2026/2027 Community Needs Assessment and Community Action Plan CSBG/MSFW Central Valley Opportunity Center, Inc.





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Introduction

The Department of Community Services and Development (CSD) has developed the 2026/2027 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. CSD requests agencies submit a completed CAP, including a CNA, to CSD on or before **June 30, 2025**. Changes from the previous template are detailed below in the "What's New for 2026/2027?" section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. A completed CAP template 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 confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the Federal CSBG Programmatic Assurances.

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 is provided in this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the State Assurances.

Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) <u>Information Memorandum (IM) #138</u> dated January 26, 2015, CSBG agencies will comply with the Organizational Standards. A list of Organizational Standards that are met by an accepted CAP, including a CNA, are 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 2026/2027?

<u>Due Date</u>. The due date for your agency's 2026/2027 CAP is June 30, 2025. However, earlier submission of the CSBG Network's CAPs will allow CSD more time to review and incorporate agency information in the CSBG State Plan and Application. CSD, therefore, requests that agencies submit their CAPs on or before May 31, 2025.

ROMA Certification Requirement. CSD requires that agencies have the capacity to provide their own ROMA, or comparable system, certification for your agency's 2026/2027 CAP. Certification can be provided by agency staff who have the required training or in partnership with a consultant or another agency.

Federal CSBG Programmatic and State Assurances Certification. In previous templates, the federal and state assurances were certified by signature on the Cover Page and by checking the box(es) in both federal and state assurances sections. In the 2026/2027 template, CSD has clarified the language above the signature block on the Cover Page and done away with the check boxes. Board chairs and executive directors will certify compliance with the assurances by signature only. However, the Federal CSBG Programmatic Assurances and the State Assurances language remain part of the 2026/2027 template.

<u>Other Modifications</u>. The title page of the template has been modified to include your agency's name and logo. Please use this space to brand your agency's CAP accordingly. CSD has also added references to the phases of the ROMA Cycle i.e. assessment, planning, implementation, achievement of results, and evaluation throughout the 2026/2027 template. Additionally, there are a few new questions, minor changes to old questions, and a reordering of some questions.

Checklist

| | Cover Page |
|-------------|--|
| | Public Hearing Report |
| Part I | : Community Needs Assessment Summary |
| \boxtimes | Narrative |
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| Part I | I: Community Action Plan |
| | Vision and Mission Statements |
| | Causes and Conditions of Poverty |
| | Tripartite Board of Directors |
| | Service Delivery System |
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| | Federal CSBG Programmatic Assurances |
| | State Assurances |
| | Organizational Standards |
| Part I | II: Appendices |
| | Notice of Public Hearing |
| | Low-Income Testimony and Agency's Response |
| | Community Needs Assessment |

Cover Page

| Agency Name: | Central Valley Opportunity Center, Inc |
|----------------------|--|
| Name of CAP Contact: | Jean Warren, Program Manager |
| Title: | Program Manager |
| Phone: | 209 357-0062 |
| Email: | jwarren@cvoc.org |

| Date Most Recent CNA was Completed: | 05/15/2025 | |
|-------------------------------------|------------|--|
| (Organizational Standard 3.1) | 00/10/2020 | |

Board and Agency Certification

The undersigned hereby certifies that this agency will comply with the Federal CSBG Programmatic

Assurances (CSBG Act Section 676(b)) and California State Assurances (Government Code Sections 12747(a),

12760, and 12768) for services and programs provided under the 2026/2027 Community Needs Assessment and Community Action Plan. The undersigned governing body accepts the completed Community Needs Assessment. (Organizational Standard 3.5)

| Name: | | Name: | |
|--------|--------------------|--------|-------------|
| Title: | Executive Director | Title: | Board Chair |
| Date: | | Date: | |

ROMA Certification

The undersigned hereby certifies that this agency's Community Action Plan and strategic plan document the continuous use of the Results Oriented Management and Accountability (ROMA) system or comparable system (assessment, planning, implementation, achievement of results, and evaluation). (CSBG Act 676(b)(12), Organizational Standard 4.3)

| Name: | |
|-------------|--------------------------|
| ROMA Title: | Deputy Planning Director |
| Date: | |

CSD Use Only

| Dates | CAP | |
|----------|----------|-------------|
| Received | Accepted | Accepted By |
| | | |

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. Testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP.

Guidelines

Notice of Public Hearing

- 1. Notice of the public hearing should be published at least 10 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 should 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 10 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 should be made available for public review and inspection approximately 30 days prior to the public hearing. The draft CAP may 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 in Part III: Appendices as Appendix A.

Public Hearing

- 1. Agencies must conduct at least one public hearing on the draft CAP.
- 2. Public hearing(s) must be held in the designated CSBG service area(s).
- 3. Low-income testimony presented at the hearing or received during the comment period should be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B in Part III: Appendices.
- 4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her 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

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 based on community need at the time of the hearing.

Public Hearing Report

| Date(s) the Notice(s) of Public Hearing(s) was/were published | |
|--|--|
| Date Public Comment Period opened | |
| Date Public Comment Period closed | |
| Date(s) of Public Hearing(s) | |
| Location(s) of Public Hearing(s) | |
| Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels) | |
| Number of attendees at the Public Hearing(s) | |

Part I: Community Needs Assessment Summary

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Helpful Resources

A community needs assessment provides a comprehensive "picture" of the needs in your service area(s). Resources are available to guide agencies through this process.

- CSD-lead training "Community Needs Assessment: Common Pitfalls and Best Practices" on Tuesday, September 10, 2024, at 1:00 pm. <u>Registration is required</u>. The training will be recorded and posted on the Local Agencies Portal after the event.
- Examples of CNAs, timelines, and other resources are on the Local Agencies Portal.
- Community Action Guide to Comprehensive Community Needs Assessments published by the National Association for State Community Service Programs (NASCSP).
- <u>Community Needs Assessment Tool</u> designed by the National Community Action Partnership (NCAP).
- National and state quantitative data sets. See links below.

| | Sample Data Sets | |
|--|--|--|
| U.S. Census Bureau Poverty Data | U.S. Bureau of Labor Statistics <u>Economic Data</u> | 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 |
| California Department of Education School Data via DataQuest | California Employment Development Department UI Data by County | California Department of Public Health <u>Various Data Sets</u> |
| California Department of Finance Demographics | California Attorney General Open Justice | California Health and Human Services <u>Data Portal</u> |
| CSD Census Tableau Data by County | | Population Reference Bureau <u>KidsData</u> |
| Data USA National Public Data | National Equity Atlas Racial and Economic Data | Census Reporter Census Data |

| | Sample Data Sets | |
|--|--|--|
| Urban Institute SNAP Benefit Gap | Race Counts California Racial Disparity Data | Rent Data Fair Market Rent by ZIP |
| UC Davis Center for Poverty & Inequality Poverty Statistics | University of Washington Center for Women's Welfare California Self-Sufficiency Standard | University of Wisconsin Robert Wood Johnson Foundation County Health Rankings |
| Massachusetts Institute of Technology Living Wage Calculator | Nonprofit Leadership Center Volunteer Time Calculator | Economic Policy Institute Family Budget Calculator |

Narrative

CSBG Act Section 676(b)(9) Organizational Standards 2.2, 3.3 ROMA – Assessment

Based on your agency's most recent CNA, please respond to the questions below.

1. 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.

CVOC services the low-income migrant seasonal farm worker community in the heart of California's agriculturally rich San Joaquin Valley. The fertile soil, flat land, climate, and systems of irrigation canals have made the San Joaquin Valley one of the highest agricultural producing regions of California's agriculture industry. CVOC's Migrant and Seasonal Farmworker service area is made up of both rural farmland, and metropolitan areas, which are predominately located in close to Interstate 5, and Highway 99 that pass through the counties. CVOC provides CSBG/MSFW funded services all throughout Merced, Madera, Mariposa, Tuolumne, and Stanislaus Counties in both the metropolitan and rural areas of each county. CVOC has established psychical locations in Winton, Modesto, Ceres, Patterson, and Madera.

