy lobby, thanks to AmeriCorps

1 Fellows and the NCCC and California Conservation Corps
2 that helped us survey the participants coming in.

3 We also had social media advertisements that
4 were offered in five languages, and that occurred between
5 January to April. And then we also had a direct e-mail
6 campaign. We reached over 700 individuals and
7 organizations as part of this e-mail campaign. And you
8 can kind of see there just how many events that we
9 attended with the help of our interns and staff.

10 If you can go to the next slide, please.

11 So just continuing, in addition, we also were
12 canvassing the neighborhood surrounding our family
13 resource centers, so El Modena, Anaheim Independencia
14 Family Resource Center, Southwest Community Center. We
15 had a total of 54 volunteers made up of interns, you
16 know, youth, parents, and adults.

17 We were able to survey 64 homes, which is pretty
18 good considering our survey takes about -- took about
19 seven minutes average to complete. We canvassed over a
20 thousand homes in these neighborhoods. And we also
21 did -- we also held five community forums. Those are all
22 at our family resource centers, in addition to here at
23 Monarch, and then we also had a virtual meeting with CAP
24 members.

25 So in addition to that, you know, we had

1 presentations, just any announcements anywhere we were
2 allowed to -- we were invited to come and speak. We had
3 those presentations kind of promoting our CNA survey. Of
4 course, we made use of all the different partnerships
5 that we have here at CAP OC all across our programs and
6 services, and, of course, just word of mouth, just trying
7 to get the word out there about our CNA.

8 Next slide, please.

9 So these are some of our preliminary findings.
10 As I mentioned, we're still cleaning up our data, but
11 I'll just kind of read them off:

12 We have, No. 1, lack of opportunity to save
13 money for the future.

14 No. 2, lack of living wage employment
15 opportunities in the community.

16 No. 3, inability to consistently pay debts on
17 time.

18 No. 4, difficulty paying for utilities and
19 affecting utilization.

20 And then lastly, difficulty paying for basic
21 essentials, such as food and safe housing.

22 So a lot of these findings are really around
23 access to, like, living wage employment and also being
24 able to save money, which is kind of different than two
25 years ago whereas it mostly focused on housing, health.

1 We had the pandemic two years ago.

2 If you go to the next slide, please.

3 So in addition to our survey, we also had the
4 needs that were coming from our in-person community
5 meetings. As I mentioned, we had five in-person
6 community meetings. At those meetings, housing was
7 really at the top of the list, and then at the bottom of
8 that list was employment, which is kind of flipped from
9 our survey results. But, yeah, we are working on
10 cleaning up the data, and we hope that in a couple weeks
11 you guys can check out our final draft.

12 So next slide, please.

13 So next steps, we want to complete the next
14 draft of our Community Needs Assessment and our CNA,
15 which we'll complete in June. We will respond to all the
16 comments that are being -- that we have here today. That
17 will be included in our final CAP. So we are responding
18 to everyone's comments.

19 And then our CAP OC board of directors approves
20 our final CAP at the end of June, and then our final CAP
21 will be posted on our website, so that's where you'll be
22 able to check out our final version.

23 Next slide, please.

24 So public testimonials -- so the remainder of
25 the hearing will really focus on the public testimonials.

1 We do have a mixture of CAP OC participants, partners,
2 and community meetings. Today's testimonials come in
3 three forms. So we do have written comments that will be
4 read out loud, pre-recorded videos, and also live
5 testimonials.

6 Before we begin, let's go through the public
7 testimonial rules of conduct. Right there.

8 Anyone that is testifying today will be allotted
9 no more than three minutes. We have Gio in the front who
10 is -- oh, he's over there. He's keeping track of time,
11 so we'll make sure that we stay within the three minutes.

12 Each speaker must state their name, their
13 affiliation with any organization.

14 Speak slowly and clearly so that someone -- so
15 we do have someone transcribing everything that is being
16 said today.

17 No. 4, testimonials may be provided by your
18 preferred language.

19 No. 5, if translation is needed, just let us
20 know in advance.

21 No. 6, no responses to any testimony will be
22 provided today, as I mentioned.

23 No. 7, please refrain from any private
24 conversations.

25 No. 8, please mute your cell phones if possible.

1 And then No. 9, please be respectful and
2 courteous at all times.

3 So we're going to start with four written
4 testimonials that were submitted prior to today's
5 meeting. Lourdes will be reading them out loud. Please
6 note that some of these written testimonials that are
7 read out loud today will be translated in Spanish to
8 English.

9 Pass it over to Lourdes.

10 LOURDES BERNAL: Thank you, Alex.

11 (As read) "So my name is Vicky Shuttleworth, and
12 I am a six-year hot meal provider through United Women in
13 Faith of Community United Methodist Church in Huntington
14 Beach at Southwest Community Center. We have sponsored
15 Southwest Community Center for 50 years every fourth
16 Friday lunch of the odd-numbered month.

17 "We have seen the changes over the 50 years at
18 Southwest Community Center -- that Southwest Community
19 Center has attempted to address. The need continues to
20 address systemic poverty's causes and aftermath, and CAP
21 OC appears to have a good grasp of the needs of the
22 community they serve.

23 "I am especially pleased to see the increase in
24 youth programs they have offered. I am also pleased to
25 see the health concerns they have addressed in the

1 improvements they have made -- and the improvements they
2 have made at Southwest Community Center. They are good
3 stewards of the donations and grants.

4 "Vicky Shuttleworth."

5 Second testimonial: (As read) "My name is John
6 Poto, and I am the Director of Field Operations for Honey
7 Pacifica LLC. I have been involved with the Community
8 Action Partnership of Orange County since 2020. We are
9 currently partnering with CAP OC in A Sweeter Future:
10 Honey, Education, Entrepreneurship program under the 2020
11 Specialty Crop Block Grant.

12 "I am working directly with the Westminster High
13 School's Giving Farm/Beekeeping course. Honey Pacifica's
14 involvement in the workforce development program at the
15 high school is special because Honey Pacifica's origins
16 can be traced to my brother Frank's high school science
17 project involving bees.

18 "This was the catalyst for our family's journey
19 into beekeeping, and we are excited to work with
20 Westminster High School's passionate students to bring
21 this working bee colony to life, which may lead to
22 profitable honey endeavors.

23 "With the help of CAP OC and their outstanding
24 staff, specifically Curtis Gibbs, Director of Planning;
25 Mark Lowry, Director of the OC Food Bank -- Orange County

1 Food Bank; and Yesenia Hernandez, Senior Planner, we hope
2 the program at Westminster High School can become a model
3 for other schools in the region, especially as
4 projections show that income from the bee products should
5 offset most costs to run the program, with volunteers and
6 students providing the necessary workforce.

