# 2020-2021 Community Action Plan

# for

# Long Beach Community Action Partnership

# California Department of Community Services and Development

## Community Services Block Grant

# Contents

# Purpose

The Community Action Plan (CAP) serves as a two (2) year roadmap demonstrating how Community Services Block Grant (CSBG) agencies plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty.  CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency. Community Action Plans must comply with Organizational Standards and state and federal laws, as outlined below.

## Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) Information Memorandum (IM)  #138 dated January 26, 2015, CSBG agencies will comply with implementation of the Organizational Standards.  CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive Community Needs Assessment.  The following is a list of Organizational Standards that will be met upon completion of the CAP and CNA. This section is informational only, and narrative responses are not required in this section. Agencies are encouraged to utilize this list as a resource when completing Organizational Standards annually (Appendix A).

## State Assurances

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by agencies is included in California's State Plan. Alongside Organizational Standards, the state will be reporting on State Accountability Measures in order to ensure accountability and improve program performance. The following is a list of state assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix B).

## Federal Assurances and Certification

Public Law 105-285, s. 676(b) establishes federal assurances agencies are to comply with. CSD, in its state plan submission, provides a narrative describing how the agencies in California will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances and any other laws, rules, and statutes in the performance of the activities funded through this grant. **(Federal Assurances can be found in the CSBG Act Section 676)**
The following is a list of federal assurances that will be met upon completion of the CAP. This section is informational only, and narrative responses are not required in this section (Appendix C).

## 2020/2021 Community Action Plan Checklist

The following is a check list of the components to be included in the CAP. The CAP is to be received by CSD no later than June 30, 2019:

☒      **Cover Page and Certification**

☒      **Vision Statement**

☒      **Mission Statement**

☒      **Tripartite Board of Directors**

☒      **Documentation of Public Hearing(s)**

☒      **Community Needs Assessment**

☒      **Community Needs Assessment Process**

☒      **Community Needs Assessment Results**

☒      **Service Delivery System**

☒      **Linkages and Funding Coordination**

☒      **Monitoring**

☒      **Data Analysis and Evaluation**

☒      **Appendices (Optional)**

# COMMUNITY SERVICES BLOCK GRANT (CSBG)
## 2020/2021 Program Year Community Action Plan
### Cover Page and Certification

**Submission Date:** | June 28, 2019

**Agency Contact Person Regarding the Community Action Plan:**

| Name: | Darick J. Simpson |
|---|---|
| Title: | Executive Director |
| Phone: | 562-216-4600 |
| Email: | dsimpson@lbcap.org |

### Certification of Community Action Plan and Assurances

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 2020/2021 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

| Mary Sramek | _(signature)_ | 6/25/19 |
|---|---|---|
| **Board Chair (printed name)** | **Board Chair (signature)** | **Date** |

| DARICK J SIMPSON | _(signature)_ | 6/25/19 |
|---|---|---|
| **Executive Director (printed name)** | **Executive Director (signature)** | **Date** |
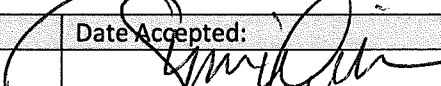
### Certification of ROMA Trainer
### *(If applicable)*

The undersigned hereby certifies that this organization'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).

| Stephanie Williams | _(signature)_ | 7/10/19 |
|---|---|---|
| **NCRT/NCRI (printed name)** | **NCRT/NCRI (signature)** | **Date** |

**CSD Use Only:**

| Date CAP Received: | Date Accepted: | Accepted By: |
|---|---|---|
| | _(signature)_ 8/2/19 | |

# Vision and Mission Statement

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

| 1. Vision Statement |
|---|
| Provide your agency's Vision Statement below |

The vision of Long Beach Community Action Partnership (hereinafter LBCAP) is to be the recognized leader creating the standard for service excellence in the fight against poverty. We collaborate with a cohesive alliance of partners and stakeholders offering innovative programs and services that promote self-sustainability and celebrate community diversity and cultural differences while preserving the dignity and integrity of each individual.

| 2. Mission Statement |
|---|
| Provide your agency's Mission Statement below: |

We are passionately committed to providing dynamic pathways to self-sustainability for low income individuals and families through advocacy, education, and energy assistance. With our collaborative partners, community resources, and strength-based leadership, we coordinate and mobilize comprehensive training and technical assistance vital to building and sustaining an enriched community.

## Tripartite Board of Directors

(Organizational Standards 5.1, 5.2, CSBG Act Section676(b) (10))

Section 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that *"fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities."*

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following:

1. Describe your agency's procedures for establishing adequate board representation under which a low-income individuals(s), community organization, religious organizations, 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 agency to petition for adequate representation. Please place emphasis on the *low-income individuals* on your board.
(Organizational Standards 5.2, CSBG Act Section 676(b) (10))

Persons who believe their organization or low-income individuals to be inadequately represented may submit a petition signed by at least ten (10) persons whose household income does not exceed the federal poverty guidelines. An Application with a Low Income Sector Application Supplement and the most recent Federal Poverty Guideline for CSBG are provided to candidates who wish to petition for board membership. The selection procedures are as follows:

Eligible candidates will submit an Application; a Resume; a Low Income Sector Application Supplement; and a petition signed by at least ten (10) people in poverty. Candidates must be willing to represent the low income sector, be at least 18 years of age, and be willing and available to commit the time and effort to focus on the duties and responsibilities of the agency Board of Directors, as outlined in the bylaws.

The Nominations Committee of the agency Board of Directors screen and interview candidates, and make recommendations to the Board of Directors on their qualifications. Thereafter, the agency Board of Directors vote on candidates in a regular or special Board meeting, and the results of each vote shall be recorded in the minutes of the meeting.

2. Please describe how the individuals on your Advisory or Governing Board are involved in the decision-making process and participate in the development, planning, implementation and evaluation of programs funded under CSBG to meet the requirements listed above.

The core duties of LBCAP board members are consistent with guidance provided by the federal Department of Health and Human Services, Administration for Children and Families, as detailed in Community Services Block Grant Information Memorandum 82 (issue date 3/23/2005). The LBCAP Board of Directors is responsible for oversight and governance as follows:

**Program Development**

Board members review and approve biennial community needs assessments, to identify the causes and conditions of poverty in the community; assess the availability of services to meet community needs; and develop program and service goals to ameliorate or eliminate those causes and conditions.

**Planning**

Board members oversee implementation of the agency's Strategic Plan, which covers areas of Governance, Finance, Social Capital and Administration. Board members advise agency staff on goal setting; service and activity creation and refinement; identification of resources and funding for program implementation; and branding.

**Implementation**

Board members review and provide feedback on agency operations; ensure that proper fiscal systems and controls are in place; verify legal compliance to relevant federal, state and local laws; and approve subcontracts with vendors and other agencies for goods and services in compliance with 2 CFR 200.318.

**Evaluation**

Board members participate in the annual evaluation of the Executive Director, agency programs and services to determine efficacy and review service levels and staffing in light of projected funding levels.

# Documentation of Public Hearing(s)

California Government Code 12747(b)-(d) requires all agencies to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, **agencies must prepare and present the completed CAP for public review and comment.** The public hearing process must be documented to include how the hearing was advertised and all testimony presented by the low-income and identify whether the concerns expressed by that testimony are addressed in the CAP.

The agency shall conduct at least one public hearing and provide for a public comment period.

**Note: Public hearing(s) shall not be held outside of the service area(s)**

The agency has made (or will make) the plan available for review using the following process:

☒ **Public Hearing**

Date: _____May 28, 2019_____

Location: _____117 West Victoria Street, Long Beach CA 90805_____

☒ **Public Comment Period**

Inclusive Dates for Comment: _____May 14-28, 2019_____

When and where was/will be the Public Hearing Notice(s) published or posted? List the dates and where below:

| Date | Where (name of newspaper, website, or public place posted) |
|---|---|
| 5/1-5/28 | Public Hearing Invitation broadcast daily on Frontier Channel 41 and Charter Channel 32. |
| 4/29<br><br>5/14-5/28 | Public Hearing announcement published<br><br>Draft of Community Action Plan published |
| 5/1, 5/8, 5/15, 5/22 | Public Hearing Invitation published on agency's social media feeds:<br><br>Facebook http://www.facebook.com/longbeachcap<br>Instagram **@longbeachcap**<br>Twitter **@longbeachcap** |
| 4/29, 5/6, 5/13, 5/20 | Public Hearing Invitation published in Long Beach Press-Telegram |

**\*Submit a copy of published notice(s) with the CAP Application for documentation purposes**

# Community Needs Assessment

Public law 105-285 requires the state to secure from each agency, as a condition to receive funding, a CAP which includes a Community Needs Assessment (CNA) for the community served. Additionally, state law requires each CSBG agency to develop a CAP that assess poverty-related needs, available resources, feasible goals and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

As part of the CNA process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area.  To assist the collection of quantitative data, CSD has provided a link to a dashboard with the latest Census data with easily available indicators at the county level.

https://public.tableau.com/profile/benjamin.yeager#!/vizhome/Cap_Assessment/CAPData

The link gives agencies access to the five-year American Community Survey (ACS) data for every county in the state. By clicking on a county, the user will have access to quantitative data such as the poverty rate, median income information, and unemployment rate.

| Helpful Resources | | |
|---|---|---|
| **United States Census Bureau Poverty Data**<br><br>**click here** | **State of California Department of Justice**<br>Statistics by City and County<br><br>click here | **U.S. Department of Housing and Urban Development**<br>Homelessness Assistance<br><br>click here |
| **Employment Development Department**<br>**Unemployment Insurance Information by County**<br><br>**click here** | **California Department of Education**<br>Facts about California Schools Using DataQuest<br><br>click here | **California Department of Public Health**<br>Statistical Data<br><br>click here |
| **Bureau of Labor Statistics Labor Data**<br><br>**click here** | **California Department of Finance**<br>Various Projections/ Estimates<br><br>click here | **Community Action Partnership**<br>Community Action guide to develop a CNA<br><br>click here |
| **A Comprehensive Community Needs Assessment (CCNA) Tool**<br>**Statistical Data to assist CNA development**<br><br>**click here** | | |

# Community Needs Assessment Process
(Organizational Standards 1.1, 1.2, 1.3, 2.2, 3.2, 3.3, 3.4, 3.5)

The CNA captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The CNA should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies as reported on the CSBG Annual Report. The CNA should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

*Please indicate which combination of activities were used in completing the CNA, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.*

| Focus Groups | Hosted by City of Long Beach March-April 2018 |
|---|---|
| Asset Mapping | N/A |
| Surveys | Surveys of community needs have been conducted continuously since Spring 2017 via Survey Monkey. All agency clients are provided an opportunity to complete a survey |
| Community Dialogue | Community Dialogue Series facilitated and filmed in January-February 2019 at the Long Beach Expo Arts Center. Broadcast in 2019 on PADNET.tv, Frontier Channel 41 and Charter Channel 32. |
| Interviews | Conducted in August 2018 with Dr. Richard Jenkins, local author, educator and community activist. Broadcast in 2018 on PADNET.tv, Frontier Channel 41 and Charter Channel 32. |
| Public Records | N/A |

*Date of most recent completed CNA:*

| *June 25, 2019* |
|---|

*Date CNA approved by Tripartite Board (most recent):*
(Organizational Standard 3.5.)

| *June 25, 2019* |
|---|

**Your responses to the questions below should describe how the agency ensures that the CNA reflects the current priorities of the low-income population in the service area, beyond the legal requirements for a local public hearing of the CAP. Please be specific.**

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

> 1. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). These sectors should include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
> (Organizational Standard 2.2)

In March and April 2018, the City of Long Beach engaged in a comprehensive, city-wide series of community conversations on economic inclusion with Long Beach residents, as well as seeking third-party input and validation from community stakeholder groups in the areas of education, nonprofit services, local businesses, clergy, and city officials. The input of these residents and stakeholder groups culminated in the publication of the *Everyone In! City of Long Beach Inclusion Listening Tour Summary Report*, which identified key findings in six areas of economic inclusion and proposed 12 community solutions to address those findings. This report in its entirety is included in Appendix D.

Between August 2018 and April 2019, the agency hosted a Community Dialogue Series, *African American Community at a Crossroads*, to gather information from the key sectors of the community. There were two parts to the series: one was to conduct a key informant interview with Dr. Matthew Jenkins, local resident and author, on poverty, leadership and community service. The second was to host and facilitate engagement with all key sectors of the community to share information; discuss community needs; and identify resources and potential service gaps, challenges facing service providers and opportunities to develop partnerships to address community needs. The activities have been presented to the community in the form of televised broadcasts of the interviews and forums on local cable television, which continue to be made available on the PADNET.tv website; a summary of the broadcasts is included in Appendix E.

As a result of the information gathered from community-based organizations, faith-based organizations, private sector, public sector, and educational institutions during the community dialogue series and from the *Everyone In!* report, the agency is pursuing funding for the creation of a Community Development Corporation based in North Long Beach with an economic inclusion focus. This effort is supported by the Office of Councilman Rex Richardson (9th District, Long Beach

City Council); the Long Beach Economic Development Department; the Uptown Business District (a Business Improvement District with a membership of 140 local businesses); and local community groups D9 Urban Agricultural Council, Deforest Park Neighborhood Association, Grant Neighborhood Association and Hamilton Neighborhood Association.