2. Indicate from which sources your agency collected and analyzed quantitative data for its most recent CNA. (Check all that apply.) (Organizational Standard 3.3)

| Federal Government/National Data Sets | Local Data Sets |
|--|-----------------------------------|
| ⊠Census Bureau | ⊠Local crime statistics |
| ⊠Bureau of Labor Statistics | ☐High school graduation rate |
| □Department of Housing & Urban | ☐School district school readiness |
| Development | □Local employers |
| □Department of Health & Human | ⊠Local labor market |
| Services | ☐ Childcare providers |
| ☐ National Low-Income Housing Coalition | □Public benefits usage |
| □National Equity Atlas | □County Public Health Department |
| ☐ National Center for Education Statistics | ⊠Other |
| ⊠Academic data resources | |
| ⊠Other online data resources | |
| ⊠Other | |
| | |

| California State Data Sets ⊠Employment Development Department □Department of Education □Department of Public Health □Attorney General □Department of Finance ⊠Other Surveys ⊠Clients ⊠Partners and other service providers ⊠General public ⊠Staff ⊠Board members | Agency Data Sets |
|--|---|
| ☑Private sector☑Public sector☑Educational Institutions☑Other | |
| Indicate the approaches your agency took (Check all that apply.) (Organizational Star | to gather qualitative data for its most recent CNA. ndard 3.3) |
| Surveys □ Clients □ Partners and other service providers □ General public □ Staff □ Board members □ Private sector □ Public sector □ Educational institutions | Focus Groups □Local leaders □Elected officials □Partner organizations' leadership □Board members □New and potential partners □Clients □Staff |
| Interviews | ⊠Community Forums |
| | |
| □Local leaders □Elected officials | □Asset Mapping |

4. Confirm that your agency collected and analyzed information from each of the five community sectors below as part of the assessment of needs and resources in your service area(s). Your agency must demonstrate that all sectors were included in the needs assessment by checking each box below; a response for each sector is required. (CSBG Act Section 676(b)(9), Organizational Standard 2.2)

Community Sectors

- ⊠Community-based organizations
- ⊠Faith-based organizations
- ⊠Private sector (local utility companies, charitable organizations, local food banks)
- ⊠Educational institutions (local school districts, colleges)



Results

CSBG Act Section 676(b)(11)
California Government Code Section 12747(a)
Organizational Standards 4.2
State Plan Summary and Section 14.1a
ROMA – Planning

Based on your agency's most recent CNA, please complete Table 1: Needs Table and Table 2: Priority Ranking Table.

| Table 1: Needs Table | | | | | | | | |
|--|----------------|----------------------------|----------------------------------|-----------------------------------|-----------------------------|--|--|--|
| Needs Identified | Level (C/F) | Agency Mission (Y/N) | Currently Addressing (Y/N) | If not currently addressing, why? | Agency Priority (Y/N) | | | |
| Families and Individuals need employment assistance. | F | Y | Y | Choose an item. | Y | | | |
| Families need homelessness | | | | | | | | |
| assistance. | F | Y | Υ | Choose an item. | Υ | | | |
| Families lack affordable housing. | | | | | | | | |
| | F | Υ | Y | Choose an item. | Υ | | | |
| The community needs crime and | | | | Need met by local | | | | |
| gang violence intervention. | С | N | N | partner. | N | | | |
| There is a need for assistance for | | | | | | | | |
| families experiencing poverty. | F | Υ | Y | Choose an item. | Υ | | | |

<u>Needs Identified</u>: Enter each need identified in your agency's most recent CNA. Ideally, agencies should use ROMA needs statement language in Table 1. ROMA needs statements are complete sentences that identify the need. For example, "Individuals lack living wage jobs" or "Families lack access to affordable housing" are needs statements. Whereas "Employment" or "Housing" are not. Add row(s) if additional space is needed.

<u>Level (C/F)</u>: Identify whether the need is a community level (C) or a family level (F) need. If the need is a community level need, the need impacts the geographical region directly. If the need is a family level need, it will impact individuals/families directly.

Agency Mission (Y/N): Indicate if the identified need aligns with your agency's mission.

Currently Addressing (Y/N): Indicate if your agency is addressing the identified need.

<u>If not currently addressing, why?</u>: If your agency is not addressing the identified need, please select a response from the dropdown menu.

Agency Priority: Indicate if the identified need is an agency priority.

| Та | Table 2: Priority Ranking Table | | | | | | | |
|----|---|--|--|--|--|--|--|--|
| | Agency Priorities | Description of programs, services, activities | Indicator(s) or Service(s) Category | | | | | |
| 1. | Employment Job Skills Training and Job Placement Assistance | Vocational Training, Job Search Workshops, Job Development, Job Placement, Employment Support Services | FNPI 1a- 1g & 1z FNPI 2d SRV 1a-1q | | | | | |
| 2. | Homeless Prevention and Homeless Assistance | Vocational Training, Job Search Workshops, Job Development, Job Placement, Employment Support Services | FNPI 4e, FNPI 4a, SRV 4b, SRV 4c, SRV 4f, SRV 4g, SRV 4m, SRV 4p | | | | | |
| 3. | Emergency Assistance | Emergency Food, Shelter, clothing, and other services. | FNPI 4a, FNPI 5z, SRV 5jj, SRV 7n | | | | | |
| 4. | Community Resources Accessibility to Needed Services | Community Resources Referral and Coordination. | SRV 7a, SRV 7c | | | | | |
| 5. | Housing/Energy Assistance | Energy Payment Assistance, Home Weatherization, Appliance Replacement. | FNPI 4g, FNPI 4h, FNPI 4z, SRV 4k, SRV 4i, SRV 4q, SRV 4s, SRV 4t | | | | | |
| 6. | Education GED, ESL | High School Equivalency Classes, English-As- Second language Classes, Remedial Education. | FNPI 2f, FNPI 2g, FNPI 2h, SRV 2r, SRV 2u, SRV 2s | | | | | |
| 7 | Program Development | Planning and program expansion and development. Coordinating and collaboration to expand services. | | | | | | |
| 8 | Transportation Assistance | CVOC Transportation system, bus pass, emergency transportation assistance, transportation to needed social services. | SRV 7d | | | | | |

<u>Agency Priorities</u>: Rank the needs identified as a priority in Table 1: Needs Table according to your agency's planned priorities. Ideally, agencies should use ROMA needs statement language. Insert row(s) if additional space is needed.

<u>Description of programs, services, activities</u>: Briefly describe the program, services, or activities that your agency will provide to address the need. Including the number of clients who are expected to achieve the indicator in a specified timeframe.

<u>Indicator/Service Category</u>: List the indicator(s) (CNPI, FNPI) or service(s) (SRV) that will be reported on in Modules 3 and 4 of the CSBG Annual Report.

Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

California Code of Regulations Sections 100651 and 100655

Vision and Mission Statements

ROMA - Planning

1. Provide your agency's Vision Statement.

Our vision is that people in our communities have stable and secure futures.

2. Provide your agency's Mission Statement.

Our mission is to provide employment, skills training, education, and emergency services to improve the quality of life for farmworkers and underserved members in our communities.

Causes and Conditions of Poverty

Organizational Standards 1.1, 1.2, 3.2, 3.4 ROMA – Planning

1. Describe the key findings of your analysis of information collected directly from low-income individuals to better understand their needs. (Organizational Standards 1.1, 1.2)

CVOC conducted direct outreach and data collection efforts, including surveys, community meetings, to gain a better understanding of the needs of low-income individuals in our service area. Key findings are as follows:

Unemployment and Job Insecurity: Unemployment and underemployment remain widespread concerns. Individuals expressed a need for more access to job training programs, career development resources, and employment opportunities that offer livable wages and stability

Housing Instability and Affordability: Many individuals indicated they were housing insecure. A lack of affordable rentals and increasing cost of housing were common reported issues. Participants emphasized the urgent need for expanded housing services and an increase to rental assistance.

Crime and Gang Violence: Community members consistently raised concerns about crime and gang activity in their neighborhoods. Many emphasized the impact of violence on their sense of safety and well-being, particularly for youth. There were calls for youth programs and gang and crime intervention programs at the community level.