7 "We are grateful for the opportunity to serve
8 the community.

9 "Sincerely, John N. Poto."

10 Testimonial No. 3: (As Read) "My name is Juan
11 Gonzalez. I am a Tina Pacific Association member. For
12 the past three years, I have been working with Yesenia
13 and her team at CAP OC to provide our neighborhood with
14 resources to help residents work with the city to provide
15 repairs to the apartment units under city ownership, as
16 well as provide safety and more community involvement
17 from residents. Thank you, CAP OC.

18 "Juan Gonzales."

19 Testimonial No. 4: (As read) "Elevate Youth,
20 about a year; Workforce Readiness, six months.

21 "The Elevate Youth Program has broadened my
22 understanding for important topics, such as the war on
23 drugs. It has also positively impacted my mental health.
24 I love being able to speak with youth my age and the
25 leaders who also understand my struggles. They have

1 provided me with positive experiences and people I can
2 rely on.

3 "The Workforce Readiness Program has positively
4 prepared me for situations I may experience during my
5 career. I've been educated on how to handle conflicts in
6 the workforce and feel prepared for when it may happen.
7 The different classes have taught me the importance of
8 creating a positive work environment and also taking a
9 step back to take care of myself. I've learned that it
10 is important to manage stress in order to keep thriving
11 in life.

12 "Melissa Colon."

13 ALEXANDER CARO: Thank you, Lourdes.

14 So now we are going to go into our live
15 testimonials. So do we have No. --

16 YESENIA HERNANDEZ: Sorry, everybody. Pause
17 real quick. Technical difficulties.

18 (Pause in hearing.)

19 ALEXANDER CARO: So we do have some live
20 testimonials. We'll start with No. 0, I believe. Yes,
21 No. 0.

22 Just make sure that you kind of speak slowly for
23 our translators. Thank you.

24 CURTIS GIBBS: Alex, can you quiet the room down
25 and then ask the person to speak really loudly?

1 ALEXANDER CARO: Yes. Thank you.

2 JENNIFER DAVIS: Hello, everybody. My name is
3 Jennifer Davis, and I am one of the recipients from
4 El Modena Resource Center. How I became to know about
5 El Modena was through the backpack drive. It kind of --
6 that name just always kind of stuck with me, like, "Huh,
7 El Modena. Okay."

8 Little did I know that in 2019, my husband would
9 pass away, and I would become a single mother of three
10 children. In 2020, COVID -- as all of us -- it just
11 really became hard for me. I lost my second job, and in
12 2021, I became almost evicted.

13 So I remembered El Modena, so I called the
14 El Modena Resource Center. They told me to come in, they
15 have some resources for me that they can help me with.
16 And so I was, like, "Okay." So I came in, and I shared a
17 little bit about my story on how my husband was in the
18 military, and how he really suffered a lot from mental
19 illness and later on just ended up taking his life, and
20 how it just was hard for me and my children.

21 We went through counseling. We went through
22 church community, and I just really still needed some
23 help. So she said, "Well, that's great. You know, we
24 have karate, and your boys can do karate."

25 And I was, like, "That's great because my son is

1 being bullied, so if he can defend himself, I'm all for
2 it." So my son started karate.

3 They started giving us food. My daughter was in
4 Pull-Ups; they started giving us free Pull-Ups at the
5 time. And my family was just really benefitting from it.
6 We didn't get evicted. We ended up being able to stay in
7 our housing.

8 And we got our phone call. It was like, "Lord,
9 like, how am I going to actually get my kids some gifts
10 for Christmas?" Little did I know that they had a
11 Christmas drive, and the Christmas drive helped us
12 through Christmas.

13 My son is not being bullied no more. My
14 youngest son is in karate. He's doing great. He's
15 excelling in school because of the discipline he's
16 learning in karate. And they just became a good resource
17 for my family, so -- and they are continuing to help us,
18 even through last week. They just are there for us. So
19 thank you.

20 ALEXANDER CARO: Thank you so much.

21 Can I get No. 1?

22 GEORGE FRANK CARRILLO: Yes, over here.

23 Hello, everybody. My name is George Frank
24 Carrillo. I live in Anaheim for the last 35 years, and
25 I'm a proud member of the senior group of the

1 Independence Community Center that is also called
2 La Garza Center. We have received so much for five years
3 that, I mean, I can start talking about the generosity of
4 the center, and I didn't know about actually Community
5 Action Partnership was behind this.

6 We are probably about 40 senior members that
7 come on Monday, Wednesday, and Friday religiously in
8 order to play domino, play Loteria, talk to each other,
9 laugh a lot. And now that they started the hot lunch,
10 everybody is very happy. The quality of food is
11 excellent. It's well-balanced, and it has the
12 vegetables, the protein. Everything is just perfect for
13 all the seniors.

14 Now, besides us, there are many, many people
15 that benefit from the center receiving food, receiving
16 services, receiving tax services, receiving medical
17 services, receiving so many things. It's -- the
18 generosity that the center has is just amazing. I never
19 realized.

20 I have been a member for five years, and I can
21 see the value of all this, especially through our
22 COVID-19 time where the center actually closed, and
23 everybody felt the need to go to some place to really
24 share the moments with the community and to eat well and
25 all that. Thank God all that is over, and we are back,

1 and we are very grateful to have the Independence
2 Community Center in Anaheim that is on the street of
3 Garza.

4 And we are blessed to have the management and
5 all the volunteers, many volunteers that volunteer their
6 time in order to prepare the food and the boxes and bags
7 with food. I mean, it's just amazing. I'm very
8 grateful, and it's a blessing to have them there for us.

9 That's all I have to say. And, hopefully, you
10 will visit us one of these times.

11 ALEXANDER CARO: Thank you.

12 Can I get No. 2 to come to the front, please?

13 SUSAN COMBS: I'm No. 2. I wasn't prepared to
14 speak.

15 ALEXANDER CARO: If you want to, you can.

16 SUSAN COMBS: For a second maybe.

17 Hello. My name is Susan Combs, and I'm a
18 senior. And my involvement here is for the past three
19 years, I've picked up the senior food box, and it's been
20 a great help. I'm retired on a fixed income. I'm
21 raising a great-grandson, and so every little bit helps a
22 lot.

23 I was a registered nurse, a mother, grandmother,
24 great-grandmother now, and I'm really happy to see a
25 community that comes together to help each other knowing

1 that there is so many needs out there.