The draft of the Community Action Plan was provided to its Board of Directors for review and feedback, including Board Member Pastor Gregory Sanders representing the faith community.

| 2. Describe the causes and conditions that contribute to poverty affecting the community in your service area.<br>(Organizational Standard 3.4) |
| --- |

### Conditions of Poverty: Demographics of Poverty

Long Beach, California is a beautiful city with a rich history and a diverse community. Originally part of a land grant by the Spanish, the area housed the two historic Rancho Los Alamitos and Rancho Los Cerritos. After 80 years of ranching, Long Beach started to grow rapidly, encouraging new residents to settle and visitors to see the area as a destination vacation. Long Beach became the fastest growing city in the early 1900's; once oil was discovered, investments were made downtown, and Long Beach started to form as what we know today.

According to the 2017 American Community Survey 1-Year Estimates, the median income of households in Long Beach is $60,557, with significant disparities of income throughout: median household income ranges from 34,257 in zip code 90813 to over triple that amount (102,563) in zip code 90808, a seven-minute drive away. While the majority of residents live comfortable lives, the American Community Survey (ACS) estimates that Long Beach has significantly higher than usual rate of poverty; 19.1% are living below the poverty line in Long Beach versus the national rate of 14.6%.

The federal government has income guidelines to classify poverty through thresholds; thresholds are dollar amounts used to determine poverty status at varying levels. Thresholds vary from size to age, but they are not unique to geographic locations. Other thresholds include those living below 125% of the poverty line, meaning that while they technically exceed the requirement, it is marginal (referred to as "around"); approximately 22% of California residents received TANF/CalWORKS benefits in 2018; 24.6% of the residents in Long Beach are living around the poverty line, while those living in extreme poverty, making up 8.3% of Long Beach, are living at less than 50% of the poverty level.

To better understand poverty, we must first understand who it is affecting. The following information comes from the U.S. Census Bureau from the 2013-2017 American Community Survey

5-Year Estimates, the S1703 chart "Selected Characteristics of People at Specified Levels of Poverty in the Past 12 months".

**Sex** Sex is the first component to understanding how poverty affects the population. Females fall into poverty more so than their male counterparts. 20.1% of the female population and 18% of the male population are living below the poverty line.

**Age** Age is another important factor in understanding poverty. Children (under 18 years old) are most affected; they account for the fourth highest demographic negatively affected by poverty in Long Beach, at 27.1%. 17.1% of residents ages 18 to 64 are living under the poverty line; and 13.2% of seniors, age 65+, are living in poverty as of 2017. In comparison, 9.6% of seniors were living below the poverty line in 2009. Seniors comprised 8.8% of the population in Long Beach in 2009, versus 10.8% of the population in 2017; the senior community has increased, but the poverty rate of those seniors has exploded.

**Race** Certain populations are more affected by poverty in Long Beach, though poverty does not discriminate. Residents living below the poverty line are separated in the ACS into a few separate categories: One race; Two or more; Hispanic/Latino; White alone, not Hispanic/Latino. 18% of Whites living in Long Beach live in poverty, along with 22.9% of Black or African Americans; 15.4% of Asians; 11.9% of Native Hawaiian and Other Pacific Islanders; and 23.2% of other races not defined. Of those who identify as two or more races, 17.2% live in poverty. Long Beach's tiny American Indian and Alaska Native community, only 1.2% of the city's residents in the 2013-17 ACS, have the single highest poverty rate by race, at 26%. Those of Hispanic/Latino origin are included in the range of statistics above; when viewed by origin alone, 24.4% of the Hispanic or Latino community is living below the poverty line, and comprise 55% of all residents living in poverty in Long Beach.

**Living Arrangements** Out of every 100 households with income at or below 100% of the federal poverty guideline in poverty in Long Beach, the following is true:

- 29 are married couple families
- 32 are single-parent families with a female householder
- 10 are single-parent families with a male householder
- 11 are single persons living alone
- 17 are in other living arrangements

Those living within a family dynamic are comparatively less likely to live in poverty, at 15%; of those living in non-family households, whether with roommates, alone, or other living situations, 24% live under the poverty line.

Of note is the number of grandparents who are householders for their own grandchildren (no parent present); this unique parenting situation comprised 8% of families in Long Beach in 2017, and 16% of those families lived in poverty. The number of grandparent-led households has increased 36% over the past decade, while the poverty rate of those households has remained consistent.

**Educational Attainment** Education can play a crucial role in someone's poverty status. 14.8% of Long Beach residents age 25 and older live below the poverty line, including 27.7% of those who did not graduate or obtain a high school diploma. As higher education is attained, the likelihood of poverty becomes increasingly less. 17.8% of the poverty population has a high school diploma or similar level of completion; 13.2% have an associate's degree or similar schooling level; and only 5.9% of adults age 25 and over living in poverty possess a bachelor's degree or higher.  It can be postulated that higher education allows for more job opportunities earning greater wages; however, while more education is correlated with a higher income, thousands of residents struggle regardless.

**Nativity and Citizenship Status** Citizen status is a demographic category with significant disparities in the poverty status of individuals. At first glance, the disparity is not apparent - 18.4% of native-born residents are living in poverty, compared to 20.9% of foreign-born residents. While nativity doesn't have much correlation to poverty status, citizenship does: only 12.9% of naturalized citizens are living below the poverty line (a lower rate than the United States population as a whole), while more than double that rate of non-citizens are living in poverty, at 28.9%.

The undocumented resident population in the United States is estimated at 11,300,000, with 28% of them living under the poverty line. While estimates can be difficult to track for the undocumented population, the Pew Research Center has estimated that the Los Angeles – Long Beach – Anaheim Metro Area house roughly 925,000 undocumented immigrants, accounting for 6.9% of the area's population. California holds roughly 2.5 million unauthorized immigrants; almost a quarter of all undocumented immigrants in the nation are living in California, but with the size of the state, they only account for 6% of the state's population.

**Disability Status** Disability status can also present more information about individuals living under the poverty line. In Long Beach, 24.4% of those living with a disability are in poverty, compared to 18.5% of those without any disability.

**Work Status** Looking at the work force is essential when looking at poverty. 17.5% of the working population, aged 16 to 64 years old, is living under the poverty line. Meanwhile, of those in that age bracket who did not work, 37.8% live in poverty, as well as 21.4% of residents in that age

bracket who worked less than full-time. While full time work can seem like an easy solution to dealing with poverty, 4% of those working full time are living under the poverty line – over 6,000 residents age 16-64 in 2017.

**Housing Status** The American Community Survey makes limited data available for the poverty status of households by tenure. From the data available, 19.3% of families who rent live in poverty, compared to 4.9% of families who own their home. According to the 2017 City of Long Beach Homeless Count, 1,863 homeless persons resided in the City of Long Beach in 2017, including 686 persons considered "chronically homeless". Chronic Homelessness is defined by the federal Department of Housing and Urban Development as either (1) an unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, or (2) an unaccompanied individual with a disabling condition who has had at least four episodes of homelessness in the past three years. The American Community Survey does not track the poverty status of those who are homeless.

An expanded summary of the causes and conditions of poverty can be Found in Appendix J.

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

The agency provides all of its clients with continuous, anonymous access to a web-based customer satisfaction survey, wherein clients may identified the service(s) receive; rate the quality of the service(s) received, agency and agency staff; and give whatever freeform feedback the client desires. The survey is made available to clients at the time that services are rendered, as well as solicited through its social media platforms and broadcast daily on Charter channel 32 and Frontier channel 41. Since the implementation of the survey process, over 260 responses have been received. Survey data is reported to the Board of Directors on at least an annual basis, and the agency's Net Promoter Score (the difference between the percentage of respondents who would recommend the agency to others and the percentage of respondents who would not recommend the agency to others) and freeform feedback from clients are used as part of program evaluation to identify service enhancements, service gaps and recognize staff performance. The survey document in included in Appendix F.

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

To develop the needs assessment for its 2020-21 Community Action Plan, the agency used data from the US Census Bureau, the municipal website of the City of Long Beach, the State of California Economic Development Department, the State of California Department of Education, the United Way of Greater Los Angeles and other credible sources available through municipal departments or on the internet. The needs assessment is revised as new data becomes available on at least a bi-annual basis.

With each Community Action Plan, the agency reviews the statistical data for each section describing a cause or condition of poverty. Within each section, referenced data sources are reviewed for continued appropriateness and the newest data available from each source is incorporated into the subsection. If an additional source of reliable data is available at the time that a subsection is reviewed, the new data will be incorporated into, or replace, the existing data in the subsection. In all cases, the agency gives preference to data from governmental or private sources citing specific studies or surveys over data which is not culled from cited sources.

In addition to the information obtained through data research, needs surveys have been issued annually since March 2017; to date, over 3,700 responses have been received. This survey is made available to all agency clients, gauging issues of interest; interest in volunteering; and (optional) contact information.

5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process.
(Organizational Standard 3.3)

**Qualitative:** Two types of surveys are provided to agency clients. A needs survey to determine the types of needs that clients have or that they perceive others in the community (family, neighbors, friend) having; and a satisfaction survey to solicit feedback on the perceived quality of the agency, its staff and services. An interview with local author and community activist Dr. Richard Jenkins was conducted in 2018. An interview with the Director of Century Villages at Cabrillo, Long Beach's largest mixed-use housing facility, was conducted in March 2019. A series of group panel discussions on education, employment and civic engagement was conducted in January-February 2019.

**Quantitative:** The agency accessed statistical data from the 2017 American Community Survey; the Federal Bureau of Investigation; the City of Long Beach; the State of California Economic Development Department; the Center for Financial Services Innovation; the University of Wisconsin-Madison Institute for Research on Poverty; the Congressional Research Service; the Brookings Institute; and other sources available through municipal departments or on the internet.

6. Describe how the agency analyzes information collected from low-income individuals as part of the community needs assessment process.
(Organizational Standard 1.1, 1.2)

The survey responses form the foundation for the development and review of the agency's goals and objectives. The agency ensures that the needs assessment reflects the current priorities of the low-income population by comparing the statistical and respondent evidence of need with the scope of community resources available. This process is undertaken to identify unmet or under-addressed community needs and forms the basis for the agency's advocacy work on behalf of low-income individuals and families. A summary of the 2019 Community Needs Survey Data is included in Appendix G.

# Community Needs Assessment Results

(Organizational Standard 3.4, 4.2, 4.3, CSBG Act Section 5.76(b)(12))

*Utilize the table below to list the needs identified in your Community Needs Assessment. If additional space is needed, insert a new row.*

**Needs Table**

| Needs Identified | Integral to Agency Mission (Yes/No) | Currently Addressing (Yes/No) | Agency Priority (Yes/No) |
|---|---|---|---|
| Housing Services | Yes | Yes | Yes |
| Employment & Living Wage | Yes | Yes | Yes |
| Worker's Rights/Unions | Yes | Yes | Yes |
| Income Management | Yes | Yes | Yes |
| Land Use & Mobility | No | No | No |
| Language Access | No | No | No |
| Food Security | Yes | Yes | Yes |
| Homeless Services | Yes | No | No |
| Environment & Air Quality | No | No | No |
| Education & Schools | Yes | Yes | Yes |
| Immigration | No | No | No |
| Police & Criminal Justice Issues | No | No | No |
| Healthcare | No | No | No |
| LGBTQ Issues | No | No | No |

**Needs Identified:** list the needs identified in your most recent Needs Assessment.
**Integral to Agency Mission:** indicate yes/no if the identified need aligns with your agency mission.
**Currently Addressing**: indicate yes/no if your agency is already addressing the identified need.
**Agency Priority:** indicate yes/no if the identified need will be addressed either directly or indirectly.

For needs marked "no" in "Agency Priority", please describe how the gap was identified, (CNA, surveys, focus groups, etc.) and why the gap exists (Federal rules, state rules, lack of funding/resources, etc.) Explain how your agency plans to coordinate services and funding with other organizations to address these service gaps. Include how you ensure that funds are not used to duplicate services. If you will not be coordinating services to address the service gaps, please explain why.
(CSBG Act Section 676b(3)(B),(5), State Assurance 12760)

Long Beach Community Action Partnership, while cognizant of the many needs of its community residents as expressed in their response to our Community Needs Survey, recognizes three critical factors: 1) LBCAP lacks sufficient resources and expertise to address certain community needs; 2) certain needs expressed by the community are not sufficiently-related to or impactful on poverty to be integral to the Agency's mission; and 3) the City of Long Beach enjoys a

vibrant and thriving network of nonprofit organizations and municipal entities which serve the many needs of low-income individuals and families. Information and Referral services are available upon request in the following service areas:

- Legal Services
- Homeless and Housing Services
- Healthcare Access
- Childcare Services
- Food/Clothing Distribution
- College/Vocational Education
- Adult Basic Education
- Employment services (training, placement and soft skills)
- Immigration Issues

In previous years, and as funding is available, the Agency subcontracts CSBG funds to local community organizations providing services which are congruent with the Agency's mission, in order to both support mission-integral priorities and eliminate unnecessary duplication of services. Whenever possible, the Agency applies for funding as part of a local collaborative, which allows local service providers to contribute specific expertise to mission-congruent projects.