Poverty/Working Poor: Many respondents reported difficulty meeting basic needs such as food and housing. Rising costs of living have outpaced wages, especially for those in part-time, seasonal, or low-wage employment. There is a significant need for assistance among individuals living in poverty and the working poor, particularly in accessing basic needs and supportive services.

2. Describe your agency's assessment findings specific to poverty and its prevalence related to gender, age, and race/ethnicity for your service area(s). (Organizational Standard 3.2)

CVOC uses the US Census Community Survey as the primary source of data specific to Stanislaus County's poverty rates prevalence related to gender, age, and race/ethnicity. CVOC also uses county specific data compiled by local service organizations and county and city departments. CVOC includes program data collected via our agency databases to determine poverty rates based on various demographics. Reviews county poverty demographics compared to the demographics of clients served by the agency is used to verify that CVOC is providing services to those most in need.

Our assessment indicates that poverty in CVOC's service area largely affects Hispanic and Latino populations, particularly women of childbearing age and young children. The poverty rate in the service area is well above the national average of 12.4%, with poverty rates being the highest in Madera County with 19.9% of the population living below the poverty line. Madera the highest concentration of farmworkers out of all counties within the service area.

3. "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 your needs assessment data, describe the causes of poverty in your agency's service area(s). (Organizational Standard 3.4)

Analysis of Census and other data, community needs surveys, community meetings, and other national reports were employed to identify the causes that contribute to poverty affecting the communities in CVOC'S service area can be summarized as follows:

Seasonal Employment: According to the NAWs California crop workers were employed on average 37 weeks in farm jobs in the previous 12 months. Number of hours worked also varies by season, task, and crop, the NAWs reports that on average farmworkers work 47 hours a week, while UC Merced Farmworker Health survey report that the average median hours worked are closer to 40. Seasonal employment patterns in the Central Valley—particularly within the agricultural sector—contribute to persistently high unemployment rates throughout the year. In Merced County, the unemployment rate stands at 11.3%—higher than both the state and national averages. Unskilled, low-wage, or seasonal employment is often insufficient to meet the rising cost of living in the county. Today, even full-time employment does not necessarily provide financial stability. Many farmworkers and their dependents lack the vocational training or educational credentials needed for high-demand, well-paying jobs, making it difficult for them to secure employment with sustainable wages and benefits. Those who have acquired new skills often find themselves competing with more experienced applicants and, as a result, may require additional support in job search strategies to successfully enter skilled occupations.

Migrant Workers: While the number of migrant farmworkers has decreased over the last few decades, 13% of California farmworkers are still considered migrant workers, traveling more than 75 miles from their home base to the worksite. Migrant workers are generally workers that follow the crop season or migrant from their home country to the United States during growing and harvesting season. Migrating for work NCFH estimates that there are over 8,100 migrant farmworkers employed in CVOC's service area. Moving from location to location has become increasingly more expensive as necessary items such as gas, household essentials, and rent remain high.

<u>Limited English:</u> Limited verbal and written English skills limit occupational mobility. It is estimated that only 13% of California farmworkers speak and read English well. Verbal and written communication skills are essential for career advancement. English as a Second Language was identified as a need during the community needs process to be of importance to many community members across the service area.

<u>Low Education Level:</u> Limited academic or vocational education leads to lower earning potential and limits employment options. According to NAWS, only 33% of California farmworkers have a Highschool Diploma. The average education level for California Farmworkers is 8th grade, and only 25% report to have taken at least one adult education class in the United States.

Immigration Status: Estimating the exact number of undocumented farmworkers in California's Central Valley is challenging due to the nature of undocumented status and the lack of comprehensive data. However, various studies and reports provide insights into the proportion of undocumented workers in California's agricultural sector. The NAWs survey estimates that 51% of California farmworkers are undocumented, while studies from UC Merced find that the estimated number is closer to 75%.

without legal status or work authorization farmworkers are unable to secure stable employment.

4. "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 your needs assessment data, describe the conditions of poverty in your agency's service area(s). (Organizational Standard 3.4)

Changing Climate: California farmworkers are among the victims of climate change as it creates occupational hazards, and impacted the livelihood of farmworkers. United Farmworkers Union (UFW) surveyed 65,932 individuals, among those 13,190 were employed in agriculture; of those farmworkers surveyed 96% reported that their work was impacted due to the recent California rain storms; 53% reported that they lost more than a month of work; and 27% shared that their home had been damaged due to the rain. Record-breaking heatwaves, and wildfire smoke create occupational hazards. When surveyed by UC Merced, one in six farmworkers reported that smoke from nearby fires made it difficult to breathe. Poor health caused by exposure to smoke can have a long-lasting effect on an individual's health that can interfere with earning potential and overall quality of life.

<u>Safety:</u> The lack of safety in farmworker communities reduces the growth of low-income individuals in those neighborhoods Residents of farmworker communities cite crime and gang violence in their communities as a major problem. Farmworkers are vulnerable in terms of the being able to recover from the personal impact of crimes due to lack of resources to replace property, obtain needed medical attention, relocate to safer areas, or to report a crime for fear of deportation. Gang related activities have been at the center of many forums and discussions within CVOC MSFW Service Area. While most community leaders, agencies and law enforcement have spent time and resources on gang prevention, there is no easy solution to the problem of organized gang crimes.

Lack of Access to Healthcare: Poor health and limited access to healthcare significantly reduce farmworkers' employment opportunities and long-term earning potential. Many residents of rural farmworker communities are unable to access necessary healthcare services due to multiple, overlapping barriers. Despite the State of California's mandate for health insurance coverage, a substantial number of farmworkers remain uninsured. Those without coverage often cite the unavailability of local health facilities, high out-of-pocket costs, and the limited capacity of community clinics as major obstacles. In the Central Valley, low-cost and no-cost clinics are frequently overwhelmed and unable to meet the demand from uninsured or underinsured agricultural workers. Additionally, language barriers, immigration status, and geographic isolation further contribute to the community's lack of awareness and understanding of how to enroll in or navigate public health insurance programs. These systemic issues result in untreated medical conditions, missed workdays, and chronic health issues—ultimately exacerbating poverty and instability among farmworker families.

Economic Conditions: The Central Valley is a region grappling with structural challenges such as employment and income stability. Unemployment is the region continues to be high compared to the statewide average of 5.3%. The labor market is primarily characterized by seasonal employment from the region's large agricultural sector; which results in fluctuating job availability and income stability for workers. There is limited industry diversification, beyond agriculture, the Central Valley has fewer employment opportunities in sectors such as tech or other professional

services. Lower level of educational attainment in the region also limit access to higher paying jobs and thus continues the cycle of poverty for many farmworker families.

5. Describe your agency's data and findings obtained through the collecting, analyzing, and reporting of customer satisfaction data.

CVOC collects, analyzes, and reports customer satisfaction data to ensure our programs are effective, accessible, and aligned with the communities we serve. Data is gathered through surveys often administered post-service surveys, during classroom trainings, and other service interactions. Surveys are also gathered at community events and during outreach efforts. Surveys are available both online and as hard copies. CVOC also host community meetings to create space for individuals across all sectors of the community to provide feedback and rate our services.

Once collected, the data is analyzed to identify trends, strengths, and areas for improvement. Quantitative metrics such as satisfaction rates, program completion feedback, and service accessibility scores are calculated, while qualitative data from open-ended responses is reviewed to capture client stories and emerging themes. Data is tracked over time to monitor progress and inform decisions. Results are regularly shared with staff, leadership, and the board, and are also included in reports to funders to demonstrate impact and accountability. When appropriate, findings are shared with the broader community through newsletters, website, or social media page.

Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b), 676(b)(10) Organizational Standards 1.1. 3.5 ROMA – Evaluation

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), Organizational Standard 1.1)

CVOC's Board of Directors is a tripartite board which includes representation from the low/moderate income community as well as representation from the public sector which may include representatives from community organizations that serve the low-income population. Should an individual, group or organization that serves the low-income request representation on the CVOC Board of Directors, the procedure for submission of an application and procedures for selection of Board representatives, contained in the CVOC Board of Directors By Laws will be followed. A copy of the CVOC By Laws have been submitted to the Department of Community Services and Development and are available for review at the CVOC Administrative Offices in Winton, California. Representation on the CVOC Board of Directors is dictated by the By Laws and requests to amend the Board representation must follow the procedures contained in the By Laws.

2. Describe your process for communicating with and receiving formal approval from your agency board of the Community Needs Assessment (Organizational Standard 3.5).

The Community Needs Assessment is formally presented during a regular board meeting, where key findings and data are shared with the board members. After the presentation and discussion, the board votes to accept the assessment. This decision is officially recorded in the meeting minutes to ensure proper documentation and alignment with organizational governance procedures.

Service Delivery System

CSBG Act Section 676(b)(3)(A) State Plan 14.3a ROMA - Implementation

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 14.3a)

CVOC will comply with the requirement to serve eligible beneficiaries as defined by Government Code Section 12730(f). CVOC performs intake and eligibility determinations on all clients seeking any type of financial assistance under the CSBG/MSFW program/s. CVOC has developed a Client Intake/Eligibility system which ensures that clients are eligible to receive services. CVOC's Management Information Systems provides for proper documentation of eligibility for services. CVOC allows for self-certification for short-term services when clients are not able to produce verification of income. However, CVOC has access to EDD Wage Report verification information and in most cases can obtain some proof on income to determine that the client meets the income eligibility for services. CVOC's service delivery system focuses heavily on Family Self-Sufficiency activities due to the serious family development needs of the migrant and seasonal farmworker populations. Given the socio-economic conditions of the agricultural workers and taking into consideration economy, labor market and growth occupations, CVOC's strategy provides services that remove common employment barriers, provide job skills training, and job placement assistance with the goal of self-sufficiency.

2. Describe how the poverty data related to gender, age, and race/ethnicity referenced in Part II: Causes and Conditions of Poverty, Question 2 will inform your service delivery and strategies in the coming two years?

CVOC conducts a Community Needs Assessment every two years to identify the current needs of the low-income farmworker population in CVOC's MSFW Service Area. The assessment process incorporates input from clients through customer satisfaction surveys, employer feedback, and internal agency data, along with poverty-related data disaggregated by race/ethnicity, gender, and age. This comprehensive data is used to guide CVOC's service delivery and strategic planning efforts.

Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); 676(b)(3)(B), (C) and (D); 676(b)(4), (5), (6), and (9) California Government Code Sections 12747(a), 12760 Organizational Standards 2.1 State Plan 9.3b, 9.4b, 9.5, 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)(9); Organizational Standard 2.1; State Plan 14.1c)

CVOC coordinates the CSBG/MSFW Program with all other programs operated by the agency or other agencies that serve the migrant and seasonal farmworker population of CVOC's Farmworker Service Area. Central Valley Opportunity Center pursues a course of community involvement and cooperation for the maximum utilization of resources. CVOC is participating in several of the current efforts to coordinate and improve the provision of education and employment services. These projects include Welfare to Work, School to Work and One Stop Shop initiatives. CVOC's approach is to provide farmworker clients with supportive services through an active referral program to community resources capable of providing the desired service. Relations with other service deliverers have been established through financial and non-financial agreements. Other cooperative relationships have been developed through 44 years of working together to improve our communities.

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)(3)(C), Organizational Standard 2.1, State Plan 9.7)

CVOC has active representation on the Madera, Merced and Stanislaus County Workforce Innovation and Opportunities (WIOA) Boards and MOU and service agreements that include the development of policies and service systems to increase employment and training services to migrant/seasonal farmworkers and other dislocated agricultural workers. CVOC has a service MOU agreement with the Human Services Departments in, Merced, Madera and Stanislaus County and has partnered with these agencies on Welfare to Work projects. CVOC has operated several projects in conjunction with the local Employment Development Department for providing Rapid Response for dislocated agricultural workers. CVOC has developed service partner agreement with Migrant Education in Merced and Stanislaus County to provide work experience to migrant youth clients. CVOC partners with the Merced County Office of Education to provide a Summer Migrant Youth education program.

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), California Government Code 12760)

CVOC seeks to coordinate resources with other CSD-funded agencies such as local Community Action Agencies, local government agencies, and non-government agencies in our farmworker service area to avoid duplication of services, while still maintaining the best outcomes for our clients. Exchange of service information takes place regularly and line staff have developed methods for joint service to clients. Management staff participates in local planning sessions and special project development. CSBG/MSFW program funds will be utilized to foster linkages with neighborhood based and community projects with the goal of coordinating activities and services to meet the needs of migrant and seasonal farmworker families. CVOC maintains outreach networks though staff participation at community meetings, community events, job fairs, or other functions that are of interest to the farmworker community.

4. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. (CSBG Act Section 676(b)(3)(C))

CVOC's strives to maximize services by leveraging CSBG/MSFW funds with other public and private resources both within the agency and through participation in cooperative programs with other agencies. Some examples of this includes; CVOC utilizes Workforce Innovation and Opportunity Act funds to augment CSBG/MSFW employment in training activities for migrant and seasonal farmworkers and dislocated agriculture workers. CVOC utilizes High School Equivalency (HEP) funds to enhance CSBG/MSFW services in the areas of high school diploma and GED attainment. CVOC has received various emergency assistance and jobs programs targeted to farmworkers and other dislocated agricultural workers CVOC's receives funding for farmworker housing and utility assistance. Through the leveraging of these resources and other resources, CVOC provides a much broader range of services and more comprehensive activities to our farmworker clients.

- 5. Describe your agency's contingency plan for potential funding reductions. (California Government Code Section 12747(a))
- In the event that federal funding is reduced, management will notify the CVOC Board of Directors of the amount of the reduction, the status of the current programs and provide an evaluation of the current program activities. The Board of Directors, along with management staff, will develop proposed reductions and/or elimination of activities based on the following:
- 1. Determination of activities which may be funded from other sources such as other grants/contracts, in kind services, volunteer programs or increased match contributions.
- 2. Evaluation of staff assigned to the CSBG/MSFW program activities, workloads in light of reduced funding for consideration or consolidated of positions, lay-off recommendations and alternative funding of positions.
- 3. Review of across-the-board reduction of program activities and services in relation to the amount of the funding reduction.

- The CVOC Board of Directors will hold public hearings and request input on service reductions. The Board and management staff will prepare a recommendation on the reductions and consider alternatives prior to a final decision.
- While any reduction in funding will impact the service levels, total elimination of funding would impact the ability of the agency to continue to operate some major components of our programs for farmworkers. Severe reductions in CSBG/MSFW funding would reduce services in areas of employment and training and education services, emergency services, public education and a substantial portion of the family development activities, reduce the ability of the agency to maintain the planning/development and agency coordination functions.
- 6. 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)
- CVOC utilizes CSBG/MSFW funds to support three (3) projects that provide critical services for at risk-farmworker youth.
- Migrant Summer Education Program 6-week summer program for migrant youth at risk of dropping out of high school or lack the required credit for High School graduation. Program provides summer school in needed high school subjects with high school credit needs for graduation.
- 2. High School Equivalency Program provides farmworker youth and adults with GED preparation courses and GED testing/attainment.
- 3. Migrant Youth Work Experience provides in-school migrant youth with paid work experience. CVOC provides information and referral as well as public education to inform and the farmworker population of child care programs provided by local education agencies. CVOC coordinates with local child care and after school program to provide child care services to assist the farmworker population.
- 7. 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)
- CVOC has pursued a course of community involvement for the maximum utilization of resources. CVOC's approach is to provide its participants with supportive services through an active referral program to community resources capable of providing the desired service. CVOC staff also plays a strong advocacy role within the social services community by maintaining linkages with area agencies and monitoring the availability of services to the farmworker population.