2 The other two speakers impressed me a lot. But
3 I honestly didn't come to speak.

4 Oh, I'm in the wrong place? That's okay.

5 I especially like the box. We come once a
6 month. And my brother is also on the program. And we
7 pick up a box that includes protein and juice and some
8 staples. And living in Orange County is so expensive on
9 a fixed income; even gas, we can't afford sometimes, you
10 know. But that little 40-pound box can help us stretch a
11 budget just to the end of the month until our next social
12 security check comes, and it is a great help.

13 I'm especially thankful for the volunteers, like
14 the prior gentleman said. They are always kind. They
15 are always organized, always helpful. It takes 15
16 minutes or less to get through the registration and pick
17 up our box, and so because time is always an issue as
18 well as money, I'm very grateful for that too.

19 There's not much more I can say, just that there
20 are a lot of people they help. And if I had extra food
21 at home, I would be the first person to give it to
22 someone else. I feel like what goes around comes around.
23 We all know how it feels to need something and to give
24 something when it's our turn to give. So that's it.

25 ALEXANDER CARO: Can I get No. 3 to come up?

1 GRISELDA REYES: (Testimonial in Spanish.)

2 KARINA VEGA: (Testimonial in Spanish.)

3 ELVIRA RUIZ: (Testimonial in Spanish.)

4 ALEXANDER CARO: Was that 3, 4, and 5?

5 ARLETTE GONZALEZ: No.

6 ALEXANDER CARO: Okay. Can we get No. 4 to come
7 forward?

8 LOURDES BERNAL: We need interpretation.

9 ALEXANDER CARO: Oh, yes.

10 LOURDES BERNAL: (Testimonials translated into
11 English.) Okay. So Griselda Reyes was letting us know
12 that she began her journey at El Modena Center. She's
13 been participating and volunteering there for more than
14 12 years now. Her son began taking karate lessons there,
15 and the same thing goes for all of her children. They
16 also participated at El Modena Center.

17 Her daughter is right now attending university.
18 She's extremely proud of her daughter. They -- during
19 COVID, she let us know that she began to receive help
20 through the means of food boxes. Her rent got taken care
21 of thanks to our programs as well. And she is extremely
22 thankful to Maribel for always being on top of her and
23 her family, making sure that they were okay during COVID,
24 that they were fed, that if anything was needed, that
25 Maribel always made sure to be on top of that.

1 Also, she shared with us her Christmas that
2 year, she just stated that that is one of the best
3 Christmases that she has had. Her house got filled with
4 toys, and it was very magical.

5 And then we have our lovely Karina. Right? She
6 also said that she is at El Modena Center, and she's a
7 volunteer there. She also let us know that her little
8 ones are taking karate. There's also leadership groups
9 that she feels that have helped her children a lot to
10 develop personally and also with other people.

11 And she was -- she's also very grateful to
12 Maribel because, again, during COVID, she was making sure
13 that they were also taken care of, no food was missing.
14 If they needed anything, she was on top of that. She
15 would just Zoom calls with them to make sure that nothing
16 was needed, provide gift cards if needed and all that.

17 And Elvira Ruiz let us know that she's currently
18 also volunteering at El Modena Center. She is very proud
19 of being -- of providing her time there. She feels very
20 proud of the help that she is able to provide when she
21 volunteers, but, also, she began by receiving that help
22 when she approached the center.

23 She's also very grateful to the agency, to
24 Maribel, and she let us know right now that there's an
25 English program going on in El Modena, and that she would

1 love for these type of services to continue. And she's,
2 again, very grateful.

3 ALEXANDER CARO: Can we get No. 4 to come
4 forward.

5 SOULAH WARSHAUER: My name is Soulah Warshauer,
6 and I am, like so many of the others here we talk about,
7 a senior -- a super senior living on a fixed income.
8 Indeed, my story goes back to December of the 10th. I
9 turned -- that was the first cold day. I turned on my
10 furnace and it didn't work, so I was just frustrated.
11 "Oh, no. What am I going to do?"

12 And so the whole month of December and January,
13 I tried talking with different places, different people,
14 the gas company, the -- they kept saying, "Oh, well,
15 we'll try to help you."

16 Then one of my doctors, I was -- was talking to
17 me, and she said, "Well, yeah." She said, "Well, have
18 you heard about the Community Action Partnership?" I
19 think she called it something else.

20 But so -- as the gas company couldn't help me,
21 so I called them, and I couldn't believe it. I had my
22 first interview by phone with Javier, and then -- and he
23 was so kind. He took -- we talked about my financial
24 status and what was going on. Then we had -- then I came
25 in too and met Leticia. Then -- let's see. What else?

1 After that, then I had this wonderful young guy
2 come over, and he did a survey of my house. And, I mean,
3 he found stuff I didn't even know I needed because, you
4 know, whenever you're living in the same place for 30
5 years, you just figure it's just, you know, okay that the
6 hot water isn't really that hot, but, I mean, I guess I
7 can stand it.

8 Well, anyway, long story short, they contracted
9 with a Green -- Green Cat Construction Company. Everyone
10 was just -- everyone I've dealt with has just been so
11 incredibly nice and passionate. And I just -- you know,
12 I've just been floored. I am so grateful for all that
13 everyone has done, and it just really -- really that's
14 basic.

15 But just this last week, we're waiting for the
16 city to do the final inspection for my furnace, and I'll
17 tell you, I'm just -- I was just overwhelmed with
18 everything. I wasn't even aware of your organization,
19 but I just -- believe me, I've discussed -- I've referred
20 you to several people too. So thank you very much.

21 ALEXANDER CARO: Thank you very much.

22 Can we get No. 5 to come forward?

23 PASTOR THOMAS: Good evening, everyone. My name
24 is Pastor Thomas. I'm the assistant pastor of Sunrise
25 Community Christian Church in Buena Park, California.

1 We started a feeding ministry about six years
2 ago. Our church fed 31 people. And since we've become
3 partners with CAP OC, now we give away diapers, we help
4 with utility assistance, we have senior programs, we help
5 with the -- with the filling out of taxes. All these
6 programs come from CAP OC.

7 And for our feeding ministry, with the lovely
8 help of one of the ladies in the back -- I'm not going to
9 mention Judy's name -- but they have donated so much to
10 our ministry. We have refrigerators, freezers, pallet
11 jacks. They gave us a wonderful big ol' 20-foot box
12 truck.

13 And I don't want to take too much time, but the
14 main point of this whole story is that six years ago, it
15 was 31 people, and as of yesterday, we fed 2,300 people.

16 ALEXANDER CARO: Can I get No. 6 to come
17 forward?

18 LUISA ESTANGA: Hello, everyone. My name is
19 Luisa Estanga. I'm from Abrazar, and I am the home
20 visiting program coordinator for CalWORKs Home Visiting
21 Program.

