

Monterey County Community Action Partnership (MCCAP) network of service providers changes each two-year CSBG funding cycle in response to our biennial needs assessment. As such, short term goals during this period are relatively stable. However, our CAA and network of service providers continually made adjustments in response to emergent community needs and barriers to services.

During 2020-2021 cycle, MCCAP responded, and continues to respond, quickly and creatively to the effects of COVID-19 both on our community and service providers by leveraging our agency's network and emergency funding. MCCAP's 2018-2020 strategic plan emphasized data, contract monitoring, governance, and advocacy goals to strengthen agency effectiveness, client outcomes and satisfaction, and network synergies. MCCAP's 2020 management accomplishments and innovative solutions specifically draw on this foundation.

Our administrative infrastructure facilitated the COVID-19 response strategies our agency has been able to employ. MCCAP drew on its partnerships, contract monitoring process, and advocacy work to not only ensure service continuity, but also deploy COVID-19 responses targeting low-income residents. Critical operational pivots involved implementing administrative flexibilities, service provision adaptations, remote governance, advocacy to expand access to services, and contract amendments to direct and expedite emergency funding allocations. These pivots along with additional staff time dedicated to contractor support continued throughout 2021 including the RFP process for contacting 2022-2023 service providers.

Fundamental to operational continuity during COVID-19, was pivoting to remote administration and governance. As a public agency, MCCAP initially had to overcome major challenges with electronic communications and meeting platforms. Our agency did not previously utilize DocuSign and required wet copies for contracts and invoices. As such, our agency had to redesign all regular administrative processes, policies, and interactions internally and with external partners, which included supporting and accommodating subcontractors struggling to adapt remote operations. In addition, MCCAP is required to comply with state law with respect to public meetings. MCCAP acted on Governor's Executive Order to reorganize and maintain Community Action Commission engagement, utilizing our website and social media to ensure transparency and encourage public access to remote meetings. Staff provided commissioners with training and phone support to ensure continuity of governance. At the same time, MCCAP immediately transitioned to Zoom for regular Commission meetings as well as provider network CAP Community Circle (CCC) meetings without any lapse in communications. This allowed MCCAP to stay abreast of agency and client challenges, as well as communicate state and federal funding opportunities.

However, variability in COVID rates and responses affected staff assignments, public hearings, commissioner engagement, subcontractor capacity, program operations, community needs, and community resources. To this day, our agency is relying heavily on our contract monitoring process and CAP Community Circle meetings to track and communicate ongoing changes in community needs and adapt service provision strategies. Contract administration and the monitoring process involve multiple interactions with agencies that includes fiscal monitoring, reporting mid-year services and reporting, customer surveys, site-visits, and regular provider meetings to facilitate network coordination. These monitoring activities have served as important tools to check in with subcontractors individually and as a group to adapt service provision redirect resources. As such, we've been able to assess and accommodate specific challenges faced by each of our eleven subcontractors. These challenges have involved increased or decreased demand of particular services, adapting service delivery, and/or adjusting agency operations. Budget modifications have been a tool to help implement adaptive strategies in response effects of COVID-19 clients and agency operations. Similarly, this year's site-visits, while conducted via ZOOM, were an opportunity to for an in-depth check-in with agencies to identify and address opportunities and challenges for each individual agency.

Although COVID-19 continues to present many operational challenges, MCCAP's major accomplishments remain its ability to adapt administrative operations and service provision through its contract monitoring process and CCC Network communications.

Two examples of innovative solutions to address the causes and conditions of poverty in Monterey County involved how MCCAP deployed CSBG CARES funding and distributed the County's initial PPE allotment. The resulting collaboration was used as a model for participating agencies and a second successful, much needed, PPE distribution to our County's new homeless shelter.

Serving a county with a large proportion of vulnerable residents and limited resources, CSBG CARES funding was an urgently needed tool for responding to the effects of COVID-19 both on our community & service providers. Notably, as a public agency, MCCAP is subject to layers of county Procurement, Contracts, Fiscal, and Board of Supervisor procedures in addition to state and federal funding requirements. Additionally, MCCAP provides services to the community via its network of service providers rather than directly with central control. Thus, our agency was presented with many hurdles in expediting and directing CSBG CARES funding and PPE distribution. MCCAP's innovative approach to overcoming obstacles to distributing CARES funding and PPE involved leveraging our 11 agency, county-wide 2020 CSBG service provider network.

In the case of CARES Funding, MCCAP reached out to the existing CSBG network to identify client and agency needs and solicit proposals for addressing COVID-19 challenges. MCCAP surveyed the network to determine what providers needed to continue existing services, where there was an increased demand for services, and whether new service needs were emerging. Next, MCCAP analyzed proposed budgets and agency capacity to implement strategies. Finally, MCCAP amended 2020 contracts to expand services and extend contract period. Since MCCAP was in the first year of a funding cycle, our strategy not only targeted the intended demographic, but also streamlined the process for subcontracting 2020-21 CARES and 2021 CSBG funding by eliminating the administrative processes associated with drafting 22 new contracts. This process alleviated capacity issues for our contractors in 2021 and also led our agency to streamline our 2021 RFP process for our 2022-2023 funding cycle, which generated interesting proposals from a range of agencies well aligned with the current needs assessment, economic environment, and operational challenges presented by COVID.