Additionally, CVOC also coordinates with other local At-Risk youth programs to provide job training, work experience, life skills training, job development, volunteer opportunities and youth mentoring. CVOC provides information and referral as well as public education to inform and the farmworker population of child care programs provided by local education agencies. CVOC coordinates with local child care and after school program to provide child care services to assist the farmworker population

- 8. Describe your agency's 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)
- CVOC provides employment and training activities funded directly with CSBG/MSFW fund which are coordinated with funding CVOC receives from the Department of Labor Workforce Innovation and Opportunity Act (WIOA 167) Migrant and Seasonal Farmworker, WIOA Housing and Workforce Innovation and Opportunity Act (WIOA) and Dislocation Agriculture Worker Program. CSBG funds are used to augment the employment and training activities and services through increased family development activities, increased vocational training opportunities, additional provisions of support services and emergency services, additional job search and retention services, support for special projects, and transportation services which allows clients to participate in WIOA programs.
- 9. 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)
- CVOC provides direct assistance in the form of food vouchers and through referral to local food banks, Cal Fresh (SNAP) programs, WIC, or other agencies. CVOC provides referrals to faith based organizations that provide emergency food assistance CVOC provides nutrition public education classes that include information on applying for the food assistance program as well as information on shopping for and preparing low-cost meals.

| 10. Is your agency a dual (CSBG and LIHEAP) service provider? | |
|---|--|
| ⊠ Yes | |
| □ No | |

11. For dual agencies:

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), State Plan 9.5)

For all other agencies:

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

- CVOC provides direct assistance in the form of rental and utility payment assistance for farmworker clients who are in jeopardy of losing their housing and/or utilities or are homeless and need assistance in obtaining housing. CVOC provides referral to local housing programs for assistance in home purchases, housing rehabilitation or other housing needs. CVOC provides direct LIHEAP services in Stanislaus County to farmworkers and referral to local LIHEAP home weatherization and energy conservation programs in Madera, Merced, Mariposa and Tuolumne counties.
- 12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)
- CVOC utilizes funds to support community initiatives and provides non-financial support through active participation in neighborhood initiatives and innovative community projects. CVOC receives a number of local contracts which are designed to address the goal of strengthening families and moving families from dependence on public assistance to self-sufficiency. CVOC's operation of the Cal Works program and public education activities include goals of family development and parental responsibility. CVOC's Case Management approach to services includes the goal of strengthening families and assisting families to develop goals for themselves and their communities. CVOC partners with local agencies involved in community and neighborhood initiatives to include the goal of family development.
- 13. 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)
- CVOC has a strong presence in the region and is an active partner in the service area provider network. We seek to collaborate and coordinate with partners and funders to strengthen services and achieve positive results for farmworkers. CVOC leadership and center management staff are 32 engaging and collaborative partners who attend community events, and regional collaborative meetings. Leadership and planning are constantly looking for new opportunities to apply for supportive funding and partnerships through new grants, projects, and activities that aligned with our agency mission.

Monitoring

ROMA - Planning, Evaluation

1. 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, issuance of formal monitoring reports, and emergency monitoring procedures.

N/A – CVOC does not use subcontractors.



ROMA Application

CSBG Act Section 676(b)(12) Organizational Standards 4.2, 4.3 ROMA – Planning, Evaluation



1. Describe how your agency will evaluate the effectiveness of its 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)

CVOC has a formal monitoring and evaluation structure, which is utilized for controlling all the corporation's activities. The following brief outline summarizes the steps, which are taken to track and report the CSBG program's progress.

- At the start of each program year, staff receive an orientation to the goals and activities of the program. Reporting forms and requirements are distributed and reviewed to ensure an understanding of the required reporting procedures.
- In-house reports are submitted by staff on a monthly basis to the County Director, who reviews them for completeness, accuracy and to determine the level of activity within each component of the program. Based on this information, the County Director will make staffing changes or other program modifications. The County Director submits reports to the Planning Unit before the 5th working day of each month.
- The Planning Department prepares reports or notifies the Executive Director directly of program performance levels and areas of concern. Quarterly reports are submitted to the Executive Director for review and submission.
- 2. Select one need from Table 2: Priority Ranking Table and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. Organizational Standard 4.2)

CVOC will conduct a participant-lead assessment of our career and training programs.

CVOC will conduct classroom training reviews in order to gauge student satisfaction with courses that are currently offered to determine if there was a need for improvements such as new

equipment, improvements to curriculum, and instructor performance. Administrative staff will analyze the data collected from these student surveys and student interviews to implemented staff training development, improve service delivery, and improvement to classroom trainings content.

Low-income individuals' capacity for self-sufficiency will improve through modifications that will be made to classroom trainings, as individuals will be better prepared.

Optional

3 . Select one community level need from Table 2: Priority Ranking Table or your agency's most recent Community Needs Assessment and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (CSBG Act Section 676(b)(12), Organizational Standard 4.2)



Federal CSBG Programmatic Assurances

CSBG Act Section 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--

- a. to remove obstacles and solve problems that block the achievement of self- sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out underpart A of title IV of the Social Security Act);
- b. to secure and retain meaningful employment;
- c. 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;
- d. to make better use of available income;
- e. to obtain and maintain adequate housing and a suitable living environment;
- f. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
- g. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
- h. 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.

State Assurances

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

For CAA, MSFW, NAI, and LPA Agencies

<u>California Government Code § 12747(a)</u>: Community action plans shall provide for the contingency of reduced federal funding.

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

For MSFW Agencies Only

<u>California Government Code § 12768</u>: 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.

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.

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.

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 4.2 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.



Part III: 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, the Low-Income Testimony and the Agency's Response document, and a copy of the most recent community needs assessment as appendices A, B, and C, respectively. Other appendices as necessary are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Notice of Public Hearing) or separated by divider sheets and submitted with the CAP.

| Document Title | Appendix Location |
|--|----------------------|
| Notice of Public Hearing | Α |
| Low-Income Testimony and Agency's Response | В |
| Community Needs Assessment | С |
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Appendix C COMMUNITYNEEDS ASSESSMENT

CVOC Migrant and

Seasonal

Farmworker

Service Area



2025 Migrant and Seasonal Farmworker Needs Assessment

(Madera, Mariposa, Merced, Stanislaus and Tuolumne Counties)

Prepared by the CVOC Planning Department

CVOC Farmworker Community Needs Assessment: Introduction

Central Valley Opportunity Center's Community Needs Assessment of the farmworker population of Merced, Madera, Mariposa, Stanislaus and Tuolumne counties consisted of a review of current program operations, evaluation of program effectiveness, community meetings, solicitation of input from the farmworker community and the community at large, coordination meetings with other service providers as well as examination of CVOC farmworker demographics. CVOC conducted a Community Needs Assessment Survey and sent/handed surveys out to our stakeholders. The results of this Farmworker Community Needs Survey are included

To ensure that CVOC's Farmworker Community Needs Assessment is comprehensive, CVOC participates in development, coordination and planning activities with a wide variety of community organizations that are involved in assessing the needs of migrant and seasonal farmworkers as well other dislocates agriculture worker.

Farmworker Community Profile

CVOC's service area is comprised of the five California counties of Stanislaus, Merced and Madera, Mariposa and Tuolumne. Located in the heart of the agriculturally rich San Joaquin Valley, the service area's economy and employment is reliant upon agriculture. The most recent statistics from the California Department of Food and Agriculture California's \$51.1 billion-dollar agricultural industry supplies over a third of the nation's fruits and nuts. CVOC's service area includes the 5th, 6th and 1lth highest agriculture revenue producing counties in the State. As of March 2024, California reported approximately 368,200 farm jobs, the San Joaquin Valley region, accounted for 168,000 farm jobs in 2024. The wealth generated by agriculture in the San Joaquin Valley has not translated into improved living conditions for many farmworkers. Rural communities in this highly productive agricultural region continue to face some of the state's highest unemployment rates, poverty levels, and social challenges. For instance, Madera County, a major agricultural hub, reported a poverty rate of 19.9% in 2023, significantly higher than the national average of 12.4%.

In March 2025, the following counties in California's San Joaquin Valley—Madera, Mariposa, Merced, Stanislaus, and Tuolumne—continued to experience unemployment rates higher than both the state average of 4.4% and the national average of 3.4%. Notably, three of these counties rank among the top 15 agricultural producers in the state and the nation.