22 So my program are families that have children
23 under the age of 2 and are enrolled in the CalWORKs Home
24 Visiting Program. You know, it goes to say that even
25 though, yes, they have a child under 2, they typically

1 have more than one child under 2 or a little bit closer
2 to that in age. And being partners with CAP, we've been
3 able to have the diaper bank. We've been able to provide
4 them with diapers on a monthly basis.

5 Most of them come to us, typically homeless,
6 unsheltered. We're trying to get them into a shelter,
7 trying to get them stable, provide them with resources in
8 the community. And just being able to provide them with
9 diapers, that is just such a help, especially when they
10 have multiple children in the household.

11 And we just are so grateful for being a partner
12 with CAP because not only do we get diapers, sometimes we
13 get a little surprise. We'll get a Disney book.
14 Sometimes we get the little Puffs that the children love.
15 Sometimes we get Wipies, which is something that they
16 love and adore because that is also very expensive.

17 So we are just so grateful for our partnership
18 for our families. Like I said, we connect them to
19 resources, so we also utilize CAP for the utility
20 assistance program. We are also, at Abrazar, using them
21 for the food program. So our partnership with CAP for
22 the food program has been longer, but for the diapering,
23 I've been working with CAP for a little over a year now.

24 And I would say we've helped over a thousand
25 families at this point in our partnership with CAP as

1 well as I've also been having community events where
2 we've been able to give out diapers there. And we've
3 also shared some diapers with Oakfield Community Center
4 so that they can also be giving out diapers at their
5 events on Fridays to their families. So we are just so
6 grateful for it, and we continue to be partners with
7 them.

8 ALEXANDER CARO: Okay. Can I get No. 7 to come
9 forward?

10 CAMERON BAKER: Hello. So I'm Cameron Baker,
11 and I'm basically a student -- a junior student, and I
12 volunteered for VITA, or the Volunteer Income Tax
13 Assistance program.

14 And, basically, I would be in this area here,
15 and I would help people out. I would file tax returns,
16 help those who would be, like, less advantaged. And it
17 was really a helpful experience for me and helped me to
18 grow as a person, that I recognize a lot of time people
19 may need help.

20 And I also learned, like, as someone who wants
21 to go into political science later on that, like,
22 basically, there is, like, a lot of aspects to government
23 and also, like, volunteering also. So I thought it would
24 be really, really interesting, and overall, I enjoyed
25 this experience a lot.

1 ALEXANDER CARO: Can I get No. 8 to come
2 forward?

3 CAIT ALBRECHT: Hi, everyone. My name is Cait
4 Albrecht, and I'm from Abound Food Care. And I could
5 talk about CAP OC for hours, so with that in mind, I've
6 written something to kind of keep myself in check with
7 respect to all of your time. So I apologize for reading
8 it, but I wanted to really be cognizant of everyone's
9 time.

10 So Abound Food Care is an organization focused
11 on creating regional food care programs to end hunger and
12 food waste, and we've had the opportunity to partner with
13 CAP OC Food Bank for the past 11 years and are proud to
14 have worked with them in establishing the OC Hunger
15 Alliance.

16 CAP OC has always been at the forefront in
17 helping community members facing poverty and food
18 insecurity and was a critical organization in helping our
19 communities through the unanticipated challenges of
20 COVID-19. Today, as we face the food cliff resulting
21 from the end of government support programs, the role CAP
22 OC will play is equally significant.

23 As a founding member of the OC Hunger Alliance,
24 CAP OC is helping to create new solutions and approaches
25 to addressing food insecurity. Through an enhanced

1 services program, the Hunger Alliance is building a model
2 that not only provides food to solve the immediate needs
3 of families, but at the same time, facilitates access to
4 services that address educational gaps, housing needs,
5 health issues, and other social determinants of health
6 that are challenging many community members today.

7 By addressing both the need for nutritious food
8 and the need to address root causes that perpetuate the
9 food insecurity cycle, we can create a stronger,
10 healthier environment for all members of our community.

11 CAP OC Food Bank has a strong record of
12 assisting our community members and has a critical role
13 to play in building a powerful model for the future. At
14 Abound Food Care, we deeply appreciate our relationship
15 with CAP OC and are excited about the impact they will
16 help us all achieve in the future. Thank you.

17 ALEXANDER CARO: Can I get No. 9 to come
18 forward?

19 ABEL PEREZ: How are you doing? My name is Abel
20 Perez. I'm the office administrator at Love Community
21 Outreach in Santa Ana, California. And CAP has been more
22 than a friend in mission with Love Community; they've
23 been a partner in mercy along with our outreach in
24 Santa Ana.

25 Our executive director likes to say often --

1 says it often, "CAP is the real deal." They excel in
2 serving the needs of the community at the place where the
3 rubber meets the road. You know, that small space
4 between the tire and the road where insecurity, poverty,
5 the needs of the community, they arise.

6 That small space where needs become available,
7 CAP has thrived in that area and has facilitated us,
8 empowered us, and enabled us to go far above and beyond
9 anything that we could imagine.

10 During the time of the pandemic, it was a
11 surprise for everybody. No one could have foreseen what
12 the nation and the world had to face in that time, and
13 there was a challenge for everyone to adopt a new normal.
14 It was basically a trial by fire.

15 And Love Community Outreach is thankful for CAP
16 OC because as the demand to serve the needs of the
17 community increased, CAP provided the resources and the
18 tools necessary for Love Community to meet the challenge
19 of the families that live in our community. We're able
20 to address not only the physical need, but also to bring
21 tranquility and peace in the insecurity of the whole
22 situation.

23 CAP came alongside us on a -- right now, on a
24 weekly basis, we serve between 350 and 415 families.
25 During the pandemic, we would work from 8:00 A.M. to

1 5:00 P.M., and the lines were incredible. And I wouldn't
2 change that opportunity for anything.

3 CAP helped us increase our effectiveness by
4 providing a forklift, which is a huge need that we had.
5 CAP increased our effectiveness in that what it took us
6 two to three volunteers to offload a truck, they provided
7 electric pallet jacks that takes one person to offload a
8 truck.

9 They also provided for us refrigerators and
10 freezers that also expanded our ability to be able to
11 take in foods that ordinarily we wouldn't be able to,
12 high-protein foods that are a huge benefit to the
13 families. CAP has not only been a friend, they've been a
14 partner in the community, and we're thankful for them.