*Refer to Needs Table. For needs marked "yes" in "Agency Priority", please stack rank according to priority, and complete the table below. If additional space is needed, insert a new row.*

**Priority Ranking Table**

| Agency Priorities | Description of programs/services /activities | Community/Family & Individual | Indicator/Service Category (CNPI, FNPI, SRV) |
|---|---|---|---|
| 1. Housing Services | Rental application assistance program – up to 1,000 households served, 2 year timeframe | Family | SRV 4d |
| | Utility payment assistance – 15,000 households served annually | Family | SRV 4i |
| | Home weatherization and energy efficiency services – 800 households served annually | Family | FNPI 4h SRV 4q SRV 4t |
| 2. Employment | Youth employment program – 48 youth served annually | Individual | FNPI 1a SRV 1c |
| 3. Education & Schools | Media arts-focused leadership training for youth – 48 youth served annually | Individual | SRV 2n SRV 2q |
| | Afterschool programs for youth – 450 children served annually | Individual | SRV 2e SRV 2l |
| 4. Income Management | Volunteer income tax assistance – 800 households served annually | Community, Family | CNPI 3b.2 SRV 3o |
| 5. Workers' Rights / Unions | Local advocacy to increase employment within Long Beach – advocacy efforts are community-wide so 0 clients, 5-10 year timeframe | Community | CNPI 1f |
| 6. Civic Engagement | Public access television – community-wide effort, 0 clients served, 20-30 year timeframe | Community | CNPI 3b.3 |
| | Media arts-focused leadership training for youth – 48 youth served annually | Individual | SRV 6b |
| | Tripartite Board Membership – 12 board members serving annually | Individual | SRV 6c |
| | Volunteer training – 40 community residents trained and volunteering annually | Individual | SRV 6f |
| 7. Food Security | CalFresh outreach site for walk-in assistance – 100 families served annually | Family | SRV 3l |

**Agency Priorities:** Stack rank your agency priorities with the top priority ranking #1.
**Description of programs/services/activities:** Briefly describe the program, service or activity that your agency will directly provide to address the need. Identify the number of clients to be served or the number of units offered, including timeframes for each.
**Community/Family & Individual:** Identify if the need is community, or family/individual level.
**Indicator/Service Category (CNPI, FNPI, SRV):** Indicate which indicator or service will be reported in annual report.

*Refer to the Priority Ranking Table. Complete the table below to identify the reporting strategies for each Indicator/Service Category as identified in the Priority Ranking Table. If additional space is needed, insert a new row.*

**Reporting Strategies Table**

| Indicator/ Service Category (CNPI, FNPI, SRV) | Measurement Tool | Data Source, Collection Procedure, Personnel | Frequency of Data Collection and Reporting |
|---|---|---|---|
| SRV 4d | Excel worksheet | Client application and supporting documents; client intake and service provision; program partner and LBCAP finance staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| SRV 4i SRV 4q SRV 4t | ServTraq software | Client application and supporting documents; client intake and service provision; LBCAP customer service, data entry and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| FNPI 4h | ServTraq software | Client application and supporting documents; client intake and service provision; LBCAP customer service, data entry and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| FNPI 1a | Adobe LiveCycle Form with Data Collection Tool | Client application and supporting documents; client intake and service provision; LBCAP case management, data entry and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| SRV 1c SRV 2n SRV 2q SRV 6b | Adobe LiveCycle Form with Data Collection Tool | Client application and supporting documents; client intake and service provision; LBCAP case management, data entry and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| SRV 2e SRV 2l | YouthServices.net software | Client application and supporting documents; client intake and service provision; LBCAP service, data entry and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| CNPI 3b.2 | TaxSlayer software | Client application and supporting documents; client intake and service provision; LBCAP customer service and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| SRV 3o | TaxSlayer software | Client application and supporting documents; client intake and service provision; LBCAP customer service and administrative staff | Point-in-time collection; monthly internal reporting; annual external reporting |
| CNPI 1f | California Department of Employment Development website | Data collected from web reports; data query at website; LBCAP administrative staff | Annual collection; annual internal reporting; annual external reporting |
| SRV 3l | Los Angeles Department of Public and Social Services email inquiry | Data collected from DPSS staff via email; service data provided based on DPSS outreach site intake and service provision; LBCAP administrative staff | Annual collection; annual internal reporting; annual external reporting |
| CPNI 3b.3 | PADNET.tv website (backend | Data collected from web reports; data | Annual collection; annual |

| | | query at website; LBCAP administrative staff | internal reporting; annual external reporting |
|---|---|---|---|
| | reports) | | |
| SRV 6c | LBCAP Board of Directors meeting minutes | PDF document review; data collected from board minutes published monthly; LBCAP administrative staff | Annual collection; annual internal reporting; annual external reporting |
| SRV 6f | CSD 188; Google Drive; Excel workbook | CSD form, Google and Excel spreadsheet data aggregation; data collected from document review; LBCAP administrative staff | Point-in-time collection; annual internal reporting; annual external reporting |

**Indicator/Service Category:** Refer to Indicator/Service Category in last column of the Priority Ranking Table.
**Measurement Tool:** Identify the type of tool used to collect or measure the outcome.
**Data Source, Collection Procedure, Personnel:** Describe the source of data, how it is collected, and staff assigned to the task(s). Be specific and provide detail for activity both internal and external to the agency.
**Frequency of Data Collection and Reporting:** Describe how often data is collected and reported internally and externally. Include documentation available.

# Service Delivery System

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

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing.

1. Describe the overall Service Delivery System for services provided with CSBG funds and describe how your agency's services enhance and/or differ from those offered by other providers, i.e. bundled services– please include specific examples.

The service delivery system employed by LBCAP encompasses a three-tiered process, used to ensure that eligible individuals and families receive services that are appropriate for their needs, with a minimum of service duplication.

**Tier I: Outreach/Recruitment/Assessment** The Agency uses newspaper advertisements, flyers, community presentations, and interagency networking to inform low-income residents of the programs and services available, and provides contact information to schedule an appointment, intake or orientation.

**Tier II: Participant Eligibility/Intake/Referral** Based upon the client's current needs and income, they will either complete the enrollment process for the Agency program/service or receive one or more referrals for services in the community. Eligibility is based upon documented household income and/or other requirements particular to the program/service. Information about the client's present living conditions, contact information, household composition, sources of income, employment history, service needs and goals are recorded as appropriate and referrals to other providers given when needed.

**Tier III: Participant Services** Service provision through the agency's programs is focused upon producing outcome driven results. Once participants complete program enrollment, they may continue to access program staff to discuss program progress, record achievements of objectives and/or goals, and address any other issues of concern. Any attendance or behavioral issues identified in consultation with program instructors are also addressed. These meetings continue for the duration of the participant's enrollment in the program. When clients are terminated from a program or service, staff will schedule an exit interview with the participant when feasible, discusses the reasoning behind the termination, and, if appropriate, offers referrals to other programs or service providers that may be better able to meet the needs of the participant.

2. Please describe the agency's service delivery system. Include a description of your client intake process or system. Also specify whether services are delivered via direct services or subcontractors, or a combination of both.

Question answered above. Agency services are delivered using a combination of direct client services and subcontracted services.

3. Please list your agency's programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CNA, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case mgmt., T/TA, etc.)

**Public Access Digital Network (PADNET)**, the public access television station for the City of Long Beach. PADNET is the primary resource for low-income residents to have an uncensored public voice in the production of local news, information and entertainment. Members access training, equipment and technology to produce original content broadcast on local cable television. Memberships are available at low cost, and volunteers may use service hours to fund their training. CSBG funds are used to pay for staffing; facilities; and program support.

**Volunteer Income Tax Assistance (VITA)**, free income tax preparation. VITA returns money to the local community in the form of refunds, while saving households thousands in preparation fees. Trained, certified volunteers prepare returns of varying complexity at no charge to clients. CSBG funds are used to pay for facilities; staffing; and program support.

**Leadership Academy Mentoring Program (LAMP)**, a media arts-focused leadership program for youth ages 14 -24. LAMP addresses the personal, social, educational and economic needs of our youth by combining leadership skills and the arts through four disciplines: music production, video production, graphic design/silkscreen and photography. CSBG funds are used to pay for facilities; staffing; program support; youth stipends; software and learning materials; and field trips.

**Community Advocacy and Family Services (CAFS)** partners with local non-profits to enhance and expand existing strengths, assets and resources by investing in innovative programs and strong program delivery models to break the cycle of poverty and foster self-sustainability. CSBG funds are used to pay for staffing; facilities; program support; and subcontracted services.

**After School Education and Safety (ASES),** provides free after-school care to local district students. The program provides students with homework assistance, academic enrichment activities to supplement what they learn during the school day, as well as recreation time for students in grades 1 – 8. CSBG funds are used to support a portion of program staffing and facilities.

# Linkages and Funding Coordination

(Organizational Standards 2.1-2.4)
(CSBG Act Section 676b(1)(B), (1)(C), (3)(C), (3)(D), (4), (5), (6), (9))
(State Assurance 12747, 12760, 12768)

Enter narrative responses in the text box below. Text box will expand as narrative is entered. The boxes have been formatted to 12-point Arial font with 1.5 spacing. Do not alter the font or spacing. Answers must address the following: (please be specific)

> 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, please list the coalitions by name, who participates, and methods used by the coalition to coordinate services/funding.
> (Organizational Standard 2.1, CSBG Act Section 676(b)(1)(C),(3)(C))

As a component of linkage provision, LBCAP is involved with several service provider organizations throughout the region; each entity contributes or receives time, effort, expertise or resources. As a member of these coordinating groups, LBCAP maintains up-to-date information regarding local and regional agencies and the services provided. As participants access services at other agencies, LBCAP staff communicates with the staff at each agency to ensure that participant needs will be addressed.

The agency maintains operating relationships with the Pacific Gateway Workforce Investment Network, the Local Hire Coalition and the City of Long Beach, which are gateways to major employment and safety-net services within the City of Long Beach. The agency also participates in and supports the efforts of the Long Beach Ministerial Alliance; Internal Revenue Service; Long Beach Chamber of Commerce; and Long Beach Convention and Visitors Bureau to network with local faith-based and community-based organizations for coordination of services.

> 2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding.
> (Organizational Standard 2.1)

The Agency currently has service agreements with three schools in the Long Beach Unified School District to run the After School Education and Safety program (ASES): Alvarado Elementary, Bixby Elementary, and Marshall Academy of the Arts. The program creates free after-school care for students in grade 1 – 8. The amount to be paid to the agency will be based on attendance of the students.

The agency also has memorandums of understanding with the Long Beach Public Library Foundation; Century Villages at Cabrillo; and California State University Long Beach for the

provision of satellite Community Media Center services in support of the Public Access Digital Network (PADNET). In exchange for equipment and software licensing, each satellite Center agrees to provide space and staffing for PADNET members to check out equipment, edit shows and upload productions to the PADNET broadcast facility.

The organization 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.

Utilizing the information gathered from key sectors of the community may be met in a variety of ways including, but not limited to: summarizing the data in the community assessment or its appendices; documentation of phone calls, surveys interviews, focus groups in CEE files (hard copy or electronic); documentation in planning team minutes; summary reports on the data shared at board meetings or board committees; etc.

LBCAP has produced a Community Dialogue Series to gather information from the key sectors of the community. There are two parts to the series: one was to conduct a key informant interview with Dr. Matthew Jenkins, local resident and author, on poverty, leadership, and community service. The second was to host and facilitate engagement with all key sectors of the community to share information, discuss community needs, and identify resources and potential gaps, challenges facing service providers and opportunities to develop partnerships to address community needs. These engagement activities took place between August 2018 and February 2019, and resulted in six episodes being broadcast on PADNET.tv, Charter Channel 32 and Frontier Channel 41. A summary of these activities is included in Appendix E.

The organization has partnerships across the community, and includes other anti-poverty organizations in the area. The partnerships are considered to be mutually beneficial arrangements wherein each entity contributes and/or receives: time, effort, expertise and/or resources.

Specifically identified purposes may include but are not limited to: shared projects; community collaborations/coalitions with an identified topic such as: domestic violence, homelessness, teen pregnancy prevention, transportation task forces, community economic development projects, or contractually coordinated services. These could be documented through MOUs, contracts, agreements, documented outcomes, coalition membership; however, this does not require that every partnership is a formal, fully documented relationship.

When building partnerships with community organizations, the agency reviews the operations and reported/published outcomes of the organization, through the organization's annual reports, tax filings and other publications, to ensure that low-income individuals are the primary beneficiary of services. The agency works to advertise, outreach and market its services with organizations that serve low-income residents, particularly those which are located in areas of the City with higher concentrations of poverty. LBCAP maintains contact with the Long Beach City Council, State of California Department of Community Services and Development, the California Community Action Partnership Association, Pacific Gateway Workforce Investment Network, Los Angeles City/County Native American Indian Commission and other local entities sufficient to ensure that CSBG-funded services to migrant farm workers and Native Americans are equitable and unduplicated by other entities funded under Articles 7 and 8 of the California Government Code.