California Farmworker Statistics

Throughout CVOC's forty-five (45) year history of operating NFJP programs, State Community Service Block Grant Farmworkers Programs, Department of Education High School Equivalency Programs and a variety of local Farmworker programs, CVOC has developed an in-depth understanding of local farmworker needs. Based upon one of the most comprehensive studies of farmworker characteristics, published by the US Department of Labor, National Agricultural Workers Survey, the regions farmworker characteristics show the following characteristics for California farmworkers:

Male (69%), foreign-born (88%), from Mexico (84%), average age of 40, with 36% being under the age of 35, and 48% between the ages of 35-54. Foreign-born individuals make up (88%) of California farmworkers, and it has been estimated that over half (51%) of the labor force are unauthorized workers. The average educational level of California farmworkers is 8th grade,

with 25% reported to have taken at least one adult education class in the United States. The majority of California farmworkers reported that Spanish (89%) was their primary language, 8% reported English as their primary language and 3% reported an indigenous language as their primary language. and 84% stated that they spoke little to no English. A summary of CVOC service data on farmworker characteristics for clients served in the last two years shows that farmworkers in CVOC service area can be characterized as (1) predominately a member of a racial/ethnic minority, especially Latinx; (2) having less than 9th grade education; (3) seasonally employed or underemployed; (4) tending to be at the bottom of the income scale with few economic opportunities; (5) younger males, heads of households; and (6) having a primary language other than English.

Poverty Factors

Approximately 23% of California farmworkers live in households with incomes below the federal poverty line, according to data from the National Agricultural Workers Survey (NAWS). Poverty is significantly higher among specific groups within the farmworker community. For example, migrant farmworkers experience a poverty rate of 46%, compared to 20% among settled workers. Similarly, unauthorized workers have a poverty rate of 28%, whereas authorized workers have a rate of 19%. Poverty factors are the root causes and contributing conditions that increase the likelihood of individuals or communities experiencing poverty. These factors are often interconnected, and their impact can be structural, systemic, or personal. Below is a breakdown of key poverty factors among the Central Valleys farmworker community:

Seasonal Employment and Low Wages: According to the NAWs California crop workers were employed on average 37 weeks in farm jobs in the previous 12 months. Number of hours worked also varies by season, task, and crop, the NAWs reports that on average farmworkers work 47 hours a week, while the American Consumer Survey, and UC Merced Farmworker Health survey report that the average median hours worked are closer to 40. During our community needs assessment Stanislaus residents across all sectors of the community identified unemployment and a need for employment services as the top need in the service area. Language Barriers: Limited verbal and written English skills limit occupational mobility. It is estimated that only 13% of California farmworkers speak and read English well. Verbal and written communication skills are essential for career advancement. Indigenous farmworkers are at a larger disadvantage as they may not speak Spanish or English fluently. English as a Second Language was identified as a need during the community needs process to be of importance to many community members across the service area.

Limited Educational Opportunities: Limited academic or vocational education leads to lower earning potential and limits employment options. According to NAWS, only 33% of California farmworkers have a Highschool Diploma. The average education level for California Farmworkers is 8th grade, and only 25% report to have taken at least one adult education class in the United States. Additionally, Census data demonstrates that individuals with less than a high school diploma make up a higher percentage of individuals living in poverty.

Health Disparities and Occupational Hazards: Poor health and limited access to healthcare significantly hinder farmworkers' ability to maintain consistent employment and achieve long-term financial stability. Many individuals in rural farmworker communities face numerous, intersecting barriers that prevent them from accessing essential medical services. Despite

California's mandate for health insurance coverage, a large portion of farmworkers remain uninsured. Commonly cited barriers include the absence of nearby healthcare facilities, prohibitive out-of-pocket expenses, and the limited capacity of overburdened community clinics. In the Central Valley, low-cost and no-cost clinics frequently struggle to accommodate the healthcare needs of uninsured and underinsured agricultural workers. Compounding these challenges are language barriers, immigration status concerns, and geographic isolation, all of which limit awareness and understanding of how to enroll in or utilize public health insurance programs. As a result, many farmworkers go without preventive care or treatment for chronic conditions, leading to missed workdays, reduced productivity, and long-term health complications.

Workplace safety further contributes to these health disparities. According to data from Cal/OSHA, agricultural workers face disproportionately high rates of job-related injuries and illnesses compared to other industries. Common hazards include exposure to pesticides, extreme heat, repetitive motion injuries, and inadequate access to protective equipment. Without proper healthcare access and legal protections, many farmworkers are unable to report unsafe conditions or receive timely medical attention, deepening the cycle of poverty and instability within these communities.

Legal Status: Determining the precise number of undocumented farmworkers in California's Central Valley is difficult due to the inherent limitations in tracking individuals without legal status and the absence of comprehensive data. Nonetheless, research offers estimates on the proportion of undocumented workers in the state's agricultural industry. According to the National Agricultural Workers Survey (NAWS), approximately 51% of California farmworkers lack legal status, while studies conducted by UC Merced suggest the figure may be as high as 75%. Without legal status or work authorization, farmworkers face significant barriers to securing stable and consistent employment. Additionally, their undocumented status makes them particularly vulnerable to exploitation, including wage theft, discrimination, and fraud perpetrated by unscrupulous individuals or organizations.

Environmental Factors: Climate change effects the most disadvantaged communities the hardest, and farmworkers are among the many individuals who were devastated by the recordbreaking rain in California's winter months, and wildfires all around the state the previous summer. During the recent winter storms farmworkers reported loss of income, and damage to their homes. In Merced County, rural areas dependent on agriculture such as Planada, were evaluated due to flooding. As fires raged on and around the Central Valley last year, farmworkers remained working outdoors on farms exposed to poor air quality and ash. One in six farmworkers reported that smoke from nearby fires made it difficult to breathe. Inhaling smoke for even a short period of time can cause immediate irritation and prolonged exposure can lead to damage of windpipe, breathing passages and lungs; leading to possible long-term illnesses limiting potential earning and medical expenses.

Career Aspirations

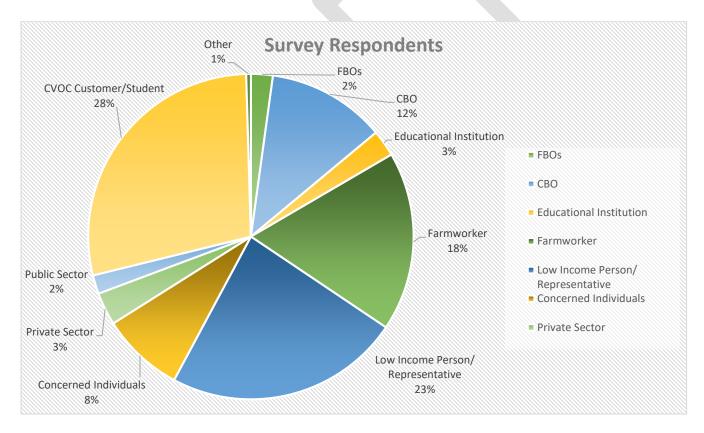
According to the NAWs survey about 78% of farmworkers plan to continue working in agriculture for over five years and as long as they are able to do the work. On the other hand, 16% stated that they intended to remain in agriculture for 5 or less years. These aspirations indicate

that farmworkers need nonagricultural and upgraded agricultural training opportunities. During the community needs assessment process, farmworkers in our service area expressed the need for more vocational and career training in various industries.



Community Needs Assessment Survey Introduction

CVOC, as part of the ongoing assessment of farmworker needs, completed a process of needs assessment surveys, community meetings and data gathering to identify conditions and causes of poverty in the farmworker communities of CVOC's MSFW Service Area. A Community Needs Assessment Survey was handed out and shared with current farmworker clients, sent to local service providers, distribute at community events, posted to agency website and posted to various social media accounts. During February 2025 to April 2025, 645 surveys were completed and submitted providing ranking of needs of the farmworker communities. In addition, 10 Community Meetings were held to discuss the needs of the farmworker communities. The summary below provides a review of the Community Needs Assessment Survey and community Meetings as well as the results and analysis of the surveys and meetings. Surveys were distributed in English and Spanish, with any translations or interpretation to additional languages done and documented by staff fluent in the language in which the survey was translated to. CVOC also works with organizations to provide access to additional language translations of surveys when asked. Please note that CVOC Students and Clients are mostly apart of the low-income, farmworker community.



