



**Monterey County
Community Action Partnership
Strategic Plan
July 2018 - June 2022***

*Amended from June 2020 to extend to June 2022 due to impacts of the COVID-19 Pandemic

Monterey County Community Action Partnership's Vision

Monterey County Community Action Committee and the Community Action Partnership envisions a thriving community in which policy makers, community members, and a broad representation of the public and private sectors are engaged in service delivery systems that promote self-sufficiency, reduce poverty and homelessness, and build community spirit for the low-income population in Monterey County.

Monterey County Community Action Partnership's Mission

The mission of the Monterey Community Action Partnership is to assess the needs of the low-income people in Monterey County and develop, maintain, and evaluate community services that empower low-income individuals and families to improve their quality of life.

The following agency activities are tools used to accomplish our goals:

- a. Developing a Community Action Plan based upon strategic planning;
- b. Coordinating and collaborating with other community-based efforts to develop partnerships, maximize resources, and enhance existing service delivery systems;
- c. Identifying service gaps;
- d. Advocating for the needs of the low-income population;
- e. Developing needed community services and leveraging funds to support them;
- f. Serving as lead agency for homeless issues;
- g. Encouraging accessible, culturally sensitive, family-friendly, and responsive services.



Community Action Commission Members

COMMISSION MEMBERS

District 1

Roberto Garcia*
Maria Teresa Rodriguez*
Magaly Zagal

District 2

Cecilia Correa
Everett Sivils, **Chair**
Ronald Holder, **Vice-Chair***

District 3

Yanelly Martinez*
Emma Bojorquez
Ana Vargas

District 4

LeVonne Stone*
Jim Kramer
Nicole Williams

District 5

Linda Coyne
vacancy
Fernando Elizondo

* Member of the Community Action
Commission Executive Committee

Staff

Lauren Suwansupa
Management Analyst

Glorietta Rowland
Management Analyst

Christel Lucero
Fiscal Officer

Arlene Boyd
Administrative Secretary

Advisor

Kip Bomar
Certified CAP Professional

Poverty in Monterey County: Community Profile

According to official poverty statistics, 14.3% of Californians lacked enough resources—about \$24,000 per year for a family of four—to meet basic needs in 2016, however the official poverty line does not account for California’s housing costs or other critical family expenses and resources. The California Poverty Measure (CPM), a joint research effort by the Public Policy Institute of California and the Stanford Center on Poverty and Inequality, is a more comprehensive approach to gauging poverty in California. It accounts for the cost of living and a range of family needs and resources, including social safety net benefits. According to the CPM, 19.5% of Californians (about 7.5 million) lacked enough resources—about \$30,000 per year for a family of four, roughly \$6,000 higher than the official poverty line—to meet basic needs in 2015, a substantially smaller share than in 2014 (20.6%). Poverty was highest among children (21.6%) and lower among adults age 18–64 (19.0%) and those age 65 and older (18.1%). Locally, the CPM in the combined region of Monterey and San Benito Counties is 21.1%, clearly indicating the need for social safety net programs.

In Monterey County, a family of three (two adults and one infant) would need to hold three and a half full-time, minimum-wage jobs to achieve self-sufficiency.

Key Results from Monterey County Community Action Partnership’s 2017 community needs assessment:

Monterey County Consumer Identified Service Needs

| | |
|-------------------------------|--|
| • Services for Youth | • Housing & Utility Support |
| • Food Bank/Food Pantry | • Child Care Services |
| • Health and Wellbeing | • Violence Prevention/Intervention |
| • Transportation | • Adult/Parent Education |
| • Employment Support Services | • Budgeting & Tax Preparation Services |
| • Homeless Services | • Emergency Shelter |

Monterey County Community Action Partnership's Strategic Approach

Monterey County Community Action Partnership (MCCAP) focuses efforts as strategic goals by collaboratively engaging with multiple resources and support systems. By utilizing relationships within the community and beyond, MCCAP was able to receive technical assistance from the California Community Action Partnership Association (CalCAPA). CalCAPA assisted the agency in establishing a framework based on the Results Oriented Management and Accountability methods which lead to identifying the agency's most pressing needs. That technical assistance has established a long term process that can work toward ensuring that services being provided now, will be sustainable for the future.