LBCAP maintains close ties with governmental, private and public organizations serving the low-income Long Beach community to ensure that all eligible residents may quickly and effectively access services and programs throughout the region. The agency works with organizations coordinating multiple services and/or coordinates services between multiple agencies, such as the Long Beach Department of Health and Human Services, the Long Beach Multi-Service Center (a multi-agency collaborative recognized by the City of Long Beach as the point-of-entry for homeless persons seeking assistance in the city) and the Department of Public and Social Services to link low-income individuals and families to providers offering the most appropriate services for their needs. In providing this linkage, the agency maintains communication with other services providers with regard to all individuals and families being assisted by that service provider and LBCAP, to avoid the unnecessary duplication of services from the assisting agencies. To further

these efforts, when feasible the agency is a funder of multiple local organizations providing services in the areas of child care and early child development services; parenting support; employment development; crisis and emergency services; and senior services, and seeks to support existing organizations providing mission-congruent services rather than engage in duplicative service efforts.

5. If your agency is a Migrant and Seasonal Farmworker (MSFW) agency, describe how you will coordinate plans and activities with other agencies funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not a MSFW, please mark N/A.
(State Assurance 12768)

Not Applicable.

6. Describe how your agency will leverage other funding sources and increase programmatic and/or organizational capacity. Describe your agency's contingency plan for potential funding reductions.
(State Assurance 12747)

The agency actively seeks to develop new funding sources and leverage CSBG funds to expand resources available for program operations. Since 2005, the agency has developed millions of dollars in new funding for current programs, new programs and program expansions, reducing its reliance on CSBG funds from over 90% of its operating costs to less than 20%. In the event of reduced federal funding, the agency has developed a contingency plan encompassing six areas: Spending triage; fund development; and resource coordination.

**Spending Triage** The agency has previously faced the challenge of operating during periods of reduced funding. During periods of financial decline, the agency has focused upon reducing administrative and programmatic expenditures while preserving as many programs and services as possible. In the event of reduced funding, the agency would triage spending as follows:

**Building / Equipment Leases** deemed non-essential leases would be terminated; essential leases would be renegotiated to reduce costs.

**Staff Benefits / Medical Benefits** would be reduced or eliminated, with assistance provided to secure alternate medical coverage. Employer contributions to employee 401(k) plans would be reduced or eliminated. Mileage reimbursement would be eliminated.

**Equipment/Supply Expenses / Purchase of Capital Equipment** would be postponed until further

notice. Purchase of consumable office supplies would be reduced. Other equipment/supply expenditures would be reduced or eliminated at the recommendation of the Finance Director, and upon approval by the Executive Director and Board of Directors.

**Contractors / Service Contracts** essential to program operations would be renegotiated to reduce cost, upon approval of affected contractors. Service contracts not essential to programs would be renegotiated, upon approval of affected contractors, or terminated.

**Supportive Service Expenses** deemed non-critical would be reduced or eliminated at the recommendation of the Financial Director, and upon approval by the Executive Director and Board of Directors.

**Administrative Staff** deemed non-essential would be laid off; work hours for essential administrative staff would be reduced.

**Program Staff** deemed non-essential program staff would be laid off; work hours for essential program staff would be reduced.

**Fund Development/Leveraging** Since 2006, the agency has maintained new streams of major funding or has leveraged CSBG funding to operate its youth programs (California Department of Education and privately-sourced funding); energy department programs (CSBG funding leveraged with LIHEAP, DOE WAP, and private funding from Southern California Edison); and Public Access Digital Network (CSBG funding leveraged with City of Long Beach and privately-sourced funds).

**Resource Coordination** The agency's efforts to develop and leverage funding have been undertaken in conjunction with the coordination of existing resources and the utilization of program and funding consultants. In this area, the agency has established partnerships with the Pacific Gateway Workforce Investment Network, the Department of Public and Social Services, the City of Long Beach and other local and regional organizations, to provide services and programs enhancements at little or no cost to the agency.

| 7. Describe how your agency communicates its activities and its results to the community, including how the number of volunteers and hours are documented. (Organizational Standard 2.3, 2.4) |
|---|

The agency communicates its results to the community through annual reports, website updates, social media posts, traditional news media outlets - including PADNET, and community outreach acitivites. Volunteer participation is documented via Excel spreadsheet or Google Drive by number of volunteers and hours worked by them.

| 8. 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. Describe how your agency will contribute to the expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as: programs for the establishment of violence-free zones that would involve youth development and intervention models like youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs.
(CSBG Act Section 676(b)(1)(B))

The agency's Leadership Academy Mentoring Program (LAMP) provides youth tutoring, mentoring, life skills training and entrepreneurship programs to youth and young adults, with the ultimate goal of encouraging youth to become active, constructive participants in their neighborhoods and community. The agency's After School Education and Safety (ASES) program not only seek to increase the academic skills of its participants, but to provide a safe, supervised venue for youth who would otherwise be left unsupervised during the hours between the end of the school day and the arrival of parents from work. The agency's provision of a "safe haven" for youth extends beyond the traditional school year with free, off-track programs for youth, which provides academic enrichment activities, a nutritious lunch and snacks, and the chance to participate in extra-curricular activities such as field trips to amusement parks and museums.

9. Describe how your agency will provide employment and training activities. If your agency uses CSBG funding to provide employment and training services, describe the coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102].     (CSBG Act Section 676(b)(5))

When feasible, the Agency offers subcontracted funds and refers clients to programs and services designed to increase marketable job skills of participants, the lack of which pose significant barriers to securing and retaining meaningful employment and hinders the attainment of self-sufficiency, especially for those who currently receive public assistance and have a limited work history. The Agency also makes employment development services available to clients through partner sites. The Agency actively participates on the Long Beach Local Hire Coalition Committee to help ensure that the Project Labor Agreement (PLA) approved by Long Beach City Council is mindful of the employment training and job access for low income zip code residents in the City of Long Beach. This Coalition monitors employment reports for the PLA and engages in strategies to hold all stakeholders accountable.

10. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.
(CSBG Act Section 676(b)(4))

The Agency maintains referral relationships with local food banks operated by the Salvation Army, Catholic Charities and other providers of emergency food assistance, so that clients in need of food assistance can access appropriate assistance in a timely fashion. The agency hosts the Department of Public and Social Services at its headquarters, providing immediate walk-in assistance with applying for CalFresh on select Mondays each month.

11. Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure where appropriate, that the emergency energy crisis intervention programs under title XVI (relating to low-income home energy assistance) are conducted in the community.
(CSBG Act Section 676(b)(6))

The agency currently provides Low Income Home Energy Assistance Program services to Eastern Los Angeles County, including its primary service delivery area of the City of Long Beach. The agency maintains service contracts with Southern California Edison to provide additional weatherization and revamping services to low-income residents of Los Angeles County, coordinated through the Energy Savings Assistance Program.

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))

As funds allow, the Agency subcontracts with local community-based organizations such as the United Cambodian Community and Children Today, to provide parenting classes and counseling to low-income families. The agency uses a portion of its CSBG allocation to fund the Public Access Digital Network (PADNET), the public access television station for the City of Long Beach. PADNET is a vital community resource for production of local news, information and entertainment, focused on issues important to the community. PADNET operates community media centers providing training, equipment and technology to script, shoot, edit and broadcast original content. Memberships are available to all residents at a low cost, and volunteer opportunities are available which allow members to trade volunteering for training. PADNET represents a primary resource for low-income residents to have their voice heard in the public forum.

# Monitoring
(CSBG Act Section 678D(a)(1)(B))

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

Administrative staff ensures ROMA compliance in all applicable program areas, and maintain the internal monitoring/reporting system used to demonstrate contractual compliance of targeted goals and outcomes scheduled to be submitted to the state on a semi-annual basis. Program orientation is provided for all new staff, and on-going training of all staff in key program areas is provided. Client files are periodically reviewed by senior managers to ensure legal and fiscal compliance. All deficiencies identified are corrected to the specifications made by senior management prior to the next regular file review. The agency maintains a central electronic database for all client information, as well as maintaining centralized records of grant applications contracts, administrative and business transactions. Clients are surveyed both formally and informally using public hearings and surveys.

> 2. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency and type (i.e., onsite, desk review, or both)

When the Agency utilizes subcontractors, monitoring is completed by a Contract Monitor. The Contract Monitor may preform site-visits and review techinical progress to ensure preformance goals are achieved and identify any problems in carrying out the project. The CM is required to fill out a semi-annual Subconrtactor Review Form.They will consitently review invoices to ensure they are submitted in a timely fashion, expenses are reasonable, alligned with technical process and incured within the period of preformance. At the end of the period, the CM will fill out a Subcontractor Close-Out Form.

> 3. Describe how your agency ensures that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.
> (CSBG Act Section 678D(a)(1)(B))

The Agency's cost allocation plan has been developed to facilitate the charging of pooled activities to the various active grants according to the benefits received by those grants during the applicable time period. The cost pools are organized on the basis of functional activities performed. Costs assigned directly to a particular grant are charged to that grant and not included in any pool. Only allowable costs are charged to the cost pools. Allowable costs for CSBG-funded programs are

determined using current state guidelines, and allocation methods for cost pools are consistent with that described in United States Office of Management and Budget circular A-87.

## Allocation of Personnel Costs to Costs Pools

Personnel costs are charged to cost pools based upon the total percentage of time staff is assigned to work for the benefit of each cost pool, as determined by each employee's job description and current delineation of duties.

## Allocation of Non-Personnel Costs to Cost Pools

Non-personnel costs are charged to cost pools based on usage in the previous month. The percentage of all staff time spent working in each pool during the previous month is used as the allocation base. Each cost may benefit any combination of pools or be charged directly to a grant based upon the relative percentage of time spent in each pool.

## Grant Reporting Using a Cost Pool Approach

Grant reports delineate direct charges traceable to the General Ledger entries (i.e. participant wages and supportive services). Each grant reported also contains line items representing the total amount distributed from each applicable cost pool. These pooled amounts are traceable to the General Ledger through a monthly allocation worksheet. The line item detail of the pool remains intact for the entire fiscal year to facilitate the review of total pool charges. The total amount charged to all grants for a particular pool always equals the total amount charged to a pool for any given period.

# Data Analysis and Evaluation

(Organizational Standards 4.3, 4.4)
(CSBG Act Section 676(b)(12))

| |
|---|
| 1. Describe your methods for evaluating the effectiveness of programs and services, including the frequency of evaluations.<br>(Organizational Standard 4.3) |

The agency's evaluation and monitoring plan is designed to effectively serve the City's low-income residents, maintain compliance with program goals and, ultimately, ensure the success of its programs. The Executive Director regularly apprises the Board of Directors of all agency matters. Management staff conducts regular meetings to evaluate and monitor the status of the agency's progress in completing goals, objectives and desired outcomes. Management staff makes regular reports and recommendation to the Chief Operations Officer, who in turn reports the findings to the Executive Director and Board of Directors for review and recommendations. All program activities, results, problems and anticipated corrective actions are evaluated at least annually to determine the overall progress of the agency in achieving stated goals and objectives.

Evaluations are conducted with varying frequency, depending upon the primary funder of a program/service and the nature of client services. HHS and DOE-funded services are evaluated monthly to ensure program compliance. CSBG-funded services are evaluated on an annual basis, as a regular part of the agency's reporting process. Programs and services which are foundation-funded or operate through private contract are evaluated on at least an annual basis.

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| 2. Describe how your agency ensures that updates on the progress of strategies included in your CAP are communicated to your board annually.<br>(Organizational Standard 4.4) |

Data collected in the course of providing client services are used to create charts, graphs, dashboard reports and other meaningful presentations of data to summarize and disseminate the work of the agency to its Board of Directors on at least an annual basis. Interim progress data is reported to the Board within each meeting packet. An annual PowerPoint presentation of Agency Accomplishments is presented to the Board summarizing agency activities. Since 2019, the Agency has provided the Board with a National and Community Impact Sheet which ties local activities to the national needs and accomplishments produced by the National Community Action Partnership. The most recent Impact Sheet is included in Appendix H.

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| 3. Provide 2-3 examples of changes made by your agency to improve service delivery to |

enhance the impact for individuals, families, and communities with low-incomes based on an in-depth analysis of performance data.
(CSBG Act Section 676(b)(12))

Since 2016, Long Beach Community Action Partnership has sought to perform periodic, comprehensive reviews of its technical and procedural infrastructure, to determine what (if any) changes could be made to reduce customer wait times, increase productivity and/or decrease operational expenditures (which could be subsequently devoted to direct client services).  As a result of these reviews, the agency has streamlined its call center operations, renegotiated data access charges for its offices, and restructured the process for scheduling appointments for utility payment assistance and income tax services.

As a result of the changes made, the number of minutes customers spend waiting in call queues has been reduced by sixty-four percent (64%) since 2015; the agency has saved over $40,000 in toll-free charges; the agency reduced its data access charges by 34%; the agency has increased utility assistance appointments by 7.5% in the past 12 months; and has increased productivity in tax assistance (returns prepared per volunteer hour contributed) by 32%.