15 ALEXANDER CARO: Can we get No. 10?

16 I think after this one, we're going to be
17 showing some live testimonials, so pre-recorded
18 testimonials.

19 So -- yeah. Come forward.

20 ROCIO F. GARCIA: Hi, everyone. My name is
21 Rocio Ferriera Garcia, and I also wrote my script, so
22 let's begin. I would like to begin by stating to be
23 honored and give this testimonial today.

24 For my two boys, Julian and Jaden, despite
25 facing extreme financial hardships and the challenges of

1 balancing motherhood and nursing school, I never gave up
2 on my dreams and family. It was an incredible amount of
3 courage and perseverance to finish nursing school while
4 also raising two young children, and this mother did it
5 with grace and a lot of humility.

6 Living on the streets is an experience that no
7 one should ever have to endure, but this mother's
8 strength and resilience allowed me to persevere through
9 difficult times. I refused to let the circumstances
10 define us and, instead, sought help from Anaheim
11 Independencia Family Resource Center, which provided us
12 with support we needed to keep us going.

13 Words can never be enough to express my
14 gratitude for always being there and shining a light.
15 Thank you to Irene Alba and Karina for never giving up on
16 us. My nursing degree goes to you too. Thank you.

17 ALEXANDER CARO: We will be showing some -- oh,
18 we are going to take a break now with the videos, and
19 then we'll come back to the testimony. So now we are
20 going to be showing some pre-recorded testimonials.

21 LINDSEY: My name is Lindsey and this is Juan,
22 and this is my baby, Brian. And we've been with the
23 housing navigation program for about 15 months, and
24 they've helped me with my housing voucher. They've given
25 me food and rental assistance. Also, they've helped me

1 find a place to live, not once, but twice, and both
2 worked out great.

3 And if I did not have their services, I would
4 probably still be on the street, and I wouldn't have my
5 son, and we wouldn't be a family in our apartment right
6 now.

7 And I want to thank them for everything that
8 they did, for all the assistance they gave us. Without
9 them, I don't think my life would be the way that it is
10 now.

11 Would you agree?

12 JUAN: Yes.

13 LINDSEY: Our life is wonderful due to the help
14 that you guys have given us, and we really, really
15 appreciate it.

16 JORGE CASTREJON: Good morning. My name is
17 Jorge Castrejon. I'm in the program for two years and a
18 half, maybe more. This program helps me with housing,
19 food, utilities, rental. This program has been amazing
20 for me and my family.

21 I can -- I don't even know what to say to you
22 guys for helping us. I've been very, very grateful. My
23 family, my daughters, love it here. So thank you for
24 everything that you guys have done for us, and I say
25 thank you for what you guys are going to do for us in the

1 future.

2 SINH VIET NGUYEN: Good morning. My name is
3 Sinh Viet Nguyen. I am with housing navigation program
4 for eight months now. CAP OC helps me with housing
5 voucher and food pantry, and the person that helps me the
6 most is Annie Tran-Luong. She's been a great help to me,
7 and I'm very appreciative of her. Thank you CAP OC and
8 Annie for all your assistance.

9 I'm so thankful and filled with gratitude
10 because I was really homeless in the housing, and CAP OC
11 helped me so much, and thanks again. Thank you very
12 much, Annie -- especially, Annie.

13 TRISH MC MAHON: I am Trish McMahon, and I am in
14 the housing navigation program for the last six months.
15 We went from nothing to getting a housing voucher,
16 getting help with food, utilities, and rental assistance.
17 Thank you CAP OC for helping us.

18 TENNYSON OYLER: Hi. I'm Tennyson Oyler,
19 president of Pacific Life Foundation. Pacific Life
20 Foundation has been actively involved in funding the food
21 program. We really believe that if we help stabilize
22 individuals of families where if they are not hungry at
23 home, they can go and focus on taking care of their
24 families, and they don't have to worry about where their
25 next meal is coming from.

1 It's important as a company that works and lives
2 in Orange County that we give back to our communities.
3 We partner with CAP OC to be able to help individuals in
4 our local communities be able to rise above their
5 challenges.

6 You can find Pacific Life at the national
7 volunteer family day every single year. We are active.
8 Our employees love bringing their families to the OC Food
9 Bank. We love being a part with other companies and the
10 energy that's there.

11 In December 2021, the Pacific Life Foundation
12 launched a food security initiative, and in that, we
13 partnered with CAP OC with a 375,000 five-year program in
14 helping provide needed funds to be able to support food
15 distribution. We feel that by providing this long-term
16 grant, we're able to help support CAP OC's strategy of
17 helping individuals get out of poverty.

18 We need to be prepared as a community to be able
19 to serve and support in any type of environment. I look
20 at CAP OC and our investment as really helping prepare
21 for what's to come next, and I'm excited to be able to
22 have those partnerships and for what they are able to do
23 for our community.

24 ALEXANDER CARO: It looks like that was the last
25 video there. We had some technical difficulties.

1 Can we get No. 11 to come forward?

2 We're going to just continue the live
3 testimonials.

4 ROZY KHALIL: Hello. My name is Rozy. I'll try
5 to raise my voice as much as I can. I know it's hard.
6 So I know this -- CAP OC, I got help with it twice.
7 First time was back in 2020 when, like, COVID starts, and
8 everything was being crazy; Christmas coming, and my kid,
9 there is no toys; lockdown, stay from home -- at home
10 from school. Like, oh, my God. This is bad.

11 And then my friend told me about it. They give
12 me like -- I came to the office at Anaheim, and I gave
13 them, like, verification of my kids. They sent me home,
14 like, a bunch of toys, box of food. To be honest, how
15 much toys I got, last toy, I give it to my daughter in
16 June last year because I hide all the toys in my secret
17 cabinet and just give it one by one for my kids.

18 Second time, I was looking for tax return for
19 this year. All the account person, they are charging
20 200, 250, 300. Oh, my God, that's crazy. That's a lot.
21 Like, even if I didn't get paid. Yeah, I love it. Oh,
22 my God.

23 And then I remember this community. I went
24 there. I met with Adelina. By the way, I want to thank
25 her so much. She is awesome. She's helping me a lot.

1 And, also, I was telling her I -- you know what?
2 I'm starting my business. I would like to open my
3 daycare. She's not only helping me with the, like, tax
4 return, but she also give me idea for how the programs --
5 how much programs she have she can help me. "We can help
6 you with the -- something if you need. Like, you can
7 contact me anytime," and she never forget me. She called
8 me back.

9 Honestly, thank you so much for her and for the
10 program and for all the service you provided. It's a
11 blessing. Thank you so much.