Similarly, the state's PPE shipment for CAA's was an important and much needed resource for partners serving as essential workers providing direct services. Once the Supply Bank secured a drop-off site, individual agency orders needed to be coordinated, pallets needed to be broken down, and delivery/pick up arranged. The logistical problems for MCCAP centered on our agency's limited capacity and the lack of a centralized coordination. MCCAP has a staff of three, all who currently work remotely. Additionally, Monterey County has warehouse sites, but does not have staff to receive or distribute PPE. To complicate matters more, MCCAP's 11 subcontractors are dispersed geographically and are too over-capacity to coordinate the PPE shipments or pick up their own agency's order. As an alternative strategy, MCCAP secured support from two of our 2020-21 subcontractors --the Food Bank of Monterey County (FBMC) and Turning Point of Central California (TPOCC)--who helped coordinate receiving and distributing the PPE shipment for the entire network. This partnership was replicated for subsequent PPE deliveries in 2021 to the mutual benefit of partner agencies. The effects of this innovative network wide partnership are multiple.

Since many of our local agencies are operating beyond capacity and have diverted precious resources from programs to operate safely, their staff and clients benefited from the free PPE delivered directly to their service sites. Just as importantly, TPOCC's youth employment program had been greatly impacted by COVID-19 at a time when youth needed job training opportunities even more than ever. TPOCC's youth employment and leadership program worked with MCCAP staff to communicate with service providers; created a google spreadsheet to share information about PPE items and amounts; assembled orders and allocated PPE; and coordinated deliveries directly to each agency. Centrally located geographically, the FBMC provided the warehouse, storage, and warehouse staff to receive pallets and provide a workspace for the youth to break down and organize individual orders for each partner agency. This was an opportunity for our local food bank, which typically focuses primarily on emergency food resources, was able to provide support to the broader service provider network.

The effects of COVID-19 on our community has increased the stressors faced by our most vulnerable residents. The operational environment presented by COVID-19 has also been especially challenging on our service providers. These two examples illustrate how our agency and extended network have continued to find creative and innovative ways to support one another as we respond to these many of these challenges.

Data management and contract monitoring are two broad areas of ongoing improvement for our agency. These two areas represent major strategic goals and comprise multi-year strategies and benchmarks. The principal objective of these particular continuous improvements is to increase our network's performance, overall impact, and ability to assess performance. As mentioned in B.5, the improved infrastructure in these two areas contributed to MCCAP's 2020 management accomplishments and supported the agency's ability to execute innovative solutions summarized in B.6.

In 2020, MCCAP benefitted from the implementation of data management and monitoring infrastructure that commenced in 2018. MCCAP launched a new monitoring tool in 2019 and updated monitoring policy and procedures in 2020. Another important management accomplishment for MCCAP in 2019 were achievements made in modernizing data collection procedures and improving data quality by building on data quality and collection strategies initiated in 2018. Moving into 2021, 11 subcontractors set up CAP plans and completed end of year reports using CSG's Engage software and reporting tools. Thus, for the 2020 annual report will be the first time MCCAP will be able to deduplicate client demographic data for 7 of 11 agencies. And, building on current efforts, MCCAP will be able to deduplicate client demographics across our entire service network, except for the local food bank, by 2021. For 2021, MCCAP was able to deduplicate demographic data for 7 of our 11 agencies. Several agencies have gone on to improve their own data management capacity and to integrate HMIS. For 2022, MCCAP will continue data improvement and hopes to develop a data bridge that will improve data sharing further by addressing agency turnover (every two years) the fact that each agency uses different case management software or data management methods. This is our next step in getting a clearer understanding of county-wide impact.

In the 2018-2020 strategic plan, data collection was identified as an immediate priority both for accurate community needs assessments and tracking community-wide impact. In 2018, MCCAP utilized Community Service Block Grant (CSBG) discretionary funds to contract a data management system through the Community Software Group (CSG). The acquisition and full implementation of the new data management system will expedite the timely and accurate collection of relevant data, improve the ability to effectively track and monitor goals and outcomes, and streamline required reporting for subcontractors. However, the discretionary funding and County approval process made it impractical to use Engage software for reporting at the end of the 2018-2019 CAP contract cycle. Nevertheless, MCCAP was able to make great strides in our usage and alignment of data throughout the CAP planning cycle, improving consistency across the RFP, contract, program monitoring and reporting processes.

At the end of 2019 and beginning of 2020, the 11 MCCAP subcontractors comprising our service provider network were trained to use Engage software for case management and reporting. In addition to their annual reports, agencies reported mid-year outcomes, which provided an added monitoring element for our biennial site visits. 2020 was the first year MCCAP was able to capture deduplicated demographic data across multiple agencies. In addition, 2021 is the first year our agencies were able to enter their projected services and outcomes for the year, which will be consolidated into MCCAP's agency-wide CAP plan.

Monitoring and data management not only go hand-in-hand for effective management, but also supported critical administrative pivots that were made in 2020 to accommodate operational challenges presented by COVID-19. Site Visits and mid-year reporting are two tools employed in our monitoring process. Both facilitated communications with subcontractors about their service delivery challenges and aided our ability to identify individualized strategies to modify services and/or service delivery. As such, MCCAP was able to work with every one of our agencies individually to support appropriate modifications that ensured successful execution of 11 service contracts.

Overall, MCCAP's ongoing monitoring and data management improvements have contributed to administrative effectiveness, as well as flexibility in response to challenges presented by COVID-19.