# Appendix A
## Organizational Standards

**MAXIMUM FEASIBLE PARTICIPATION**

**CATEGORY ONE: CONSUMER INPUT AND INVOLVEMENT**

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

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

**Standard 1.3** The organization/department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

**CATEGORY TWO: COMMUNITY ENGAGEMENT**

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

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

**Standard 2.3** The organization/department communicates its activities and its results to the community.

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

**CATEGORY THREE: COMMUNITY ASSESSMENT**

**Private Agency - Standard 3.1:** Organization conducted a community assessment and issued a report within the past 3-year period.

**Public Agency - Standard 3.1:** The organization/department conducted 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 analyzes both current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

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

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

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

**VISION AND DIRECTION**
**CATEGORY FOUR: ORGANIZATIONAL LEADERSHIP**

**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. In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

**Standard 4.4:** The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action Plan.

**CATEGORY FIVE: BOARD GOVERNANCE**

**Standard 5.1:** The organization's/department's tripartite board/advisory body is structured in compliance with the CSBG Act

**Standard 5.2:** The organization's/department's tripartite board/advisory body either has:

1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or
2. Another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.

## Appendix B

### State Assurances

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

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

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

# Appendix C

## Federal Assurances and Certification

***CSBG Services***

**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 part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—*

(i)     *to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);*
(ii)    *secure and retain meaningful employment;*
(iii)   *attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;*
(iv)    *make better use of available income;*
(v)     *obtain and maintain adequate housing and a suitable environment;*
(vi)    *obtain emergency assistance through loans, grants or other means to meet immediate and urgent family individual needs; and*
(vii)   *achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots 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 partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;*
(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 child care programs;*

***Coordination of Other Programs***

**676(b)(1)(C)** *The State will assure "that funds made available through grant or allotment will be used 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)** *a description of the service delivery system, for services provided or coordinated with funds made available through grands made under section 675C9(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***) a description of "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)** *a description of "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)** *a description of "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)*** *"An 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."*

### Coordination with Faith-based Organizations, Charitable Groups, 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)*** *"An assurance that "the 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)*** *"An 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 services 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 served, which may be coordinated with community-needs assessments conducted for other programs."*

### State and Eligible Entity Performance Measurement: ROMA or Alternate system

***676(b)(12)*** *"An 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."*

**Appendix D**

Everyone In! City of Long Beach Economic Inclusion Listening Tour

# EVERYONE IN!

## City of Long Beach
## Economic Inclusion Listening Tour

## Summary Report

CITY OF
**LONGBEACH**

# Acknowledgements

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**Rex Richardson,** Vice Mayor and Councilmember, 9th District
**Lena Gonzalez,** Councilwoman, 1st District
**Jeannine Pearce,** Councilmember, 2nd District
**Suzie Price,** Councilwoman, 3rd District
**Daryl Supernaw,** Councilman, 4th District
**Stacy Mungo,** Councilwoman, 5th District
**Dee Andrews,** Councilman, 6th District
**Roberto Uranga,** Councilmember, 7th District
**Al Austin,** Councilmember, 8th District

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**Becky Blair,** Vice Chair
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**Bobby Olvera Jr.,** Commissioner
**Jacob Flores,** Commissioner
**Dr. Jessica Schumer,** Commissioner
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**Laura Valles,** Senior Consultant

## COMMUNITY-BASED ORGANIZATIONS

Los Angeles Local Initiatives Support Corporation (LA LISC)
Best Buddies Long Beach
Centro CHA, Inc
The LGBTQ Center Long Beach
United Cambodian Community
YMCA of Long Beach

# Contents

# Executive Summary

In April 2017, the Long Beach City Council approved the Blueprint for Economic Development (Blueprint) that featured a 10-year vision for creating a local economy that benefits everyone in the City of Long Beach. In November 2017, Vice Mayor Rex Richardson sponsored and the City Council approved four economic inclusion items. One of the items approved was the "Everyone In: Economic Inclusion Listening Tour" to develop a community engagement process that would engage a diverse group of community members to provide insight and solutions for creating economic opportunities for all.

The Listening Tour was planned during late 2017 and officially launched in February 2018. The Listening Tour used a focus group process where community members were engaged in discussing a set of questions related to entrepreneurship, small business development, community economic well-being, family financial success, banking, homeownership, and youth workforce development. These focus groups were named "community conversations."

The City of Long Beach selected two consultant teams to design and implement the project. Lee Andrews Group was chosen to recruit community participants to the community conversations. Wilson and Associates Coaching and Consulting LLC was chosen to develop the question set for the community conversations, analyze the findings, and write a summary report with the insights and solutions from community members.

Throughout March and April 2018, 107 community members participated in nine community conversations. After the data was analyzed, key findings emerged in the following areas:

- Community Economic Well-being
- Services and Resources for Inclusive Community Economic Development
- Building Economically Resilient Families
- Accessing Banking and Financial Services
- Promoting Homeownership
- Youth Workforce Development

# Key Findings

From the perspective of community conversation participants (participants), a community that is doing well economically has a thriving business community, clean and safe streets, green space and public parks, community resources and resource centers, and sense of community identity. Additionally, residents in these communities are healthy, have reliable transportation, stable housing, and employed at jobs with good wages.

Of the resources and services that would be required to create economically secure communities, participants identified modified public school curriculum, financial literacy classes, small business supports, community resource centers, workforce and job development, affordable housing, transportation and access to health services.

Families in Long Beach need quality jobs with high wages, stable housing, educational opportunities, and financial literacy information to be financially healthy and secure. Participants noted that families who are economically stable have more financial freedom which enables them to become more civically engaged.

Participants shared that when it comes to getting information on banking and financial services, they typically get the information from family, friends, and peers. Other sources for this information include banks and credit unions, the internet, community organizations, and employers.

The need for more programs such as down payment assistance to support homeownership opportunities were identified by participants as strategies to increase the number of residents able to purchase a home in Long Beach. Additionally, participants emphasized the need for coaching and education related to the homebuying process, including credit repair, saving, managing debt-to-income ratio, and securing a mortgage. Lastly, participants noted the need for the City to support living wages and the preserve affordable housing stock.

To develop the professional skills of youth in Long Beach, participants believed that science, technology, engineering, and mathematics (STEM) training would be essential. Other essential elements of youth workforce development programs are basic life and job skills. In addition to the skills-building training identified, participants noted the importance of having apprenticeships and mentorship programs that can give youth practical experience to sharpen those skills.

# Community Solutions

During each community conversation, participants identified solutions they believed could help the City of Long Beach and its partners create a more equitable and inclusive economy. Twelve community solutions emerged that would provide a comprehensive approach to creating economic opportunity for all.

**1** **Multilingual financial literacy classes,** provided by the City, schools, banks, and community-based organizations to teach people about opening a bank account, balancing a checkbook, building credit scores, debt management, saving, investing, obtaining loans, buying homes, building savings, and building intergenerational wealth.   Financial literacy was noted as a way to address the gap in wealth that exists particularly among lower-income families and communities of color.

**2** **More respectable financial institutions,** such as credit unions and traditional banks.  There are some areas in Long Beach without banks or credit unions and an oversaturation of predatory payday loan and check cashing businesses.  One innovative idea was the development of "community-owned banks."

**3** **Establish diverse workforce development strategies** that harness the skills and talents of immigrants. Job development strategies should include efforts to reduce the stigma of hiring people with disabilities. Workforce development should consist of job opportunities for formerly incarcerated persons.

**4** **Youth workforce development programs,** specifically those to help prepare young people for careers instead of low-wage retail jobs. Youth in Long Beach aren't prepared for high paying career pathways. Both youth and adult participants noted that youth need training, especially technological skills and soft skills such as communication and customer service. Youth also need support to help determine if college is the right pathway for them.

**5** **Partnerships with local schools** to integrate workforce development and financial literacy into the curriculum.

**6** **Creation of community hubs and resource centers** as a way to foster relationship building, connect people to resources and services, and to create a unified community identity.

**7** **Provide small business development support,** specifically efforts to connect entrepreneurs to funding and contract opportunities within the City of Long Beach. Specific services include streamlining the contracting processes, creating preferred vendor statuses for businesses located in Long Beach, and creating opportunities to connect the local business community.

**8** **Develop internships and apprenticeships** by working with the local business community so that skills and career pathways are developed for all of Long Beach's workers, including youth and people with disabilities.

**9** **Support wage increases** to at least $15 an hour, though higher salaries are required for residents in the City of Long Beach to be financially stable.

**10** **Affordable childcare** is required to ensure that residents with children can participate in the workforce knowing their children are safe and cared for. Parents often have to choose between working or staying at home to care for their children because of the high cost of childcare. Participants noted that childcare could consume an entire paycheck for a low-wage worker.

**11** **Homebuyer support** provided by the City of Long Beach that includes innovative strategies such as property tax waivers for low-income home buyers. Additionally, down payment assistance, lease-to-own programs, and low-to-no interest home loans were identified as additional solutions to promote homeownership.

**12** **Bring back a "Community Redevelopment Agency" approach** based on the old CRA model of working with various City departments and local developers to redevelop blighted areas and aged properties in older areas to promote and incentivize homeownership in those areas.

# Introduction

In April 2017, the Long Beach City Council approved the Blueprint for Economic Development (Blueprint) that highlights a 10-year vision of making Long Beach the city of opportunity for workers, investors, and entrepreneurs. The Blueprint details policy recommendations in various focus areas that will drive economic growth over the next decade. One of the key focus areas of the Blueprint is economic inclusion. While the Blueprint outlines a comprehensive vision for economic development, the City identified economic inclusion as a critical focus area for economic development. Economic inclusion for Long Beach means that everyone has the opportunity to participate in the economic life of the city.

In November 2017, Vice Mayor Rex Richardson sponsored and the City Council approved four economic inclusion items.  One of the items was the "Everyone In: Economic Inclusion Listening Tour" (Listening Tour). The Listening Tour is a component of the "Everyone In" Initiative that focuses on identifying policy solutions that will deliver economic opportunity to those who have been traditionally underrepresented and marginalized in economic development policies and practices.

Through the Listening Tour, a series of equity-based community focus groups, called "community conversations" were conducted to listen and learn from community members on how the City can increase access to economic opportunities and advance economic equity. One of the equity-based values that guided the community conversations was the engagement of community members who don't traditionally participate in public engagement activities, such as City Council meetings, town hall meetings, and/or community forums.

The Listening Tour was launched in February 2018, with two consulting firms contracted to recruit community participants, facilitate the community conversations and write a summary report of the ideas and community solutions captured throughout the process. From March 2018 to April 2018, 107 community members from diverse backgrounds participated in nine community conversations to share their perspectives on how to create a local economy that works for everyone. The summary report includes key findings in six areas of economic development, as well as twelve community solutions to promote economic inclusion.

# Methodology

Nine community conversations occurred between March and April 2018. Wilson and Associates Coaching and Consulting LLC worked with the Economic Development Department, Health and Human Services Department's Office of Equity and Vice Mayor Rex Richardson's Office to co-design the two question sets and protocols used to guide the community conversations. The first protocol contained questions tailored to the small business community and the second protocol consisted of questions suited for community-specific conversations.

An equity-based framework was incorporated through the planning and implementation of the community conversations. To encourage grassroots community participation:

- Community conversations took place on weeknight evenings and Saturdays.
- Community conversations were hosted at easily accessible and community-friendly locations (i.e. Centro CHA, Mark Twain Library, and YMCA First Friendships Preschool).
- Food and beverages were provided at each community conversation.
- Economic Development staff coordinated with the City's Language Access Program to provide translation and interpretation services. All paper materials were translated into Spanish and Khmer. Two of the nine community conversations offered simultaneous interpretation in Spanish and Khmer.
- Participants received a $10 giftcard at the conclusion of each community conversation.

The public engagement and recruitment processes were designed and managed by Lee Andrews Group (LAG). The community conversations were facilitated and evaluated by the Wilson and Associates team.

### PUBLIC ENGAGEMENT METHODOLOGY

Lee Andrews Group understands that barriers experienced by historically underrepresented and marginalized community groups result in low participation rates. The LAG team engaged traditionally underrepresented residents in Long Beach with the intent of amplifying their voice in the community conversations. The team implemented a community outreach and engagement plan to reach underrepresented and marginalized Long Beach business owners and residents.

## Engagement Strategies

The LAG team delivered a proactive and meaningful community engagement process that provided detailed information, timely public notice, and supported the mission of the Blueprint by implementing the following strategies:

> *Identification of Third-Party Validators*
>
> The team identified a wide array of individuals representing a diversity of interests and objectives with the City of Long Beach. Consideration of issues such as economic development, equity, future trends in technology and transportation, health, changes to how people live and work, travel and tourism, goods movement, transit, and a host of other issues were given to assist with the recruitment.
>
> The team engaged local community leaders such as teachers, college professors, City commissioners, union organizers, clergy, business leaders, and activists who shared information regarding the community conversations and identified additional individuals interested in attending or sharing information within their networks.

## Engagement of Community-Based Organizations (CBO)

CBOs were a vital component of the engagement strategy. The team reached out to over 100 community-based organizations to deliver collateral material. The team presented at CBO events and meetings to promote the community conversations.

## Online Strategies

While traditional "in-person" methods (meetings, open houses, presentations, etc.) played a significant role in community outreach and engagement, technology was also used to share information. The team created an online network that disseminated all the essential information about the community conversations, including a conversation calendar and the Blueprint.