12 ALEXANDER CARO: Can we get number -- is there a
13 No. 12? I think -- yes.

14 AMELIA RAMOS: (Testimonial in Spanish.)

15 LOURDES BERNAL: (Testimonial translated into
16 English.) So hello. My name is Amelia Ramos.

17 And she shared with us that she loves the name
18 of CAP OC because the name itself explains everything
19 that here in CAP OC we do, and she just loves the name.

20 She shared with us that she has benefited from a
21 lot of our programs. One of the ones that she really
22 liked was healthy marriages and the youth programs that
23 her children also took part in. Right now, her children
24 are already all grown up.

25 She also talked a little bit about the nutrition

1 program where you are a little bit more self-conscious
2 about what is it that you drink. She is a leader. She
3 feels that -- she's proud to be -- have become a leader
4 here at CAP OC. And she wanted all of you to know that
5 every single decision that goes through the board of
6 directors is made based on the community.

7 We -- they always have the community in their
8 mind when they're making big decisions. She wanted to
9 share that with all of you so that you make sure that
10 that's the case, and she got inspired to become a
11 board -- a member of the board of directors as well. She
12 felt that she had a calling, and she took it, and she's
13 very happy.

14 I hope I didn't miss anything.

15 ALEXANDER CARO: Is No. 13 here? Please come
16 forward.

17 MARIANA ANGELES: (Testimonial in Spanish.)

18 LOURDES BERNAL: (Testimonial translated into
19 English.) Okay. So this was Mariana Angeles talking to
20 us right now. She is from the Ponderosa Community area.
21 This is near Disneyland, the most -- "The Happiest Place
22 On Earth."

23 She met CAP OC during the pandemic, and she is
24 extremely grateful to Maria Elena for getting her
25 community, our community, ahead whenever there was some

1 type of difficulties. She -- she knows that whenever
2 something happens, anything wrong happens, she can always
3 go to Maria Elena, and Maria Elena knows the right person
4 that she can connect her with to help her.

5 She also said that recently, she took a class
6 with her, and that she did not tell her husband that she
7 got gift cards out of that class and not to tell him.
8 And she also says that she's very proud of the program.
9 Whenever she hears that CAP is out in the community or at
10 any event when where there's a table, she always takes
11 advantage and talks to other people about the program.

12 She also is very proud of this other program
13 that's called "Madres en Accion Ponderosa" as well, and
14 she can just not thank enough Maria Elena for all the
15 things that she's done and for CAP OC for always bringing
16 in the -- putting our community up high and helping.

17 ALEXANDER CARO: Do we have No. 14?

18 She stepped out. Okay.

19 And No. 15, please.

20 BLANCA MOVAL: (Testimonial in Spanish.)

21 LOURDES BERNAL: (Testimonial translated into
22 English.) So that was Blanca. She met -- she lives in
23 Anaheim. She came to CAP OC about six years ago through
24 Anaheim School District -- primary school district.

25 Okay. Sorry about that.

1 And she began with nutrition classes. She also
2 knows Maria Elena, and she's also very thankful to her.
3 She also is part of the Change Champions, the Cambio
4 Group.

5 She also partakes in how to build the budget or
6 how to work with a budget. She said that at the
7 beginning, it was hard because you start with a small
8 little budget, and then you're supposed to make it last,
9 supposed to stretch it out, but that nonetheless, it was
10 fun. She got to meet other parents and do couponing with
11 other moms. And she also learned more of organizational
12 skills, among other things.

13 She also enjoys the children walks that CAP
14 OC -- or that the organization comes up with so that the
15 children can eventually learn how to make better
16 decisions and learn there are other options out there.
17 She particularly enjoys the yoga area a lot. Whenever
18 that's available, she'll participate in that.

19 And she -- she also -- she likes to keep working
20 with the workshops. She loves that there are workshops
21 available for the community out there so that the
22 community knows that there is other options and that
23 there is help out there and that there is always learning
24 opportunities out there.

25 ALEXANDER CARO: So No. 16? Do we have -- I

1 think that's it. Okay.

2 We do have some written testimonials that will
3 be read out loud by Andrew. And then after Andrew, then
4 it's Gio, and then we'll go into public announcements.

5 So Andrew.

6 ANDREW NGUYEN: Good evening. My name is Andrew
7 J. Nguyen, and here I have seven testimonials to read out
8 loud so bear with me.

9 (As read) No. 1: "I, Judy Urbina, through this
10 written message, would like to thank with all my heart
11 the support, comprehension, and patience of Mrs. Irene
12 Alba of Anaheim Independencia FRC. She was pleased to
13 help me during these moments. Thank you. May God
14 continue to bless her.

15 "Respectfully, Judy Urbina."

16 (As read) No. 2: "Anaheim Independencia, thank
17 you for the help you have given me. I hope God blessed
18 you with health so you can continue to help others like
19 you were able to help me, as well as Irena from the
20 resource center located at 10841 Garza Avenue, Anaheim,
21 California.

22 "I thank you with all my heart, and may God
23 bless you with abundance and health and blessings because
24 you did so much paperwork and traveled to places for me.

25 "Blessings, Juan M. Rodriguez Silva."

1 (As read) No. 3: "Been a participant since
2 February 2023. I walked in to get assistance for food
3 and was helped by Daisy Diaz in CalFresh. She was so
4 kind and very patient and answered all the questions I
5 had as well as finding other resources for me in the
6 organization as well as outside. I'm happy she was able
7 to help me.

8 "Migdalia Elena."

9 Is that right?

10 (As read) No. 4: "Hi. My name is Brenda Bravo,
11 and I live in Tustin, California. I want to appreciate
12 Daisy for these past two years. I was approved with CAP
13 OC of the OC Food Bank and CalFresh. She has been an
14 amazing person and helped me a lot. I will recommend my
15 friends and people to go and apply there at CAP OC.

16 "Brenda Bravo."

17 (As read) No. 5: "No. 5 starts with Daisy was
18 super helpful with the process of applying for CalFresh.
19 She was very professional, yet friendly, and explained
20 everything very well to me. I felt I was in the best
21 hands. I had a great experience with her. I am very
22 thankful.

23 "Michelle Azua."

24 No. 6: Somewhat long.

25 (As read) "I, Alejandra Vasquez, mother of Alexa

1 Garcia, I want to thank you. I want to thank your team
2 members from this program for helping my daughter and me
3 as well, seeing as my daughter very much enjoys going
4 every day to the program.

5 "Thanks to this program, my daughter has
6 improved her homework and with the activities that they
7 do there, as well as they have helped her emotionally and
8 mentally. She enjoys her time with her friends and the
9 staff members of the program during the time that she was
10 in the program.