A.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

A.2.	CSBG Expenditures Domains	CSBG Funds
A.2a.	Employment	\$0.00
A.2b.	Education and Cognitive Development	\$50,000.00
A.2c.	Income, Infrastructure, and Asset Building	\$40,000.00
A.2d.	Housing	\$40,000.00
A.2e.	Health and Social/ Behavioral Development(includes nutrition)	\$248,600.00
A.2f.	Civic Engagement and Community Involvement	\$0.00
A.2g.	Services Supporting Multiple Domains	\$739,172.53
A.2h.	Linkages(e.g.partnerships that support multiple domains)	\$0.00
A.2i.	Agency Capacity Building(detailed below in Table C)	\$73,762.74
A.2j.	Other(e.g.emergency management / disaster relief)	\$0.00
A.2k.	Total CSBG Expenditures (auto-calculated)	\$1,191,535.27
A.3.	Of the CSBG funds reported above, report the total amount used for Administration. For more information on what qualifies as Administration, refer to IM37.	\$200,438.28

A.4.	Details on Agency Capacity Building Activities Funded by CSBG:	Selected
1.	Please identify which activities were funded by CSBG as reported under A.2i Agency Capacity in Table A.2.	
	Community Needs Assessment	
	Data Management & Reporting	X
	Strategic Planning	
	Training & Technical Assistance	
	Other*	
	<i>*Below please specify Other Activities funded by CSBG under Agency Capacity:</i>	

B.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

B.2.	Hours of Agency Capacity Building	Hours
B.2a.	Hours of Board Members in capacity building activities	91
B.2b.	Hours of Agency Staff in capacity building activities	107

B.3.	Volunteer Hours	Hours
B.3a.	Total number of volunteer hours donated to the agency	176
B.3a.1.	Of the above, the total number of volunteer hours donated by individuals with low incomes	62

B.4.	The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	Number
B.4a.	Number of Nationally Certified ROMA Trainers	0
B.4b.	Number of Nationally Certified ROMA Implementers	0
B.4c.	Number of Certified Community Action Professionals(CCAP)	0
B.4d.	Number of Staff with a child development certification	0
B.4e.	Number of Staff with a family development certification	0
B.4f.	Number of Pathways Reviewers	0
B.4g.	Number of Staff with Home Energy Professional Certifications	0
B.4g.1.	Number of Energy Auditors	0
B.4g.2.	Number of Retrofit Installer Technicians	0
B.4g.3.	Number of Crew Leaders	0
B.4g.4.	Number of Quality Control Inspectors(QCI)	0
B.4h.	Number of LEED Risk Certified assessors	0
B.4i.	Number of Building Performance Institute(BPI) certified professionals	0
B.4j.	Number of Classroom Assessment Scoring System(CLASS) certified professionals	0
B.4k.	Number of Certified Housing Quality Standards(HQS) Inspectors	0
B.4l.	Number of American Institute of Certified Planners(AICP)	0
B.4m.	Other (Please specify others below):	

B.5.	Number of organizations, both public and private, that the CSBG Eligible Entity actively works with to expand resources and opportunities in order to achieve family and community outcomes:	Number
B.5a.	Non-Profit	40
B.5b.	Faith Based	4
B.5c.	Local Government	31
B.5d.	State Government	6
B.5e.	Federal Government	3
B.5f.	For-Profit Business or Corporation	3
B.5g.	Consortiums / Collaborations	3
B.5h.	School Districts	7

B.5i.	Institutions of Post-Secondary Education/ Training	6
B.5j.	Financial / Banking Institutions	0
B.5k.	Health Service Organizations	4
B.5l.	Statewide Associations or Collaborations	3

C.1.	CSBG Eligible Entity Reporting Period	Date Range
	Reporting Period	1/1/2021 - 12/31/2021

C.2.	Amount of FY 2021 CSBG allocated to reporting entity	Amount
	Amount	\$794,239.00

C.3.	Federal Resources Allocated (Other than CSBG)	Amount
C.3a.	Weatherization (DOE) (include oil overcharge \$\$)	\$0.00
C.3b.	Health and Human Services (HHS)	
C.3b.1.	LIHEAP - Fuel Assistance (include oil overcharge \$\$)	\$0.00
C.3b.2.	LIHEAP - Weatherization (include oil overcharge \$\$)	\$0.00
C.3b.3.	Head Start	\$0.00
C.3b.4.	Early Head Start	\$0.00
C.3b.5.	Older Americans Act	\$0.00
C.3b.6.	Social Services Block Grant (SSBG)	\$0.00
C.3b.7.	Medicare/Medicaid	\$0.00
C.3b.8.	Assets for Independence (AFI)	\$0.00
C.3b.9.	Temporary Assistance for Needy Families (TANF)	\$0.00
C.3b.10.	Child Care Development Block Grant (CCDBG)	\$0.00
C.3b.11.	Community Economic Development (CED)	\$0.00
C.3b.12.	Other HHS Resources (Please specify others below):	
C.3b.13.	Total Other HHS Resources	\$0.00
C.3c.	Department of Agriculture (USDA)	
C.3c.1.	Special Supplemental Nutrition for Women, Infants, and Children (WIC)	\$0.00
C.3c.2.	All USDA Non-Food programs (e.g. rural development)	\$0.00
C.3c.3.	All other USDA Food programs	\$0.00
C.3d.	Department of Housing and Urban Development (HUD)	
C.3d.1.	Community Development Block Grant (CDBG) - Federal, State, and Local	\$0.00
C.3d.2.	Section 8	\$0.00
C.3d.3.	Section 202	\$0.00
C.3d.4.	Home Tenant-Based Rental Assistance (HOME TBRA)	\$0.00
C.3d.5.	HOPE for Homeowners Program (H4H)	\$0.00
C.3d.6.	Emergency Solutions Grant (ESG)	\$0.00
C.3d.7.	Continuum of Care (CoC)	\$0.00
C.3d.8.	All other HUD programs, including homeless programs	\$0.00
C.3e.	Department of Labor (DOL)	
C.3e.1.	Workforce Innovation and Opportunity Act (WIOA) *previously WIA	\$0.00
C.3e.2.	Other DOL Employment and Training programs	\$0.00
C.3e.3.	All other DOL programs	\$0.00
C.3f.	Corporation for National and Community Service (CNCS) programs	\$0.00
C.3g.	Federal Emergency Management Agency (FEMA)	\$0.00
C.3h.	Department of Transportation	\$0.00
C.3i.	Department of Education	\$0.00