The team also:

- Posted and blogged on various community-based groups, and invited online dialogue,
- Promoted community conversations through CBO partner websites and social media, as well as other City department websites, and
- Encouraged other organizations and departments to repost, retweet, and promote all of the community conversations.

## Street-Team Engagement

- Identified well-attended events and high-traffic locations across the City to publicize the project.
- Staffed 15 community events where people gathered.
- Placed community conversation displays with general information and engaging graphics at major high traffic community locations such as libraries and recreation centers.
- Identified critical businesses in the community and handed flyers to local customers near the community conversation facility areas and throughout the city.

## QUALITATIVE RESEARCH METHODOLOGY FOR DATA COLLECTION AND ANALYSIS

The research methodology for the community conversations was grounded in traditional focus group qualitative research methods, which consists of a small group (7-12) participants responding to a set of 4-6 questions for 60-75 minutes.

Because they are small in nature, focus groups create safe, community-friendly spaces that foster deep and comprehensive discussions among participants. While there are many community conversation methodologies, the benefits of a focus group approach  include:

- Participants are more comfortable discussing sensitive topics, such as family economic or housing challenges, in an intimate setting.
- Non-English speakers feel more encouraged to participate.
- Participants have more time and opportunity to share their perspectives.
- Participants can explore conversation topics in-depth.
- Participants can build upon the ideas of others.

The focus group process was slightly amended for three of the nine community conversations, which allowed for larger community conversation sizes due to high attendance rates. This amendment allowed 20-25 participants into those discussions.

For the nine community conversations, two question sets were co-designed with City staff around eight learning areas to ensure the collected data could be connected to and supplement the Blueprint and the vision for economic inclusion.

Before the start of each community conversation, participants received a consent form that explained the purpose of the discussion, benefits and risks, data collection methods, confidentiality protections, and their right to withdraw at any time. All participants were required to complete a consent form to participate.

Each community conversation was recorded and transcribed in real-time. Upon completion of each discussion, the Wilson and Associates team validated the transcripts against the audio recordings to ensure accuracy.  Once the nine transcripts were finalized, they were coded to identify common ideas using Atlas.ti Scientific Software. The design of the code list was guided by the question set and the frequency with which ideas were mentioned by participants. From the code list, all coded ideas were aggregated into themes across all nine community conversations. Finally, an analysis was performed to identify community solutions that emerged throughout the nine community conversations.
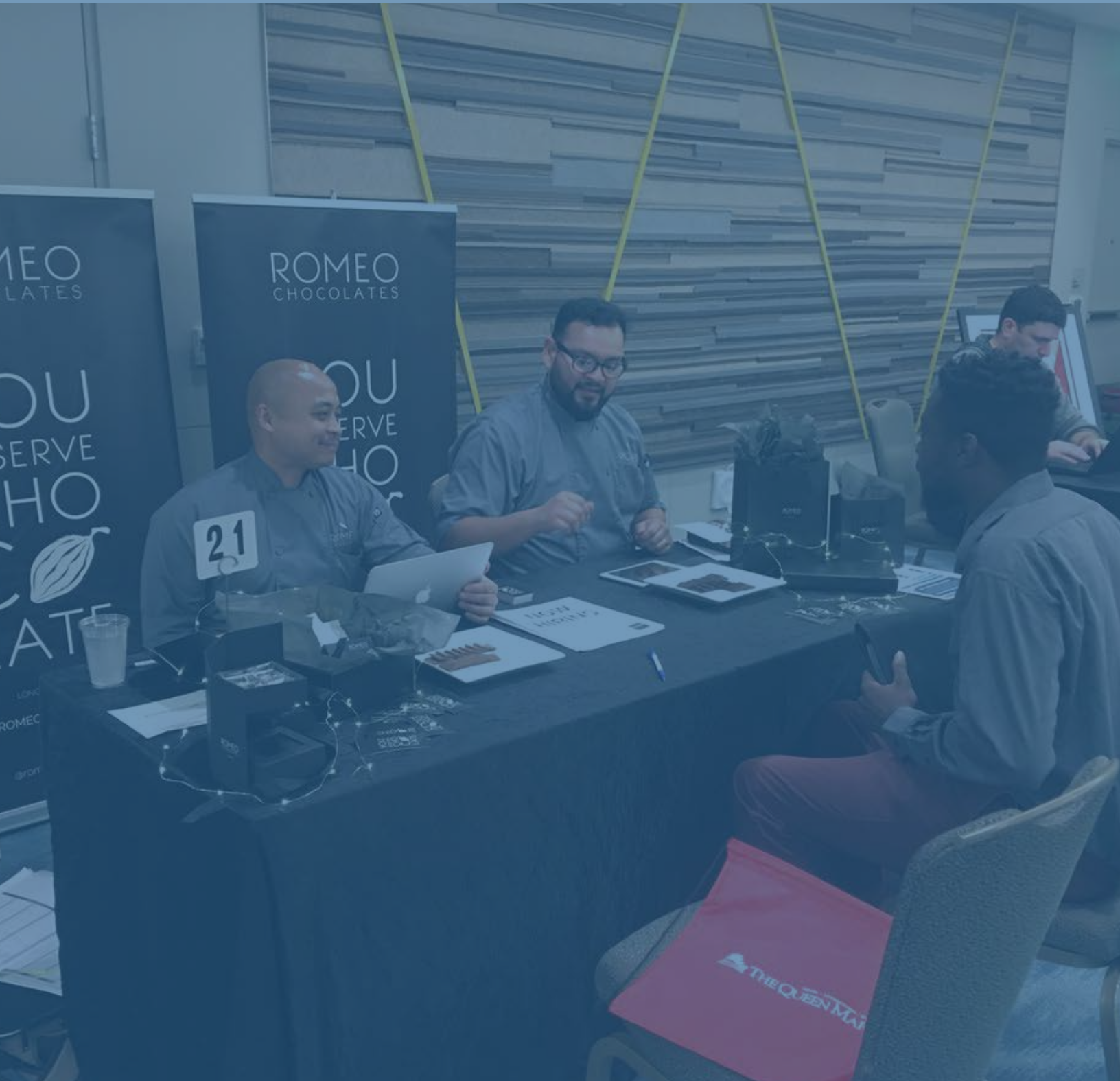
# Key Findings

# COMMUNITY ECONOMIC WELL-BEING

Indicators of economic well-being in the City of Long Beach illustrate many challenges that impede communities from doing well economically, including low hourly wages, low rates of homeownership, high costs of renting, challenges with starting and maintaining a small business, and a lack of car access.

## KEY FINDINGS:

- *Thriving business community*
- *Safe and clean environment*
- *Healthy communities*
- *Reliable transportation*
- *Secure and stable housing*
- *Sense of community*
- *Community resources and resource centers*
- *Employment opportunities and good wages*
- *Youth workforce development*

### Thriving Business Community:

Many of the commercial corridors in the City of Long Beach have storefront vacancies and high business turnover. Economically strong communities have local governments that create programs and funding incentives that support and sustain small businesses. For Long Beach, participants envisioned a diverse small business community that included coffee shops, unique retail shops, high-quality grocery stores, restaurants, banks, and gyms.

## Safe and Clean Environment:

Participants described an economically vibrant community as one with clean streets, no graffiti, ample parks and green spaces, and has a sense of safety and security so that people feel safe walking through the community, especially at night.

> "I would say that you would see a cleaner environment. I think our streets would be cleaner, our city safer. Manicured sidewalks, not a lot of trash everywhere, just constant City employees cleaning around the area. No empty lots where there is just trash dumped, just because a space is empty."

## Healthy Communities:

Connected to the idea of more green space and parks for outdoor physical activity, participants explored how the City of Long Beach might provide more access to parks and create opportunities for residents to participate in healthy activities. Participants also described economically strong communities as those with easy access to healthy and organic foods and low-cost or free exercise facilities to promote healthy living for everyone.

## Reliable Transportation:

Participants believed that communities that are economically strong have access to reliable transportation to receive services, resources, and employment opportunities. Without access to safe, clean and reliable transportation, it becomes difficult for people, such as youth and people with disabilities, to access training programs and jobs.

## Secure and Stable Housing:

In nearly every community conversation, participants shared the vision that all residents would have affordable and stable housing. In Long Beach and neighboring cities, participants shared that as rent and cost of homeownership increase, so have the number of homeless individuals living in cars, parks, and on the streets.

## A Sense of Community:

Many participants uplifted the belief that communities that are doing well economically also have a brand or identity that bonds people together and unites residents from across the city. Participants described that there are spaces in these communities that reflect the culture, interests, and identity of that community.

> "A strong community has cultural centers that are thriving, museums, galleries, theaters, concerts: places where cultural activities can be held."

### Community Resources and Resource Centers:

Communities doing well would have resource centers that are easily accessible, with information provided in the multiple languages spoken in Long Beach. Additionally, there would be support for children and youth that promote educational success and positive development.

### Employment Opportunities and Good Wages:

Communities doing well economically have multiple pathways to full-time employment with a living wage. A living wage was described as more than $15 per hour. Participants believed that access to job training opportunities, especially in Spanish, would help residents obtain jobs with better wages. Additionally, participants noted the need for more high paying jobs in the City of Long Beach.

### Youth Workforce Development:

A community that is doing well must have good investments in the education of its youth. Participants envisioned schools and programs offered by public-private partnerships that would prepare young people for more employment pathways and opportunities beyond entry-level retail jobs.

# SERVICES AND RESOURCES FOR INCLUSIVE COMMUNITY ECONOMIC DEVELOPMENT

Participants identified a variety of services, resources, activities, programs, and investments that are needed for communities to do well economically. Community partners such as schools, banks, community centers, and the business community will need to be engaged to support community economic well-being. Additionally, new ways of thinking and non-traditional partners may also be required.

## KEY FINDINGS:

- *Modified public school curriculum*
- *Development of financial literacy classes*
- *Small business investments and other supports*
- *Community resource centers*
- *Workforce and job development*
- *Affordable housing*
- *Transportation*
- *Access to health services*

## Modified Public School Curriculum:

Changes to public school curriculum to include financial literacy courses and offer more educational pathways to diverse employment opportunities, including trades, will create communities that are doing well economically. Many of the youth participants noted that drivers education should be added to public school curriculum so that youth can learn safe driving skills for free, enabling them to drive to professional development and employment opportunities.

### Financial Literacy:

Across the nine conversations, there was nearly universal agreement that educational courses on credit scores, savings, debt, investments, homeownership, and wealth building would help promote community economic well-being. Participants believed Long Beach public schools, local businesses, and trusted nonprofit partners could provide this education. Some participants recommended that financial literacy education programs should include an understanding that some of Long Beach's immigrant communities may come from countries with different financial and economic practices.

> "One aspect of education should be financial literacy. It's great to know that George Washington is the first president, but if someone doesn't know how interest rates work, how banking works or how loans work, they really can't move forward to be an entrepreneur. I think it comes down to that. I think that one of the things we are lacking is financial literacy."

### Small Business Supports:

Small business owners in the City of Long Beach had many ideas about how the City government can provide incentives, education, and resources to help residents who want to start a business in Long Beach. Participants shared that the City's contracting processes should benefit businesses based in Long Beach. Many people believed that a Long Beach Small Business Development Center could be a resource center where entrepreneurs could learn about doing business with the City and connect business owners to information, resources, funding, and other opportunities to start and sustain their small business.

### Community Resource Centers:

Participants acknowledged that accessing resources and services could be made easier by the creation of community resource centers. Participants noted the need for having a trusted space for obtaining services. For these centers to be trusted, they need to be connected to existing community organizations and offer resources and services that are linguistically and culturally appropriate. Participants envisioned that these centers could have multiple purposes, such as connecting job-seekers with training and employment opportunities. For others, these centers could have specific resources for youth, seniors, and homeless persons.

> "What's needed: spaces where people feel comfortable, their language is spoken, and their culture is represented. Having a welcoming space for immigrants and refugees and programs for them."

## Workforce and Job Development:

Given the rise of high paying jobs that require technical skills, participants noted the need for more training in science, technology, engineering and mathematics, especially for youth and those in career transitions. Participants indicated that active workforce development must include opportunities to prepare youth and people with disabilities for employment. Youth participants stated that many youth workforce development programs must focus training on trades and career pathways instead of low paying retail jobs. Participants also shared that there is stigma related to hiring people with disabilities, and the result is that there is a lack of internships and job training programs for people with disabilities. Workforce development should also include entrepreneurship as a pathway.

## Affordable Housing:

If participants can afford their rent or purchase a home, it will support a community's overall economic well-being. For renters, participants raised the need for affordable rentals where the cost of rent doesn't consume the majority of their income, a barrier especially difficult for older adults and people with disabilities. Specifically, participants mentioned the challenges people with disabilities experience with renting because their wages don't provide enough income to cover the cost of rent. In addition, participants mentioned services such as interest-free loans and down payment assistance programs as mechanisms to address housing barriers and promote homeownership.

## Transportation:

In the absence of car ownership, participants noted reliable public transportation is needed to support a community's economic well-being. Many participants said that for people with disabilities and low-income individuals, public transportation is often the primary way residents travel to and from work and community services.