Community Resources and Coordination

The chart below is an analysis of the assistance programs in CVOC's service area and their effectiveness in terms of meeting the needs of the migrant and seasonal farmworkers. As noted in various sections of this proposal, the farmworker population is, in general, not familiar with or does not access mainstream social service programs. As evidenced by statistics gathered by CVOC and other organizations providing services to the farmworker population, public assistance programs such as SNAP (Cal Fresh), Cal Works (TNAF), WIC, SSI, Section 8, etc. are under used by this population. Although most of our clients are eligible for public assistance programs, less than 25% actually receive any type of assistance or even apply.

| Agency/Programs | Effectiveness of Assistance to Farmworkers |
|---|---|
| Workforce Investment Act/Employment and Training Programs | CVOC is the program operator for the WIOA167 MSFW program and as such coordinates these activities with CSBG MSFW funding. The WIOA mainstream programs provide employment and training opportunities for farmworkers who are able to participate. Due to limitation of funding, the mainstream programs are not targeting their outreach to this populations as CVOC receives targeted WIOA funding and farmworker clients who face multiple barriers to employment are referred to CVOC |
| Employment Development Department | The Employment Development Department provides targeted assistance to agriculture workers who have been dislocated or laid off from their jobs to find jobs in agriculture. Although they are a valuable source of job opportunities, there is limited assistance for the unskilled farmworker in obtaining employment and training opportunities other than referral services to employment and training programs. EDD outreach to farmworkers provides a valuable referral service to CVOC's clients. |
| County Schools | Programs for limited and mono-lingual clients are limited. Migrant Education provides educational assistance to farmworker youth who meet the migrant requirements. Limited assistance is available through the school district for farmworker youth who have dropped out of the school system. Continuation school is targeted to recent dropouts and is not designed to provide assistance to the very limited migrant youth. |

| | 0 111 (1 1) () |
|------------------------------------|--|
| County/City Business Development | Small business development assistance is limited and generally not available to our clients due to their language deficiencies. Small business development loans do not target our client population. |
| Food Banks | Food banks in CVOC's service area are a valuable resource for emergency food. The amount and types of food are limited and outreach efforts to inform clients of nutritional programs available is limited to relatively small service areas. |
| Housing Authorities | Housing Authorities have limited resources to provide services such as migrant housing and subsidized housing. Waiting lists for subsidized housing are 2 to 3 years and migrant housing is limited. Most migrant housing is available from May to November and once the migrant camps are closed there are no further assistance target for farmworkers. |
| Salvation Army | The Salvation is a valuable resource for farmworkers clients in need of emergency assistance. The Salvation Army locations are primarily in the major cities in CVOC's service area and access is limited if clients do not have transportation to the sites. |
| Health Centers and Clinics | Health clinic and centers that provide low-cost/no-cost medical services are a critical resource for medical care for farmworker clients. Several of these clinics target the rural areas and the farmworker population. However as with most services the need is much greater than the capacity of these clinics and waiting lists for non-critical care appointments can take months. Due to funding cutback, some local clinics in the rural areas have closed or only are open a few days per week. |
| County/ City Programs and Services | Various programs and services such as city parks and recreation departments, police activities/services, mental health departments, etc have many valuable services. In CVOC's service area, few services are free and are limited to the most populated areas. City and County services in the rural areas are few. Bilingual staff are not always available to assist |

| | clients in understanding and applying for services. Many farmworker clients surveyed were not aware of home buyer programs. |
|--|---|
| County Department of Human Services, Department of Social Services (TNAF Programs) | Services such as Cal Works, Cal Fresh, Medical, etc are provided by the county social services departments are under-utilized by farmworker clients. Farmworker clients fear losing resident or legal status if they apply for public assistance. Many farmworker clients who have one or more family members whose legal status have not been established are fearful of applying for "government" programs. |



Community Meeting Summary Merced County

Community Meeting dates and locations:

- 3/26/25 10:00am CVOC Winton. 6845 Bridget Ct, Winton.
- 4/03/25 5:15pm Worknet Merced. 1205 W 18th St, Merced.
- 4/17/25 9:00am Breaking Barriers. 445 I St. Los Banos.

Other locations where surveys were collected:

- CVOC Welding
- CVOC Trucking

Leading Community Needs Meeting were CVOC staff:

• Ernesto Rodriguez

Helping with Survey were CVOC staff:

- Claudia Guzman
- Reyna Plascencia
- Miguel Rabago
- Marizol Zamora
- Monica Rodriguez

Rank the following community problems in the county/your community from 1 to 10 with 1 being the most pressing problem and 10 being the least.

1 Unemployment 6 Illiteracy/High School Dropout Rates

2 Homelessness 7 Drug/Alcohol Abuse

3 Lack of Affordable Housing 8 Crime/Gang violence

4 d) Healthcare access and availability 9 Lack of Community Resources

5 Poverty/Working Poor 10 Lack of Public Transportation

Apart from the social problems listed in Question 1 (above), are there other urgent social problems in your community or in the county. If so, list them below. Other social problems listed:

- English Classes
- Farmworker Support
- Citizenship Classes
- Help with Medical Bills
- Youth Resources
- Affordable Food
- Child Care

List the top 5 Community Needs/Services that you think CVOC should be addressing.

- English Classes
- Rental Assistance

- Vocational Training
- Utility Assistance
- Food Assistance

In the space provided below, provide any other comments related to the needs of your community or CVOC services and programs.

- Add ESL/English Classes
- More funding for Work Experience programs
- · Allow for individuals to pay for trainings
- Financial literacy courses would be a great addition for students
- Extended hours/Afternoon classes
- More help regardless of legal status
- Good teachers and staff
- Help with immigration layers

List any comments made by the attendees.

- I believe there needs to be more outreach events so individuals know of this amazing program.
- Good services and trainings.
- Good instructors and staff always willing to help.

Community Meeting Summary

Madera County

Community Meeting dates and locations:

- CVOC Madera. 605 S Gateway Dr. Madera, CA 93637 March 06th, 2025 @ 9:30 am.
- CVOC Madera. 17506 Baldwin St. Madera, CA 93638 March 06th, 2025 @ 1:30 pm.
- Chowchilla Library. 300 Kings Ave, Chowchilla, CA 93610 March 11th, 2025 @ 2:30 pm.
- Oakhurst Library. 49044 Civic Cir, Oakhurst, CA 93644 March 27th, 2025 @ 9:30 am.

Other locations where surveys were collected:

- CVOC Welding & Trucking. 17506 Baldwin St, Madera, CA. 93637.
- Madera Fairgrounds. 1850 Cleveland Ave. Madera, CA 93637.
- Madera Workforce. 2037 W Cleveland Ave. Madera, CA 93637.
- Madera Community Action. 1225 Gill Ave. Madera, CA 93637.
- Madera Department of Public Health. 1604 Sunrise Ave. Madera, CA 93638.

Leading Community Needs Meeting were CVOC staff:

Jose L Delgado

Helping with Survey were CVOC staff:

- Vanessa Veliz
- Maria Huerta
- Virginia Melendez
- Nestor Alvarez
- Maria Bobadilla
- Olivia Guzman
- **Daniel Gomez**
- Ivan Herrera

Rank the following community problems in the county/your community from 1 to 11 with 1 being the most pressing problem and 11 being the least.

- 1.) Lack of Affordable Housing 6.) Drug/Alcohol Abuse

- 2.) Unemployment
- 7.) Healthcare access and availability

3.) Homelessness

- 8.) Lack of Community Resources
- 4.) Poverty/Working Poor
- 9.) Illiteracy/High School Dropout Rates
- 5.) Crime/Gang violence
- 10.) Lack of Public Transportation

Apart from the social problems listed in Question 1 (above), are there other urgent social problems in your community or in the county. If so, list them below. Other social problems listed:

- Lack of Daycares.
- Lack of CPR, ESL and Citizenship classes.
- Lack of GED classes in the evenings.
- Lack of services for undocumented people.
- Need of more hospitals and better clinics.