C.3j.	Department of Justice	\$0.00
C.3k.	Department of Treasury	\$0.00
C.3l.	Other Federal Resources (Please specify others below):	
C.3m.	Total Other Federal Resources (auto-calculated)	\$0.00
C.3n.	Total: Non-CSBG Federal Resources Allocated (auto-calculated)	\$0.00

C.4.	State Resources Allocated	Amount
C.4a.	State appropriated funds used for the same purpose as Federal CSBG funds	\$0.00
C.4b.	State Housing and Homeless programs (include housing tax credits)	\$0.00
C.4c.	State Nutrition programs	\$0.00
C.4d.	State Early Childhood Programs (e.g. Head Start, Day Care)	\$0.00
C.4e.	State Energy programs	\$0.00
C.4f.	State Health programs	\$579,025.00
C.4g.	State Youth Development programs	\$0.00
C.4h.	State Employment and Training programs	\$0.00
C.4i.	State Senior programs	\$0.00
C.4j.	State Transportation programs	\$0.00
C.4k.	State Education programs	\$0.00
C.4l.	State Community, Rural and Economic Development programs	\$0.00
C.4m.	State Family Development programs	\$0.00
C.4n.	Other State Resources (Please specify others below):	
C.4o.	Total Other State Resources (auto-calculated)	\$0.00
C.4p.	Total: State Resources Allocated (auto-calculated)	\$579,025.00
C.4q.	If any of these resources were also reported under Item 15 (Federal Resources), please estimate the amount.	\$0.00

C.5.	Local Resources Allocated	Amount
C.5a.	Amount of unrestricted funds appropriated by local government	\$0.00
C.5b.	Amount of restricted funds appropriated by local government	\$1,962,909.00
C.5c.	Value of Contract Services	\$0.00
C.5d.	Value of in-kind goods/services received from local government	\$0.00
C.5e.	Total: Local Resources Allocated (auto-calculated)	\$1,962,909.00
C.5f.	If any of these resources were also reported under Item 15 (Federal Resources), please estimate the amount.	\$0.00

C.6.	Private Sector Resources Allocated	Amount
C.6a.	Funds from foundations, corporations, United Way, other nonprofits	\$0.00
C.6b.	Other donated funds	\$0.00
C.6c.	Value of other donated items, food, clothing, furniture, etc.	\$0.00
C.6d.	Value of in-kind services received from businesses	\$0.00
C.6e.	Payments by clients for services	\$0.00
C.6f.	Payments by private entities for goods or services for low income clients or communities	\$0.00
C.6g.	Total: Private Sector Resources Allocated (auto-calculated)	\$0.00

C.6h.	If any of these resources were also reported under Item 15, 17, or 20 (Federal, State or Local Resources), please estimate the amount.	\$0.00
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C7/C8	Total Resources Allocated	Amount
C.7.	Total Non-CSBG Resources Allocated: (Federal, State, Local & Private)	\$2,541,934.00
C.8.	Total Resources in CSBG Eligible Entity (including CSBG)	\$3,336,173.00

Employment Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 1a. The number of unemployed youth who obtained employment to gain skills or income.	27	24	22	81.48148148	91.66666667
FNPI 1b. The number of unemployed adults who obtained employment (up to a living wage)	73	55	48	65.75342466	87.27272727
FNPI 1c. The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	32	47	25	78.125	53.19148936
FNPI 1d. The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).				0	0
FNPI 1e. The number of unemployed adults who obtained employment (with a living wage or higher).	40	17	25	62.5	147.0588235
FNPI 1f. The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).	37	13	20	54.05405405	153.8461538
FNPI 1g. The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).				0	0
FNPI 1h. The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	8	8	7	87.5	87.5
FNPI 1h.1. the number of employed participants who Increased income from employment through wage or salary amount increase.	6	5	4	66.66666667	80
FNPI 1h.2. the number of employed participants who increased income from employment through hours worked increase.	4	4	4	100	100
FNPI 1h.3. the number of employed participants who increased benefits related to employment.	2	2	2	100	100
FNPI 1z. The number of individuals: (please specify)				0	0
FNPI 1z. The number of individuals: (please specify)				0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.				0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.				0	0
FNPI 1z. Number of youth who maintained employment for 90 days.				0	0
FNPI 1z. Number of youth who maintained employment for 90 days.				0	0

FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	0	0
FNPI 1z. Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	0	0
FNPI 1z. Number of youth who maintained employment for 90 days.	0	0
FNPI 1z. Number of youth who maintained employment for 90 days.	0	0

GeneralComment

FNPI 1b,c,e, and f: Multiple agencies report these NPIs. Agency definition of living wage is a minimum or 15 per hour but depends on case management assessment of client situation. Case management determines client's individual and HH needs and current employment and skills. Agencies measure, document and verify income via HMIS, paystubs, and employer verification.

FNPI 1b,c,e,and f: Performance target accuracy for employment related outcomes has been challenging and inaccurate as agencies have not been able to rely on historic benchmarks during COVID. Employment has been affected simultaneously by shutdowns and cutbacks AND high demand.