The CSBG Monitoring and Assessment Task Force (MATF) supported by the Administration for Children and Families, Office of Community Services (OCS), and the U.S. Department of Health and Human Services produced a National Strategic Plan in 1996. This plan identified 6 national goals for community action that specifically addressed three areas, identifying them as "family," "community," and "agency" goals. For Monterey County CAP's 2018-2019 strategic plan, the primary focus is those goals associated with Agency development. Collaborative engagement to sustain our thriving community remains our ultimate vision.

GOAL 1: Develop internal capacity to strengthen infrastructure and improve quality of services

Modernize data collection procedures and improve data quality.

ROMA Goal 5: Agencies increase their capacity to achieve results.

- Redevelop data collection report and reporting policies
- Ensure reports for contractors reflect current changes in policies and include ongoing assessment and modifications for improvement.
- Develop a standard policy for reporting and set guidelines for data capture and monitoring that includes comprehensive training for users.
- Sample data collected on a regular basis to ensure quality information is being received.

GOAL 2: Promote Agency Development and County Leadership Support

Increase communication with local government representatives

ROMA Goal 5: Agencies increase their capacity to achieve results.

- Implement a regular communication plan between Community Action Commissioners and County Board of Supervisors.
- Increase opportunities for all Commissioners to have communications with local government representatives as appropriate.
- Improve communication feedback loops within the Commission and Agency by providing regular talking points and feedback.



GOAL 3: Strengthen client feedback to improve quality services for the community.

Develop systems of accountability, compliance, and training for partners and sub-contractors to provide to the service users

ROMA Goal 3: Low-income people own a stake in their own community.

- Monitor and evaluate service provider partners through direct customer service surveys.
- Provide feedback to service provider partners regularly and engage in continuous improvement efforts.
- Assess and improve evaluation tools to ensure meaningful assessments, evaluations, and responses are being delivered.



GOAL 1: Develop internal capacity to strengthen infrastructure and improve quality of services

Modernize data collection procedures and improve data quality.

- Attend local and national trainings and meetings to keep informed on changing practices and policies.
- Be present at Community Action Partnership Annual State Conferences.
- Attend quarterly agency/fiscal planning meetings.
- Engage in monitoring and sampling data to ensure accuracy and consistency.

GOAL 2: Promote Agency Development and County Leadership Support

Increase communication with local government representatives

- Engage with local leadership aides to establish best methods in facilitating communication.
- Develop talking points and summary of achievements to facilitate discussions.
- Present and disperse materials that promote MCCAP work to the community.



GOAL 3: Strengthen client feedback to improve quality services for the community

Ensure high standards of service through systems of accountability, compliance, and feedback

- Engage in development of more meaningful customer service surveys.
- Ensure CAP Community Circle Meetings (CCC Meetings) include training and discussion regarding customer service.
- Engage with Community Action Commissioners on monitoring service providers.
- Establish monitoring tools that are focused on the specific work of Community Action and align with ROMA Next Generation.
- Engage with providers and possible future providers in better understanding CAP activities, needs, and contracting policies.



Monterey County Community Action Partnership

Contact Us:

Community Action Partnership Office

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Community Action Commission

| | Public Sector Rep | Private Sector Rep | Low Income Rep |
|-------------------|-------------------|-------------------------------|-----------------------------------|
| County District 1 | Roberto Garcia | Maria Theresa Rodriguez | Magaly Zagal |
| County District 2 | Cecilia Correa | Everett Sivils (Chair) | Ronald Holder (Vice-Chair) |
| County District 3 | Yanely Martinez | Emma Bojorquez | Ana Vargas |
| County District 4 | LeVonne Stone | Jim Kramer | Nicole Williams |
| County District 5 | Linda Coyne | <i>vacancy</i> | Fernando Elizondo |

Community Action Commission meetings are open to the public, and are held every third Monday of the month at 4:00 p.m. at 1000 South Main Street Salinas, CA 93901 in suite 110.