## Access to Health Services:

Healthy people can work and earn wages that support their families. Participants suggested that there needs to be more ways for residents of Long Beach to access mental and physical health services. Participants also shared the need for residents to have affordable health insurance with adequate coverage. Without health insurance, families with health crises lack the safety net to avoid financial ruin. A few community conversations uplifted the idea of creating community wellness centers, with one participant referring to models of mental and physical health centers that exist on Native American reservations.

# BUILDING ECONOMICALLY RESILIENT FAMILIES

Communities that are economically strong have financially strong and secure families. When financial hardship strikes, these families are economically resilient. Participants envisioned the following qualities and characteristics of financially stable families.

## KEY FINDINGS:

- *Quality jobs*
- *Living wages*
- *Stable housing*
- *Educated*
- *Financially literate*
- *Financial freedom*
- *Civically engaged*

## People Have Quality Jobs:

Quality jobs are those with medical and retirement benefits and those that provide a wage that enables people to cover not only basic needs like food and shelter but also healthcare. Quality jobs would allow people to save money for a rainy day and to build an educational fund for their children  Overall, these jobs provide financial stability, the power of choice, and allow people to make ends meet without the need to rely on credit cards or payday loans to close the financial gap.

## People Earn Living Wages:

These wages are high enough to build financial security. Participants described these wages as sufficient to cover the cost of housing and household bills with enough leftover to save. Participants also believe that earning a living wage meant that workers aren't living paycheck to paycheck and can build a financial safety net. Participants described this as the ability to save more than is spent.

## Residents Have Stable Housing:

For renters, this was described as families with the ability to rent housing at a low-to-moderate percent of their monthly income. For home buyers, these families can afford to buy a home and keep their home without the fear of foreclosure. Stable housing was also described as residents living with enough space to accommodate all inhabitants comfortably.

## Residents Are Educated:

Residents that are financially strong must have at least a high school diploma, especially people with disabilities. Financially strong families can pay for college and trade schools after their child's high school graduation. Residents can cover the cost of trade schools or college to continue their own education.

## Financially Literate:

Financially strong families learned saving and investing skills to build wealth for themselves and their children. These families have a low debt-to-income ratio, can avoid predatory lending, and aren't consumed by credit card debt.

## Financial Freedom:

Financial freedom is families being able to save money to cover expenses like travel, continued education, and car purchases without financial stress. Additionally, these families have work flexibility and more time for their families. For young people, it is the ability to move out of the parents home to obtain housing on their own and cover the cost of college.

> "
> *A family that is financially stable isn't living paycheck to paycheck. They have enough money at the end of the month to save for particular things and have an emergency fund so that if something occurs they can fund it without having to dip into other resources or borrow money from family, things like that. So, when I think of financially secure, financially stable families, I think of a family that has sufficient savings to weather them through any financial difficulty."*

### Families Are Civically Engaged:

Families that don't have to work multiple jobs to earn a living wage can be involved in the political process and volunteer in community service and community building activities. Participants noted that when you are financially stable, you are empowered to contribute to the well-being of your community.

# ACCESSING BANKING AND FINANCIAL SERVICES

An exploration of where people receive banking and financial information, resources, and services suggested that people receive information from an array of sources, including friends and families, online, banks and credit unions, and through their employers. A related issue raised during the conversations about banking resources was the need for financial literacy education by schools and banks. Participants identified the following sources for banking and financial information:

## KEY FINDINGS:

- *Family, friends, and peers*
- *Online resources*
- *Banks and credit unions*
- *Community organizations and employers*

### Family, Friends, and Peers:

Across the majority of participants, family members, parents, teachers, adult mentors, and peers were the most frequently mentioned source of information.

**Online Resources:**

Accessing information online is a standard way to gather banking-related information. Participants suggested a lot of information is already available, although, for those who are non English-speaking, reliable information is difficult to access.

**Banks and Credit Unions:**

Banks were described as one source of information since they already have people who advise their customers on investment accounts, loan processing, home buying, and savings plans. A few participants indicated that they distrust large banking institutions or view them as corrupt and thus rely on smaller credit unions who they perceive to be a valuable and trusted resource for getting information about banking and financial information.

**Community Organizations and Employers:**

A familiar source of information is through community centers, churches or employers who bring financial advisors to community members to present on a variety of financial programs, including direct deposit, investing for retirement, and financial health.

# PROMOTING HOMEOWNERSHIP

Communities that are economically strong are characterized by high rates of community pride and homeownership. Given the high cost of housing in urban cities such as Long Beach, establishing homeownership and financial literacy programs are essential resources to help facilitate the home buying process. Also, a systemic approach to addressing the high cost of housing includes addressing issues such as the lack of affordable housing and living wages. Participants identified the following ideas.

**KEY FINDINGS:**

- *Homeownership programs*
- *Home buying literacy and coaching*
- *City-led reforms and protections*

**Homeownership Programs:**

Multilingual programs to facilitate the home buying process were identified as useful to helping people prepare for and understand the process. Examples of the range of programs needed in Long Beach include assisting prospective homeowners through lease-to-own programs that allow people to apply their rent payments toward the purchase of their rental property, grants to support homeownership, assistance with the down payment, eliminating the credit score requirement for loan qualifications, and credit repair programs.

## Home Buying Literacy and Coaching:

Home buying was described as a complicated and overwhelming process. Therefore, understanding and demystifying the mortgage and loan process, mainly through a peer-to-peer coaching approach or Promotora Model, was viewed as a helpful resource for removing some of the most common barriers. Support from a coach would enable people to develop a better understanding about credit, including how to reduce debt, and the typical steps people can expect to take throughout the process.

## City-led Reform and Protections:

The lack of affordable housing units is a significant barrier to homeownership. The lack of policies that restrict the ability of speculators and "flippers" to purchase available housing stock easily and then resell those properties at a higher cost is an added barrier for community homeownership. Finally, the need for a living wage and high cost of living in Long Beach impedes people's ability to purchase homes.

# YOUTH WORKFORCE DEVELOPMENT

An economically vibrant community includes specific training and job pathways for youth. The jobs of the future require that youth be given opportunities to build careers through innovative internships.

## KEY FINDINGS:

- Science, technology, engineering, and mathematics (STEM) training
- Life skills training
- Job skills development
- High-tech manufacturing skills
- Development of apprenticeship programs

## Skills Building:

Young people need to develop a variety of interpersonal and professional skills that will prepare them to succeed in their future jobs and careers. Skills-building topics include the following:

- Developing essential life skills such as doing laundry, cooking, and communication are basic building blocks for adulthood and future career and employment success.
- Learning fundamental job skills, such as how to dress professionally, preparing for the interview, interviewing, writing a cover letter and resume, computer work, and teamwork.
- High-tech manufacturing skills to prepare youth for the jobs of the future.

*"I've been focusing a lot on speaking with mentors, trying to get experience so I can build a strong resume. A lot of kids graduate without experience: they just want to jump into a job that pays well. I spoke with some mentors and they said if I wanted to volunteer for them they'll help me buid my resume and get experience."*

## Apprenticeship Programs and Job Opportunities:

Programs to help prepare youth for the labor force, including the ability to obtain a GED while also gaining skills that lead to a career path in technology, climate science, metalworking, and construction. Currently, Rosie the Riveter Charter High School in Long Beach has a promising program called WINTER (Women in Nontraditional Employment Relations) for women of color between ages 16 and 24.

*"Some of the current programs are preparing youth for retail jobs. We need creative programs to get kids thinking about careers at a young age."*

# Community Solutions

Throughout the community conversations, participants identified solutions they believed would help create a local economy in the City of Long Beach that would enable all of its residents and businesses to thrive.

**1**  **Multilingual financial literacy classes,** provided by the City, schools, banks, and community-based organizations to teach people about opening a bank account, balancing a checkbook, building credit scores, debt management, saving, investing, obtaining loans, buying homes, building savings, and building intergenerational wealth.   Financial literacy was noted as a way to address the gap in wealth that exists particularly among lower-income families and communities of color.

> "
> *I wish we were taught as a young adult not just about doing homework, but also about saving money, getting a loan, good credit, and entrepreneurship."*

**2** **More respectable financial institutions,** such as credit unions and traditional banks.  There are some areas in the City of Long Beach without banks or credit unions and an oversaturation of predatory payday loan and check cashing businesses. One innovative idea was the development of "community-owned banks."

> *Predatory lending...takes advantage of people in some neighborhoods. Then major banks, not quite as horrible, but they've also been caught defrauding people."*

**3** **Establish diverse workforce development strategies** that harness the skills and talents of immigrants. Job development strategies should include efforts to reduce the stigma of hiring people with disabilities. Workforce development should consist of job opportunities for formerly incarcerated persons.

**4** **Youth workforce development programs,** specifically those to help prepare young people for careers instead of low-wage retail jobs. Youth in Long Beach aren't prepared for high paying career pathways. Both youth and adult participants noted that youth need training, especially technological skills and soft skills such as communication and customer service. Youth also need support to help determine if college is the right pathway for them.

**5** **Partnerships with local schools**  to help build workforce development and financial literacy into the curriculum.

**6** **Creation of community hubs and resource centers** as a way to foster relationship building, connect people to resources and services, and to create a unified community identity.

**7** **Provide small business development support,** specifically efforts to connect entrepreneurs to funding and contract opportunities within the City of Long Beach.  Specific services include streamlining the contracting processes, creating preferred vendor statuses for businesses located in Long Beach, and creating opportunities to connect the local business community.

**8** **Develop internships and apprenticeships** by working with the local business community so that skills and career pathways are developed for all of Long Beach's workers, including youth and people with disabilities.

**9** **Support wage increases** to at least $15 an hour, though higher salaries are required for residents in the City of Long Beach to be financially stable.

> " *People need jobs with higher income so we don't have people working where each paycheck goes directly to rent and bills. They should have more financial freedom. Right now people just pay rent. More income would mean bills are paid and you have enough for the family to save and grow and cover unexpected things that may come up."*

**10** **Affordable childcare** is required to ensure that residents with children can participate in the workforce knowing their children are safe and cared for. Parents often have to choose between working or staying at home to care for their children because of the high cost of childcare. Participants noted that childcare could consume an entire paycheck for a low-wage worker.

> " *Parents are juggling 'Do I go back to work or do I stay home?' and 'What's the cost/benefit of working and childcare?' and that's a hard decision. Like when going to get a better job they're pitted 'do I focus on my own educational/professional advancement or do I take care of the kid?'" Sometimes the money they make in their job doesn't offset the cost of childcare."*

**11** **Homebuyer support** provided by the City of Long Beach that includes innovative strategies such as property tax waivers for low-income home buyers. Additionally, down payment assistance, lease-to-own programs, and low-to-no interest home loans were identified as additional solutions to promote homeownership.

**12** **Bring back a "Community Redevelopment Agency" approach** based on the old CRA model of working with various City departments and local developers to redevelop blighted areas and aged properties in older areas to promote and incentivize homeownership in those areas.

# Next Steps

The Listening Tour revealed dynamic insights and community solutions that are the first step for the City to initiate an innovative and equity-focused implementation process for advancing economic inclusion. Please note that each solution will have to go through the City's budget process. City staff identified the following next steps for the key findings and community solutions detailed in this report:

## 1

**Craft culturally competent and community-based solutions to address economic barriers, challenges and inequities.**

## 2

**Foster community partnerships and secure resources, including funding, to explore proposed solutions.**

## 3

**Form a 360° feedback process to communicate progress made toward the implementation of ideas listed in this report. Additionally, the feedback process will be used to hold City staff accountable to community members and key stakeholders.**

## 4

**Implement equity-focused structural and institutional changes in City programs, policies and procedures.**

## 5

**Establish mechanisms to evaluate progress and impact and adjusting as needed.**

# Key Findings and Community Solutions Matrix

## KEY FINDINGS

### COMMUNITY ENCONOMIC WELL-BEING

- Thriving business community
- Safe and clean environment
- Healthy communities
- Reliable transportation
- Secure and stable housing
- Sense of community
- Community resources and resource centers
- Employment opportunities and good wages
- Youth workforce development

### BUILDING ECONOMICALLY RESILIENT FAMILIES

- Quality jobs
- Living wages
- Stable housing
- Educated
- Financially literate
- Financial freedom
- Civically engaged

### PROMOTING HOMEOWNERSHIP

- Homeownership programs
- Home buying literacy and coaching
- City-led reforms and protections

### SERVICES AND RESOURCES FOR INCLUSIVE COMMUNITY ECONOMIC DEVELOPMENT

- Modified public school curriculum
- Financial literacy
- Small business supports
- Community resource centers
- Workforce and job development
- Affordable housing
- Transportation
- Access to health services

### ACCESSING BANKING AND FINANCIAL SERVICES

- Family, friends, and peers
- Online resources
- Banks and credit unions
- Community organizations and employers

### YOUTH WORKFORCE DEVELOPMENT

- Science, technology, engineering, and mathematics (STEM) training
- Life skills training
- Job skills development
- High-tech manufacturing skills
- Development of apprenticeship

## COMMUNITY SOLUTIONS

1. Multilingual financial literacy classes.
2. More respectable financial institutions.
3. Establish diverse workforce development strategies.
4. Youth workforce development programs.
5. Partnerships with local schools.
6. Creation of community hubs and resource centers.