FNPI 1h.2 and 1h.3: Agency confirms achieving 100% outcome. Target for there FNPIs were lower than FNPI 1h of which they represent a subset of career advancement programs with the expectation a smaller number would achieve the outcome based on historic results

Education and Cognitive Development Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.				0	0
FNPI 2b. The number of children (0 to 5) who demonstrated skills for school readiness.				0	0
FNPI 2c. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total).				0	0
FNPI 2c.1. Early Childhood Education (ages 0-5)				0	0
FNPI 2c.2. 1st grade-8th grade				0	0
FNPI 2c.3. 9th grade-12th grade				0	0
FNPI 2d. The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills). (auto total).				0	0
FNPI 2d.1. Ages 0-5 in Early Childhood Education				0	0
FNPI 2d.2. 1st grade-8th grade				0	0
FNPI 2d.3. 9th grade-12th grade				0	0
FNPI 2e. The number of parents/caregivers who improved their home environments.				0	0
FNPI 2f. The number of adults who demonstrated improved basic education.				0	0
FNPI 2g. The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.				0	0
FNPI 2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	8	6	5	62.5	83.33333333
FNPI 2i. The number of individuals who obtained an Associate's degree.				0	0
FNPI 2j. The number of individuals who obtained a Bachelor's degree				0	0
FNPI 2z. The number of individuals: (please specify) number of individuals who demonstrate improved financial literacy	786	687	629	80.02544529	91.55749636
FNPI 2z. The number of individuals: (please specify)				0	0
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post secondary education (of any kind). number of individuals who demonstrate improved financial literacy	786	687	629	80.02544529	91.55749636

FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post secondary education (of any kind).					0	0
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind). number of individuals who demonstrate improved financial literacy	786	687	629	80.02544529	91.55749636	
FNPI 2z. Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind).					0	0

GeneralComment

FNPI 2z. "increased understanding of the dynamics of a healthy relationship": Agency was able to reach more households due to obtaining new contacts with schools who allowed us to come in to the schools. Years before they would go into only 3 schools and students chose if they wanted to participate which many did not because of the topic being DV. we have seen more students participate. The new schools allowed us to present in bigger groups to both students and parents. Which allowed us to reach more students in assembly type trainings. After COVID these were allowed to still continue through zoom.

Income, Infrastructure, and Asset Building Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 3a. The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.					0
FNPI 3b. The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.					0
FNPI 3c. The number of individuals who opened a savings account or IDA.	7	8	7	100	87.5
FNPI 3d. The number of individuals who increased their savings.					0
FNPI 3e. The number of individuals who used their savings to purchase an asset.					0
FNPI 3e.1. the number of individuals who purchased a home.					0
FNPI 3f. The number of individuals who improved their credit scores.					0
FNPI 3g. The number of individuals who increased their net worth.					0
FNPI 3h. The number of individuals engaged with the Community Action Agency who report improved financial well-being.					0
FNPI 3z. The number of individuals: (please specify) individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. The number of individuals: (please specify)					0
FNPI 3z. Number of individuals who started their own business. individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. Number of individuals who started their own business.					0
FNPI 3z. Number of individuals who maintained their own business for 180 days. individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. Number of individuals who maintained their own business for 180 days.					0
FNPI 3z. Number of individuals who increased their income from a non-employment source. individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. Number of individuals who increased their income from a non-employment source.					0
FNPI 3z. Number of individuals who reduced their reliance on public subsidies. individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. Number of individuals who reduced their reliance on public subsidies.					0

FNPI 3z. Number of individuals who reduced debt. individuals receiving refunds to meet basic needs	1804	475	1132	62.74944568	238.3157895
FNPI 3z. Number of individuals who reduced debt.				0	0

GeneralComment

FNPI 3 c: Agency confirms 100% of clients assisted in opening a savings account achieved the outcome.

FNPI 3z "individuals receiving refunds to meet basic needs " Agency served a much higher number of individuals (senior tax prep) than anticipated. Changes to service provision and funding are among a few factors during COVID that affected targets and projections.

FNPI 3z.2 "increased understanding of the dynamics of a healthy relationship": Agency was able to reach many more households than ever before due to obtaining new contacts with schools who allowed us to come in to the schools. Years before they would go into only 3 schools and students chose if they wanted to participate which many did not because of the topic being DV. Online, there have been more students participating. The new schools allowed agency to present in bigger students and parent groups. This allowed agency to reach more students in assembly type trainings. After COVID these were allowed to continue via zoom.

Housing Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 4a. The number of individuals experiencing homelessness who obtained safe temporary shelter.	223	230	196	87.89237668	85.2173913
FNPI 4b. The number of individuals who obtained safe and affordable housing.	119	73	69	57.98319328	94.52054795
FNPI 4c. The number of individuals who maintained safe and affordable housing for 90 days.	75	38	68	90.66666667	178.9473684
FNPI 4d. The number of individuals who maintained safe and affordable housing for 180 days.	75	36	61	81.33333333	169.4444444
FNPI 4e. The number of individuals who avoided eviction.	81	16	4	4.938271605	25
FNPI 4f. The number of individuals who avoided foreclosure.				0	0
FNPI 4g. The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues, etc).				0	0
FNPI 4h. The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.				0	0
FNPI 4z. The number of individuals: (please specify)				0	0
FNPI 4z. The number of individuals: (please specify)				0	0
FNPI 4z. Number of individuals who improved physical access in their living space (wheel chair ramps, grab bars etc.).				0	0
FNPI 4z. Number of individuals who improved physical access in their living space (wheel chair ramps, grab bars etc.).				0	0
FNPI 4z. Number of individuals who avoided a utility shut-off.				0	0
FNPI 4z. Number of individuals who avoided a utility shut-off.				0	0
FNPI 4z. Number of individuals who obtained utilities.				0	0
FNPI 4z. Number of individuals who obtained utilities.				0	0
FNPI 4z. Number of individuals whose energy service was restored after disconnection				0	0
FNPI 4z. Number of individuals whose energy service was restored after disconnection				0	0
FNPI 4z. Number of individuals whose Number of individuals whose inoperable home energy equipment was repaired or replaced				0	0

FNPI 4z. Number of individuals whose Number of individuals whose inoperable home energy equipment was repaired or replaced

0

0

GeneralComment

Target accuracy for all housing has been affected by COVID invalidating historical benchmarks

FNPI 4c: Agency served significantly more participants than projected by leveraging other funding in order to meet increased need due primarily to the COVID pandemic and the resulting negative impact on families' household incomes. This also resulted in an increased number of households meeting outcomes.