- Lack of vocational training options.
- Fix Roads/Streetlights.
- Inflation.

List the top 5 Community Needs/Services that you think CVOC should be addressing.

- Affordable Housing/Rental and Utility bills Assistance.
- Unemployment/Better Job Opportunities.
- More assistance for homeless.
- English as Second Language (ESL)/GED Classes.
- Programs/Services for Undocumented People.

In the space provided below, provide any other comments related to the needs of your community or CVOC services and programs.

- Interpreter services are needed.
- Housing is unaffordable, its hard to make ends meet now.
- Send CVOC to high schools to talk about the opportunities that they offer so students who don't know what to do after high school can be helped.
- More services for rural communities.
- CVOC needs to have more trainings for higher wage jobs.
- Living in low income apartment has become dangerous because of gang violence.
- Just more job options.
- Madera needs more hospitals and other affordable clinics.
- CVOC should offer ESL classes and GED classes in the afternoons.
- We need better jobs and more training opportunities.
- Legal and Immigrations services for low income people.
- Services need to be advertised on social media.
- More scholarships for High School graduates, so they can continue studying.
- Reinforced measures to keep people away from drugs, cigarettes, and alcohol in our community
- Classes for parents on how to educate their kids.
- Assistance for medical costs.
- Assistance to find affordable housing and rental assistance.
- Daycare assistance.
- Workshops for mental health and depression.
- Everything is so expensive and we need the prices to stop from increasing more.
- Food prices are going up and salaries are not enough to support our families.
- Programs/Services for Undocumented People.

List any comments made by the attendees.

- CVOC should offer evening classes for Trainings and GED.
- Madera needs more trainings for undocumented people.
- CVOC should provide services to all Madera residents not just to farmworkers.
- CVOC has done a great job by helping people to find stable jobs.

Community Meeting Summary Stanislaus County

Community Meeting dates and locations:

- 03/04/2025-Modesto CVOC 1801 H. Street Ste. A4 @ 10 AM
- 03/05/2025- Turlock Salvation Army @9:30 AM
- 03/12/2025- Patterson CVOC 40 N. 3rd Street @ 10 AM

Other locations where surveys were collected:

- CVOC HEAP Modesto, Ste. B1
- CVOC HEAP Ceres Office
- CVOC Patterson Office
- C.A.S.A Del Rio 2400 Stanislaus St., Riverbank

Leading Community Needs Meeting were CVOC staff:

- Jessica Fregoso
- Lucina Herrera

Helping with Survey were CVOC staff:

- Sandra Arellano
- Luz Melgar
- Lucio Cruz
- Martha Villegas

Rank the following community problems in the county/your community from 1 to 10 with 1 being the most pressing problem and 10 being the least.

1 Homelessness 6 Healthcare access and availability

2 Unemployment 7 Poverty/Working Poor

Lack of affordable Housing
 Crime/ Gang Violence
 Drug/ Alcohol Abuse
 Illiteracy/High School Dropout Rate
 Lack of Community Resources
 Lack of Public Transportation

Apart from the social problems listed in Question 1 (above), are there other urgent social problems in your community or in the county. If so, list them below. Other social problems listed:

- Limited access to therapy services
- Pollution and littering in communities
- Lack of financial literacy education
- Need for immigration reform
- Emotional support for families with a disabled family member.

List the top 5 Community Needs/Services that you think CVOC should be addressing.

- 1. Services addressing homelessness
- 2. Services for the unemployed.
- 3. Resources and rental assistance to make housing less unaffordable.

- 4. Crime/ Gang Violence Intervention.
- 5. Drug/ Alcohol Abuse Counseling and/or mental health resources.

In the space provided below, provide any other comments related to the needs of your community or CVOC services and programs.

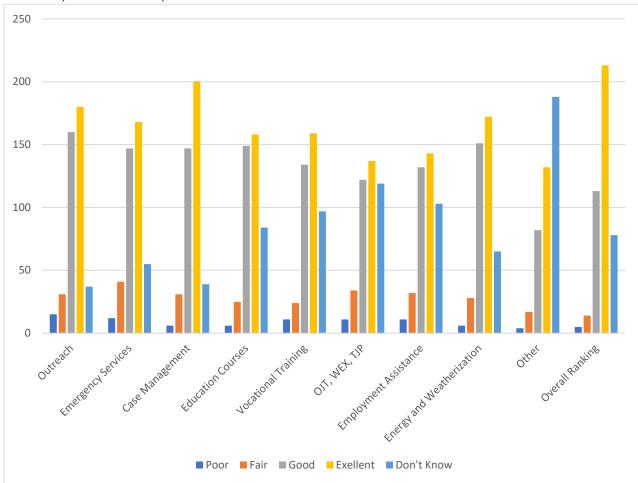
- CVOC provides a wide range of services, but current funding is limited. To continue making a meaningful impact and reach more individuals, increased funding is essential.
- There is a need for expanded support in housing and transportation, including shelter for the homeless, affordable housing options, and reliable transportation services.
- Housing is unaffordable and cost of living is very high, its become very difficult to not fall behind on rent. Rental assistance and emergency housing assistance is a need for families struggling to make ends me.
- Greater availability of LiHEAP (Low Income Home Energy Assistance Program) appointments is needed to ensure timely support for families in need.
- Nutrition education should be expanded, with classes offered to low-income families and integrated into school curricula to promote healthy habits among teenagers.

List any comments made by the attendees.

- CVOC provides a wide range of services, but supportive services remain limited and could benefit from additional resources.
- The intake process needs improvement, implementing an online sign-up option—available during specific times of the month—would improve accessibility and efficiency.
- The CVOC website is outdated and difficult to navigate.
- I truly appreciate everything CVOC has done for me and my family. Their support has made a meaningful difference in our lives.

Customer Satisfaction Survey Results

If you have used or are familiar with CVOC's programs and services, please complete the following scale. Please rate the quality and effectiveness of CVOC's services. (Please enter a check mark in the box using key below) 1= Poor; 2= Fair; 3=Good; 4= Excellent; or DK = Don't Know.



List the "Other" CVOC's programs and services that were provided in the question above.

- Scholarships
- X-mas Baskets
- Utility Bills and Rental assistance
- Help with Diapers
- Help with Food Boxes

| Needs Identified | Source Abbreviation (See Key Below) |
|--|-------------------------------------|
| Surveys and testimony at Community Meetings indicate there is a need for services to | LIP, CBO, FB, PS, |
| assist clients in obtaining employment. 645 Surveys 200 people ranked this need as their 1st highest need. | PVS, EDO, FW |
| Surveys and testimony at Community Meetings indicate that there is a need for more | LIP, CBO, FB, PS, |
| Homelessness Assistance. 645 Surveys and 186 people ranked this as their 2 nd highest need. | PVS, EDO, FW |
| Surveys and testimony at Community Meetings indicate that there is a need for | LIP, CBO, FB, PS, |
| Affordable Housing and programs to facilitate the process. 645 Surveys 140 people ranked this as their 3 rd highest need. | PVS, EDO, FW |
| Surveys and testimony at Community Meetings indicate a need for assistance addressing | LIP, CBO, FB, PS, |
| crime and gang-related issues. Out of 645 surveys, 122 respondents ranked this as their 4 th highest need. | PVS, EDO, FW |
| Surveys and testimony at Community Meetings indicate that there is a need for | LIP, CBO, FB, PS, |
| assistance for families experiencing poverty or are working poor. 645 Surveys and 112 | PVS, EDO, FW |
| people ranked this as their 5 th highest need. | |
| | |

Abbreviation Key: LIP (Low Income Person) CBO (Community Based Organization) FB (Faith Based Organization, PS (Public Section) PVS (Private Sector, EDO (Educational Organization) FW (Farmworkers)