11 "I have seen so much progress in my daughter's
12 personal development. I recommend this program to all
13 parents like me that need help. I hope that this program
14 stays active so that my daughter could continue attending
15 and benefiting from all the good that this program has
16 given her. My biggest thanks to this program and their
17 team. Thank you, and hopefully this program will
18 continue to provide services forever.

19 "Alejandra Vasquez."

20 No. 7 is much longer, like a book, so bear with
21 me.

22 (As read) "My name is Humberto Aniceto, and I'm
23 16 years old. I've been coming to this program -- to the
24 teen program for almost three years now at El Modena
25 Family Resource Center. Elevate Youth has given me the

1 opportunity to establish meaningful friendships with
2 teens around my neighborhood.

3 "Staff is always willing to listen to me even
4 when I just want to share to say how difficult my day has
5 been at school or any feedback I have to share about the
6 program. Jessica, and now Bryan, is always asking for my
7 opinion and shows interest in what I have to say. This
8 program has made me feel heard and understood. Every
9 time I come to programming, I feel in a safe place where
10 I can share my thoughts and feelings.

11 "I'm looking forward to our summer activities
12 and making fun -- share my thoughts and feelings --"

13 I can't see this. Sorry. My vision is bad, so
14 bear with me. Okay. I'm getting tired of reading too
15 so...

16 "-- summer activities and making fun memories
17 with friends and adult allies. I still remember our time
18 at Knott's Berry Farm last year. There were so many
19 rides I was scared of doing, but it was helpful to have
20 my friend Jose and adult allies there with me. I'm glad
21 I ended up doing most of the rides because it is a day I
22 will remember for the rest of my life.

23 "I also remember going to a musical with some
24 teens from Santa Ana and Daniel -- Daniel. Of course, I
25 was scared because I didn't know what to expect. I felt

1 underdressed because everyone was wearing a suit, but
2 Daniel told me that I was fine and made me feel better.
3 At the end of the night, I had an amazing time, and I
4 hope I can go to another musical soon.

5 "I look forward to the youth space we are
6 creating at the center. There are so many ideas I have
7 in my mind, and with the help of my friends, we will be
8 able to create a place where we can come, hang out, and
9 make memories. I can't wait to see how our youth
10 place -- how our youth space will look like in the
11 future."

12 Thank you.

13 GIOVANI JIMENEZ: I have four more testimonials
14 to read. So sorry about that. They're a little bit
15 shorter.

16 (As read) "Thank you everyone at CAP OC -- or to
17 everyone at CAP OC, thank you, thank you, thank you. You
18 and your contractors have done an awesome job. And I
19 have been without heat for years, and now it works. I'm
20 impressed how quickly you responded and the great work
21 you performed. Thank you again."

22 That's from Kim.

23 (As read) Next one is "Thank you so much to Tinh
24 and Danielle for helping me with my HVAC and
25 weatherization. I'm so comfortable now, and my electric

1 bills have been cut by almost 50 percent, and it's not
2 yet the middle of winter. I have to run my eyes when --
3 I had to rub my eyes when I saw the bill.

4 "Also, thank you to all the beautiful people at
5 CAP OC and the team who treated me with kindness and
6 respect. When the city inspector stood back and
7 pondered, I was worried and asked if it passed. His
8 reply was, 'Yes. And they actually did a beautiful job.'
9 Thank you again. I am so grateful, and if I'm ever in
10 the position to give back, I surely will. Thank you.

11 "From Heather Mullen."

12 (As read) "Hello. My name is Joe Smisko, and
13 I've been volunteering at the Giving Farm for about three
14 years and once or twice a week. I volunteer at several
15 nonprofits, but the Giving Farm has been the most
16 satisfying, fun, and enjoyable of all.

17 "Eddie Ito, the agricultural specialist, and
18 Giovanni Jimenez, the volunteer coordinator, are very
19 friendly and encourage a spirit of cooperation among the
20 volunteers so that we all feel welcome and appreciated.
21 A few of the frequent volunteers have occasionally been
22 asked to do special projects and attend special events
23 such as this which makes the experience even more
24 interesting and fulfilling."

25 (As read) "Hello. I am a Giving Farm volunteer.

1 I volunteer once or twice a week planting, weeding, and
2 harvesting beautiful produce for this community. My
3 great-grandparents and those before them were farmers and
4 had home garden plots, so out in the field, I feel part
5 of that role of history. For them and small farmers of
6 today, it is a dawn-to-dusk hard work.

7 "I appreciate that labor that grows our food. I
8 am fortunate to enjoy the time outdoors with the plants
9 and a positive volunteer group. Eddie and Gio always
10 communicate their appreciation for our being there.
11 Eddie is a great source of gardening knowledge. Thank
12 you.

13 "From Jodelle Salaets."

14 ALEXANDER CARO: Thank you, Gio and Andrew.

15 So the last portion is public announcements. So
16 we have just three public announcements. If we can get
17 Diana up here representing our water program.

18 Oh, there you are.

19 DIANA GARCIA: Good evening, everybody. Thank
20 you for joining us.

21 My name is Diana Garcia, and we are here at the
22 Energy Environmental Service Department. This department
23 is primarily known for weatherization and utility systems
24 for electricity and gas. This year, however, we
25 introduced a new program. It's the first of its kind in

1 history, the federal allocated funds towards water
2 assistance now.

3 So whether you rent or own in the property that
4 you are in, we are able to help you now with water
5 utility payments. The payments do go up to \$3,000. If
6 you or anybody that you know is in need, again, you know,
7 for extended services with water assistance, please have
8 them reach our office. Our lobby hours are open Monday
9 through Friday, 8:30 to 3:30 P.M.

10 And I'll say it in Spanish to save the
11 translation.

12 (Statement translated into Spanish.)

13 ALEXANDER CARO: Thank you.

14 Maria from -- yes. We are going to make a quick
15 announcement for that program. Come on down.

16 MARIA E. RODRIGUEZ: Hello. Good evening,
17 everybody. Thank you for your patience and for being
18 here this evening.

19 I like to talk here. Is that okay? There is no
20 microphone. Right?

21 UNIDENTIFIED SPEAKER: Move in closer here.

22 MARIA RODRIGUEZ: Okay. Yes.

23 So first of all, I wanted to just shortly say
24 that I'm thankful for CAP OC too. I'm a staff member,
25 but I also -- I'm thinking about every day when I go

1 home, I know that there is a feeling of having served
2 somebody, you know, having giving of service. And that's
3 a very -- money cannot buy that.

4 I mean, there is something that -- I think, and
5 you will see, that most of the staff members, we enjoy
6 what we do. We enjoy serving people. We enjoy the
7 community. We -- you know, there's something that we
8 have in common, which is that. And I'm not going to say
9 it anymore because the time is kind of short.