FNPI 4d: Agency served significantly more participants than projected by leveraging other funding in order to meet increased need due primarily to the COVID pandemic and the resulting negative impact on families' household incomes. This also resulted in an increased number of households meeting outcomes.

FNPI 4e: Due to the COVID moratorium on evictions, no families were served with eviction notices regardless of the severity of rent not paid. This outcome requires that a family is given formal notice of an eviction, which did not happen due to the moratorium.

Health and Social/Behavioral Development (includes nutrition) Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 5a. The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).				0	0
FNPI 5b. The number of individuals who demonstrated improved physical health and well-being.	308	320	250	81.16883117	78.125
FNPI 5c. The number of individuals who demonstrated improved mental and behavioral health and well-being.	523	335	306	58.50860421	91.34328358
FNPI 5d. The number of individuals who improved skills related to the adult role of parents/ caregivers.	24	35	24	100	68.57142857
FNPI 5e. The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.	74	95	39	52.7027027	41.05263158
FNPI 5f. The number of seniors (65+) who maintained an independent living situation.				0	0
FNPI 5g. The number of individuals with disabilities who maintained an independent living situation.				0	0
FNPI 5h. The number of individuals with chronic illness who maintained an independent living situation.				0	0
FNPI 5i. The number of individuals with no recidivating event for six months.				0	0
FNPI 5i.1. Youth (ages 14-17)				0	0
FNPI 5i.2. Adults (ages 18+)				0	0
FNPI 5z. The number of individuals: (please specify)				0	0
GeneralComment					
<p>FNPI 5b: The pandemic continued to affect agency target numbers in 2021, especially in early 2021. For example, programs such as indoor sports takes place in January, which typically have a high number of registrations, were replaced with an outdoor basket camp, which attracted a lower number of participants.</p> <p>FNPI 5d: Agency did acheive 100% outcome for the number of clients served. However, because of COVID, the agency served fewer clients than anticipated. They had expected to serve 35 parents and only enrolled 24.</p> <p>FNPI 5e: Covid-19 greatly affected service delivery, client participation, and agency capacity which led to a lower than expected number of clients served as well as lower than typical outcomes</p>					

Civic Engagement and Community Involvement Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 6a. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	6	3	3	50	100
FNPI 6a.1. the number of Community Action program participants who improved their leadership skills.	5	3	3	60	100
FNPI 6a.2. the number of Community Action program participants who improved their social networks.	5	3	3	60	100
FNPI 6a.3. the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.	5	3	3	60	100
FNPI 6z. The number of individuals: (please specify)				0	0
GeneralComment					

Services Supporting Multiple Domains Indicators	I.) Number of Individuals Served	II.) Target	III.) Actual Results	IV.) Percentage Achieving Outcome	V.) Performance Target Accuracy
FNPI 7a. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.				0	0
FNPI 7z. The number of individuals: (please specify)				0	0
General Comment					

Employment Services	Unduplicated Number of Individuals Served
SRV 1a. Vocational Training	17
SRV 1b. On the Job and other Work Experience	28
SRV 1c. Youth Summer Work Placements	6
SRV 1d Apprenticeship/Internship	
SRV 1e Self Employment Skills Training	
SRV 1f. Job Readiness Training	29
SRV 1g. Workshops	28
SRV 1h. Coaching	30
SRV 1i. Coaching	25
SRV 1j. Resume Development	80
SRV 1k. Interview Skills Training	42
SRV 1l. Job Referrals	66
SRV 1m. Job Placements	14
SRV 1n Pre employment physicals, background checks, etc.	
SRV 1o. Coaching	16
SRV 1p. Interactions with employers	10
SRV 1q. Employment Supplies	14
General Comment	

Education and Cognitive Development Services	Unduplicated Number of Individuals Served
SRV 2a Early Head Start	
SRV 2b Head Start	
SRV 2c Other Early Childhood (0 5 yr. old) Education	
SRV 2d K-12 Education	
SRV 2e K-12 Support Services	
SRV 2f Financial Literacy Education	
SRV 2g Literacy/English Language Education	
SRV 2h College Readiness Preparation/Support	
SRV 2i Other Post Secondary Preparation	
SRV 2j Other Post Secondary Support	
SRV 2k School Supplies	
SRV 2l. Before and After School Activities	153
SRV 2m. Summer Youth Recreational Activities	144
SRV 2n. Summer Education Programs	
SRV 2o Behavior Improvement Programs (attitude, self-esteem, Dress for Success, etc.)	
SRV 2p Mentoring	
SRV 2q Leadership Training	
SRV 2r Adult Literacy Classes	
SRV 2s English Language Classes	
SRV 2t Basic Education Classes	
SRV 2u High School Equivalency Classes	
SRV 2v Leadership Training	
SRV 2w Parenting Supports (may be a part of the early childhood programs identified above)	
SRV 2x Applied Technology Classes	
SRV 2y Post Secondary Education Preparation	
SRV 2z. Financial Literacy Education	817
SRV 2aa. College applications, text books, computers, etc.	4
SRV 2bb Scholarships	
SRV 2cc Home Visits	
GeneralComment	