10 So I am going to -- as you go out, I am a
11 program coordinator for CalFresh Healthy Living, which
12 is -- we provide nutrition information for adults,
13 children, seniors in the area of Anaheim.

14 Tomorrow, I just wanted to -- I'm going to pass
15 flyers as you leave and would like you to share these
16 flyers with the community. We are going to have an event
17 at Numero Uno, which is a grocery market in Anaheim
18 that's in the corner of State College and La Palma. The
19 address is in the flyer.

20 So we're going to have a radio station K-Love,
21 and they are going to be, you know, coming to the event.
22 We are going to have many gifts. I think that's about 32
23 gifts that we are going to give, including gift cards.
24 But most importantly, I think we're going to inform our
25 audience and participants about the need to reduce sugar

1 in our daily intake.

2 Most of us -- I mean, we are aware, but
3 sometimes we don't want to lower the amount of sugar.
4 You know, we start with coffee, and we add two or three
5 cups of sugar, and usually we should just be taking nine
6 teaspoons of sugar for men and six for women.

7 But, you know, when we take sugar -- natural
8 sugar from fruits and then including other sugar, we
9 have, you know, many diabetes -- the presence of diabetes
10 if we have any other diseases, like, rheumatoid arthritis
11 or any sugar-produced inflammation. We have to be aware
12 of that.

13 So with that said, I would like you to help me.
14 You know, if you know of anybody who would like to
15 participate tomorrow, I have the flyers.

16 (Translates into Spanish.)

17 ALEXANDER CARO: CalOptima wanted us to read a
18 public service announcement here, just a quick reminder
19 for CalOptima members.

20 (As read) "The renewal process has started, and
21 you are required to verify your eligibility for the
22 program. If you fail to recertify, you may lose your
23 coverage. So please be on the lookout for any e-mails or
24 for mail from the SSA office."

25 We did have another speaker before we close

1 here.

2 George, if you want to come forward. I think
3 this might be the last one.

4 GEORGE GRACHAR: I wasn't on the list.

5 ALEXANDER CARO: Okay. That's fine.

6 So, yeah, I think we are almost done here. I
7 want to -- Curtis --

8 UNIDENTIFIED SPEAKER: I think he wants to
9 speak.

10 GEORGE GRACHAR: No, I don't.

11 ALEXANDER CARO: We can go ahead and just close
12 with Curtis Gibbs, our Director of Planning.

13 CURTIS GIBBS: First, I want to thank everyone
14 for coming, you know, all our participants in person, all
15 our participants that are online. Again, my name is
16 Curtis Gibbs. I'm the Director of Planning and Business
17 Development.

18 We've had the honor of having this public
19 hearing due to the efforts of many volunteers and staff
20 who will be introduced at the end. I just want you to be
21 aware that there was a lot of time and effort to put this
22 on and be able to write the first draft that we put out
23 there of our Community Action Plan and our Community
24 Needs Assessment itself.

25 So you can actually find a copy of the

1 community -- of the two documents. They're on our
2 website, and it will be changed out a couple of times as
3 we near the end. But if you go to capoc.org/2023PH,
4 you'll find the current version of the plan. And, also,
5 we are going to try to get some hard copies of these out
6 to our three family resource centers in the lobby in the
7 next week.

8 You still have time to submit your testimonials
9 or comments. The comment period is going to end
10 May 26th. Anything that is submitted in writing will
11 actually be included in the final plan. It will show up
12 in the appendix. If need be, we'll actually respond and
13 acknowledge any questions that might be in those
14 testimonials themselves.

15 So, again, we want to make a special thank you
16 to our transcribers. We have people doing Spanish and
17 Vietnamese translation online. We have people available
18 here in the back. And without them, this would not have
19 taken place.

20 Also, you saw us have some technical
21 difficulties, and so our one-person IT department, Moses,
22 was here to fix them as we went along, and we appreciate
23 everyone's patience because, as we know, technology can
24 go wrong when least suspected.

25 So, again, we have a court reporter here who has

1 been taking down everything so we can have a verbatim
2 transcript that will be in the public hearing, and she's
3 been here. We had a chance to feed her along with
4 everyone else.

5 If you're curious where our food came from, it
6 came from Estrada's Grill just down the street, and we're
7 really pleased to be able to provide food to everyone for
8 tonight.

9 So, again, the planning department, we're very
10 dependent, not just on our volunteers -- we talked about
11 those that went out and canvassed -- but our interns. We
12 have interns that come, not just locally, but we have
13 interns that come from some other universities that are
14 here for the summer.

15 And then we have our local universities,
16 Cal State Long Beach, UC Irvine, Cal State Fullerton,
17 Cal State Dominguez Hills, and sometimes even our
18 community colleges. And without the interns, the work
19 that's going on right now, that's going on actually put
20 together, the Community Action Plan and the Community
21 Needs Assessment would not occur.

22 And, again, you have had a chance to see Alex
23 Caro, our Planning Manager, essentially orchestrate
24 things out in front here. But due to technical
25 difficulties, you had a chance to see Yesenia Hernandez

1 who is our Senior Planner who is, like, behind the
2 scenes, actually running our production department.

3 So everything we've had here has been pushed out
4 online on Facebook Live and also on YouTube, and there
5 will be a recording in both places that if you told your
6 friends there was great testimony, they can go here and
7 see it.

8 Again, we are greatly, greatly appreciative for
9 you to be here. You've got to realize we weren't able to
10 do this two years ago because of the pandemic, and so we
11 have to go all the way back four years the last time we
12 had this many people in this room. So, again, thank you.

13 There is still food out there. If you want to
14 take some food on your way out, please do. And thank you
15 very, very much. Appreciate it.

16 (Proceedings concluded at 7:20 p.m.)

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C E R T I F I C A T E

I, TRACY A. TERKEURST, CSR #8180, RPR, a Certified Shorthand Reporter within and for the State of California, do hereby declare:

That the foregoing hearing was taken before me at the time and place set forth and was taken down by me in shorthand and thereafter transcribed into typewriting under my direction and supervision;

That the foregoing hearing is a full, true and correct transcript of my shorthand notes so taken.

I further declare that I am neither counsel for nor related to any of the parties to said action nor in any way interested in the outcome thereof.

I declare under penalty of perjury this 20th day of May, 2023, that the foregoing is true and correct.

Tracy A. Terkeurst

TRACY A. TERKEURST, CSR, RPR
CERTIFIED SHORTHAND REPORTER
FOR THE STATE OF CALIFORNIA