Income, Infrastructure, and Asset Building Services	Unduplicated Number of Individuals Served
SRV 3a Financial Capability Skills Training	
SRV 3b Financial Coaching/Counseling	
SRV 3c. Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	34
SRV 3d First time Homebuyer Counseling	
SRV 3e Foreclosure Prevention Counseling	
SRV 3f Small Business Start Up and Development Counseling Sessions/Classes	
SRV 3g Child Support Payments	
SRV 3h Health Insurance	
SRV 3i Social Security/SSI Payments	
SRV 3j Veteran's Benefits	
SRV 3k. TANF Benefits	2
SRV 3l. SNAP Benefits	2
SRV 3m. Saving Accounts/IDAs and other asset building accounts	2
SRV 3n Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)	
SRV 3o. VITA, EITC, or Other Tax Preparation programs	3036
SRV 3p Micro loans	
SRV 3q Business incubator/business development loans	
General Comment	

Housing Services	Unduplicated Number of Individuals Served
SRV 4a. Financial Capability Skill Training	31
SRV 4b Financial Coaching/Counseling	
SRV 4c. Rent Payments (includes Emergency Rent Payments)	121
SRV 4d. Deposit Payments	14
SRV 4e Mortgage Payments (includes Emergency Mortgage Payments)	
SRV 4f Eviction Counseling	
SRV 4g. Landlord/Tenant Mediations	14
SRV 4h Landlord/Tenant Rights Education	
SRV 4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	5
SRV 4j. Utility Deposits	
SRV 4k. Utility Arrears Payments	5
SRV 4l Level Billing Assistance	
SRV 4m. Temporary Housing Placement (includes Emergency Shelters)	336
SRV 4n. Transitional Housing Placements	229
SRV 4o. Permanent Housing Placements	71
SRV 4p Rental Counseling	
SRV 4q Home Repairs (e.g. structural, appliance, heating systems. etc.) (Including Emergency Home Repairs)	
SRV 4r Independent living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	
SRV 4s Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	
SRV 4t Energy Efficiency Improvements (e.g. insullation, air sealing, furnace repair, etc.)	
GeneralComment	

Health and Social/Behavioral Development (includes nutrition) Services	Unduplicated Number of Individuals Served
SRV 5a Immunizations	
SRV 5b Physicals	
SRV 5c Developmental Delay Screening	
SRV 5d Vision Screening	
SRV 5e Prescription Payments	
SRV 5f Doctor Visit Payments	
SRV 5g Maternal/Child Health	
SRV 5h Nursing Care Sessions	
SRV 5i In Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)	
SRV 5j Health Insurance Options Counseling	
SRV 5k Coaching Sessions	
SRV 5l Family Planning Classes	
SRV 5m Contraceptives	
SRV 5n STI/HIV Prevention Counseling Sessions	
SRV 5o STI/HIV Screenings	
SRV 5p. Wellness Classes (stress reduction, medication management, mindfulness, etc.)	17
SRV 5q Exercise/Fitness	
SRV 5r Detoxification Sessions	
SRV 5s Substance Abuse Screenings	
SRV 5t. Substance Abuse Counseling	155
SRV 5u. Mental Health Assessments	13
SRV 5v. Mental Health Counseling	43
SRV 5w. Crisis Response/Call In Responses	615
SRV 5x. Domestic Violence Programs	124
SRV 5y Substance Abuse Support Group Meetings	
SRV 5z. Domestic Violence Support Group Meetings	15
SRV 5aa. Mental Health Support Group Meeting	6
SRV 5bb Adult Dental Screening/Exams	
SRV 5cc Adult Dental Services (including Emergency Dental Procedures)	
SRV 5dd Child Dental Screenings/Exams	
SRV 5ee Child Dental Services (including Emergency Dental Procedures)	
SRV 5ff Skills Classes (Gardening, Cooking, Nutrition)	
SRV 5gg Community Gardening Activities	
SRV 5hh Incentives (e.g. gift card for food preparation, rewards for participation, etc.)	
SRV 5ii. Prepared Meals	130
SRV 5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	463001
SRV 5kk. Family Mentoring Sessions	30

SRV 5II Life Skills Coaching Sessions	
SRV 5mm. Parenting Classes	48
SRV 5nn. Kits/boxes	8
SRV 5oo. Hygiene Facility Utilizations (e.g. showers, toilets, sinks	134
GeneralComment	

Civic Engagement and Community Involvement Services	Unduplicated Number of Individuals Served
SRV 6a Voter Education and Access	
SRV 6b Leadership Training	
SRV 6c Tripartite Board Membership	
SRV 6d Citizenship Classes	
SRV 6e Getting Ahead Classes	
SRV 6f Volunteer Training	
General Comment	

Services Supporting Multiple Domains Services	Unduplicated Number of Individuals Served
SRV 7a. Case Management	580
SRV 7b. Eligibility Determinations	59
SRV 7c. Referrals	12102
SRV 7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, including emergency services)	958
SRV 7e Child Care subsidies	
SRV 7f Child Care payments	
SRV 7g Day Centers	
SRV 7h. Birth Certificate	7
SRV 7i. Social Security Card	0
SRV 7j. Driver's License	3
SRV 7k Criminal Record Expungements	
SRV 7l Immigration Support Services (relocation, food, clothing)	
SRV 7m Legal Assistance	
SRV 7n. Emergency Clothing Assistance	194
SRV 7o Mediation/Customer Advocacy Interventions	

General Comment

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained		Total
Total		4252

B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained		Total
Total		3120

C. INDIVIDUAL LEVEL CHARACTERISTICS

1. Gender	Number of Individuals
a. Male	1254
b. Female	2374
c. Other	3
d. Unknown/not reported	621
e. Total	4252

2. Age	Number of Individuals
a. 0-5	467
b. 6-13	240
c. 14-17	82
d. 18-24	236
e. 25-44	707
f. 45-54	266
g. 55-59	157
h. 60-64	284
i. 65-74	835
j. 75 +	949
k. Unknown / not reported	29
l. Total	4252

3. Education Levels	Number of Individuals ages 14-24	Number of Individuals ages 25+
a. Grades 0-8	13	88
b. Grades 9-12/Non-Graduate	80	229
c. High School Graduate	53	204
d. GED/Equivalency Diploma	3	118
e. 12 grade + Some Post-Secondary	28	91
f. 2 or 4 years College Graduate	17	173
g. Graduate of other post-secondary school	0	20
h. Unknown/not reported	124	2275

h. Total	318	3198
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4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school	131

5. Health	Number of Individuals Yes	Number of Individuals No	Number of Individuals Unknown
a. Disabling Condition	645	2607	1000
b. Health Insurance *	1323	82	2847

c. Health Insurance Sources	Number of Individuals
c.1. Medicaid	480
c.2. Medicare	183
c.3. State Children's Health Insurance Program	44
c.4. State Health Insurance for Adults	391
c.5. Military Health Care	1
c.6. DirectPurchase	81
c.7. Employment Based	143
c.8. Unknown/not reported	0
c.9. Total	1323

6. Ethnicity	Number of Individuals
a.1. Hispanic, Latino or Spanish Origins	1473
a.2. Not Hispanic, Latino or Spanish Origins	1722
a.3. Unknown/not reported	1057
a.4. Total	4252

6. Race	Number of Individuals
b.1. American Indian or Alaska Native	27
b.2. Asian	105
b.3. Black or African American	78
b.4. Native Hawaiian and Other Pacific Islander	27
b.5. White	1678
b.6. Other	196
b.7. Multi-race (two or more of the above)	29
b.8. Unknown/not reported	2112
b.9. Total	4252

7. Military Status	Number of Individuals
a. Veteran	213
b. Active Military	20
c. Never Served in the Military	2684
d. Unknown/not reported	517
e. Total	3434

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full Time	747
b. Employed Part Time	322
c. Migrant or Seasonal Farm Worker	120
d. Unemployed (Short Term, 6 months or less)	85
e. Unemployed (Long Term, more than 6 months)	117
f. Unemployed (Not in Labor Force)	224
g. Retired	1409
h. Unknown/not reported	410
i. Total	3434

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type	Number of Households
a. Single Person	1648
b. Two Adults NO Children	377
c. Single Parent Female	294
d. Single Parent Male	22
e. Two Parent Household	568
f. Non-related Adults with Children	14
g. Multigenerational Household	103
h. Other	0
i. Unknown/not reported	94
l. Total	3120

10. Household Size	Number of Households
a. Single Person	1648
b. Two	503
c. Three	212
d. Four	286
e. Five	215
f. Six or more	169
g. Unknown/not reported	87
h. Total	3120

11. Housing	Number of Households
a. Own	710
b. Rent	1520
c. Other permanent housing	42
d. Homeless	260
e. Other	28
f. Unknown/not reported	560
g. Total	3120

12. Level of Household Income	Number of Households
a. Up to 50%	694
b. 51% to 75%	109
c. 76% to 100%	95
d. 101% to 125%	45
e. 126% to 150%	46
f. 151% to 175%	22
g. 176% to 200%	16
h. 201% to 250%	15
i. 251% and over	9

j. Unknown/not reported	2069
k. Total	3120

13. Sources of Household Income	Number of Households
a. Income from Employment Only	733
b. Income from Employment and Other Income Source	19
c. Income from Employment, Other Income Source, and Non Cash Benefits	9
d. Income from Employment and Non-Cash Benefits	47
e. Other Income Source Only	119
f. Other Income Source and Non-Cash Benefits	64
g. No Income	48
h. Non Cash Benefits Only	55
i. Unknown/not reported	2026

14. Other Income Source	Number of Households
a. TANF	10
b. Supplemental Security Income (SSI)	53
c. Social Security Disability Income (SSDI)	40
d. VA Service-Connected Disability Compensation	1
e. VA Non-Service Connected Disability Pension	1
f. Private Disability Insurance	0
g. Worker's Compensation	3
h. Retirement Income from Social Security	21
i. Pension	11
j. Child Support	10
k. Alimony or other Spousal Support	1
l. Unemployment Insurance	51
m. EITC	0
n. Other	0
o. Unknown/not reported	9

15. Non Cash Benefits	Number of Households
a. SNAP	149
b. WIC	43
c. LIHEAP	0
d. Housing Choice Voucher	17
e. Public Housing	0
f. Permanent Supportive Housing	0
g. HUD-VASH	0
h. Childcare Voucher	1
i. Affordable Care Act Subsidy	0
j. Other	16
k. Unknown/not reported	94

E. Number of Individuals May or May Not be Included

a. Unduplicated number of INDIVIDUALS served in Program		Number of Individuals
Food Bank Monterey County		462686
North County Recreation and Park District		162
Harmony at Home		48
Community Human Services		617

F. Number of Households May or May Not be Included

a. Unduplicated number of HOUSEHOLDS served in Program		Number of Households
Community Human Services		576
North County Recreation and Park District		47