7. Provide small business development support.
8. Develop internships and apprenticeships.
9. Support wage increases.
10. Affordable childcare.
11. Homebuyer support.
12. Bring back a "Community Redevelopment Agency" approach.

**Civic Engagement: Community Action Report Summary**

**Dr. Matthew Jenkins**

**Background**

As part of its cadre of community services, Long Beach Community Action Partnership operates the public access television station for the City of Long Beach, Public Access Digital Network (PADNET), operating on Charter Communications Channel 32 and Frontier Communications Channel 41. PADNET's flagship program is Long Beach Lens, a weekly interview-format community interest show. In August 2018, Long Beach Lens featured local author, entrepreneur and activist Dr. Matthew Jenkins, who recently published a memoir, "Positive Possibilities: My Game Plan for Success" which follows him from the Jim Crow South through college graduation, an Air Force career, and private sector success as a veterinarian and real estate investor.

**Inspiration for Interview**

The Promise of Community Action states that Community Action Agencies "change people's lives, embody the spirit of hope and improve communities." Dr. Matthew Jenkins' life is the quintessential example of such hope in Long Beach and America.  He was born just one generation removed from the shackles of slavery, but his parents led the family from a penniless existence to a thriving family farm enterprise. He went on to graduate as a Veterinarian from Tuskegee University and eventually discovered a cure for Rabies in Greenland. As a Veterinarian he became a very successful businessman while also creating Veterinary Pet Insurance in the 1970's. He also became a successful entrepreneur opening Mobile Home Parks across America.

Dr. Matthew Jenkins is a living example of the Community Action Promise because his family embodied the spirit of hope, changed lives and communities in which he and his family have lived and served. In doing so he also reached achievements of the highest level and his story is one that can inspire those that LBCAP serves. I believe that by sharing Dr. Jenkins story our customers and community can also be inspired to embody the spirit of hope mentioned in the Community Action Promise.

**Target Audience**

The target audience for our interview with Dr. Matthew Jenkins and his wife Roberta includes the entire family. Dr. Jenkins states that "success is all about learning from failure and failure is the opportunity to learn." Many of the families and youth that we serve at LBCAP have faced a situation that presented serious failure or disappointment.  Often the socio-economic reality of these families does not offer many sustainable solutions for success. Dr. Jenkins story reminds us that we have to first believe that we deserve the best. With that belief in mind Families have to strive for success knowing that failure is part of the process but the rewards can be great.

**Organizational Application of the Books Principles**

Dr. Jenkins states; "I learned that power is not voluntarily given, personal freedom must be taken, sacrificed for, claimed and defended." He also refers to the shared belief of Julius Rosenwald (co-founder) of Sears and Booker T. Washington (founder of Tuskegee University) that "it is not religion or race that brings people together, but rather shared values."

When we think of the increase of hate crimes, corporate corruption, failing education systems, endangered environment, black and brown incarceration rates, political partisanship and more it can be disheartening. The one concept that transcends all of these issues can be "shared values." If the leadership of institutions today could put aside personal missions long enough to realize core values they share with others the world would be a stronger, safer place for us all. Dr. Jenkins book illustrates such success during a time when America was very racist and segregated because two leaders sought a common good for all.

**The Takeaway**

The greatest takeaway from this interview is that regardless of what you face in life if you believe in the power that created you, and fully develop the talents that you have life will offer Positive Possibilities. In the face of death, enduring the isolation of exile or, overcoming the oppression of discrimination, with faith and focus success can be realized. This is a testimony that the customers partners and staff of Community Action would be well served to hear as they rise up from their own challenges.

**Dr. Matthew and Roberta Jenkins Community Impact**

The impact of Dr. Matthew and Roberta Jenkins is truly international. From addressing a dangerous disease such as Rabies in Greenland to funding education initiatives in Long Beach the Jenkins positive legacy lives on. The Jenkins Family Foundation contributes in many ways to support community initiatives. In Long Beach the Male Math Academy is held at Jordan High School and focuses on the academic and personal development of young men of color. These youth are introduced to Mentors and also spend time on the campus of CSULB during the summer.

The Jenkins leadership over the years as advocates for better education, economic empowerment and the arts are also outstanding. This video interview gives insight to the couple that has contributed a lifetime to making their community a better place for all to live and thrive. I truly believe as Dr. Jenkins stated; "If you can give and by giving make another person's life easier, you are making the world a better place."

A series of community dialog sessions titled Community at a Crossroads were held on February 2, 2019 as part of the larger historical event: Yesterday, Today & Tomorrow, A Black History Month Event.  The series focused on three (3) topics: Education, Employment and Public Health with an objective of sharing information, discussing community needs, identifying resources and potential service gaps, addressing challenges that local service providers face as well as creating opportunities to develop partnerships to address these community needs.  Each panel was then edited into individual full length Long Beach Lens episodes which included audience interviews and reactions. In addition, a fourth Long Beach Lens episode was created to capture feedback on Housing and Public Safety which were identified as the prevailing needs that fell outside of the panel discussions topics.

The Civic Engagement Panel was facilitated by LBCAP Executive Director Darick Simpson and featured Dr. Alex Norman, Professor Emeritus UCLA and author of African American Leadership at a Crossroads; A Journey into the Struggle for Equal Rights and  Ahmed Saafir, Board Chair of the Community Improvement League.  Their dialog centered on the article written by Dr. Norman which provided a historical analysis of how forming coalitions among major leading African American organizations had effectively advanced the modern civil rights movement.

The Education and Employment Panel was moderated by community leader Erroll Parker and featured Dr. Jane Conoley, President, California State University Long Beach;  Dr. Adriene Alex Davis, Los Angeles and Orange County Regional Consortium; John Keisler, City of Long Beach; and Tony Tate, African American Parents Group.  The theme for this topic is simple: Education is the key.  However, the discussion ranged from acknowledging how education helps lead to gainful employed and not underemployed to addressing the frustration of middle class families feel when trying to secure financial aid so their children can receive such a benefit.

The Public Health panel was made up of strong female leaders within our community: Carolyn Caldwell, CEO Saint Mary's Medical Center; Jennifer Ponce, Director of Special Projects, The Children's Clinic; Dr. Anissa Davis, City Health Officer, Long Beach Department of Health & Human Services; and Diane Brown, Administration & Grants Officer for the City of Long Beach Disaster Preparedness & Emergency Communications.  The discussion focused around general health and wellbeing strategies, disaster preparedness and using a holistic approach to family needs.  One strong take away was the conversation around utilizing a trauma informed approach when working with families to help development a much needed trust in the health care system.

Lastly, the event attendees were provided an opportunity to discuss other community needs and the topics of significant concern were around Housing and Public Safety.  For Housing, the primary concern was affordable housing and the need to diversify housing projects to allow various incomes to qualify.  The citizens were concerned with Land Use permits and how the City can utilize them to encourage more opportunities for affordable housing.  For Public Safety, many interviewed spoke of

the need for increased police presence throughout the City but also the value and need for civic engagement on the behalf of the Police Department to collaborate and be active participants at community meetings to enhance relationships and develop trust.

The full panel discussions as well as the edited Long Beach Lens episodes will air several times through the month of May and will also be available on Video on Demand.

**Long Beach Community Action Partnership
Customer Satisfaction Survey**

**TO TAKE THIS SURVEY ONLINE:**

**www.surveymonkey.com/r/LBCAP-Satisfaction**

1. Which of the following programs or services did you participate in or receive? Select all that apply.

☐ Utility payment assistance through ELEAT

☐ Afterschool program at LBUSD school site

☐ Home weatherization (appliance repair/replacement, doors/windows, etc.) through ELEAT

☐ Leadership Academy Mentoring Program (LAMP)

☐ Income tax preparation through VITA

☐ Public Access Digital Network (PADNET)

☐ Other (please specify) _____

2. Overall, how satisfied or dissatisfied are you with our agency?

☐ Very satisfied

☐ Somewhat dissatisfied

☐ Somewhat satisfied

☐ Very dissatisfied

☐ Neither satisfied nor dissatisfied

3. How well did our services meet your needs?

☐ Extremely well

☐ Not so well

☐ Very well

☐ Not well at all

☐ Somewhat well

4. Overall, how satisfied or dissatisfied are you with our staff?

☐ Very satisfied

☐ Somewhat dissatisfied

☐ Somewhat satisfied

☐ Very dissatisfied

☐ Neither satisfied nor dissatisfied

5. How likely is it that you would recommend this service to a friend or family colleague?

NOT AT ALL LIKELY                                                                EXTREMELY LIKELY

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|

6. Do you have any other feedback on the agency or its programs?

_____

_____

## 2019 Community Needs Survey Summary
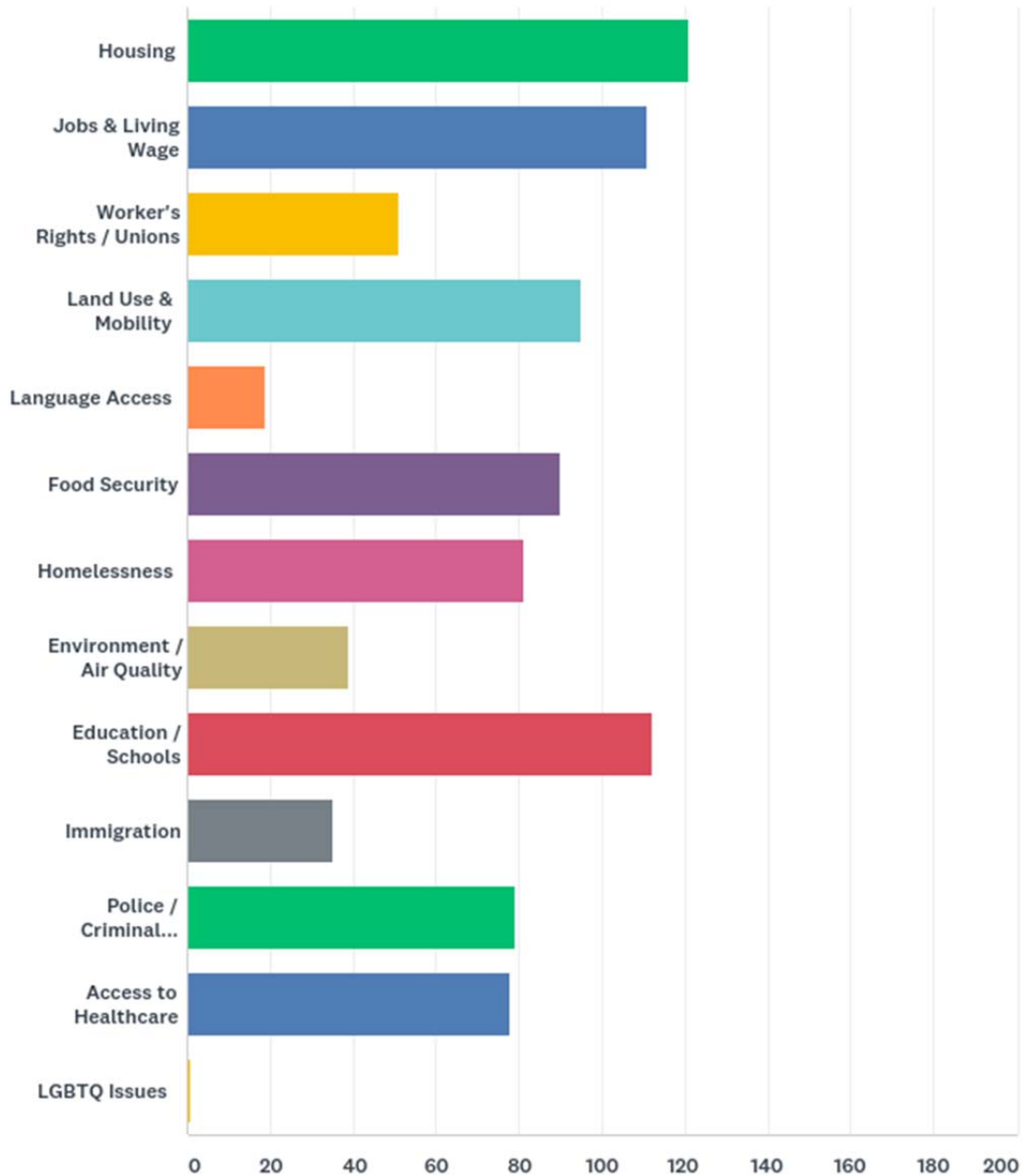


Since March 2017, the agency has continuously reached out to community residents and recipients of services to inquire about the types of services these residents needed or were interested in receiving additional information about. The survey inquired about service needs in areas not currently addressed by the agency, to indicate the potential for gaps in the continuum of service to low income residents. The results of the needs survey is summarized below, and is combined with the statistical

data of population characteristics, knowledge of local resources and information gathered from various stakeholder groups to identify the agency's service priorities for 2020-21.

The most recent survey for the community went out in 2019. Thirteen issues were listed: Housing; Jobs and Living Wage; Worker's Rights/Unions; Land Use and Mobility; Language Access; Food Security; Homelessness; Environment/Air Quality; Education/Schools; Immigration; Police/ Criminal Justice; Access to healthcare; LGBTQ Issues. Of all the social issues, over 60% of respondents ranked Housing (63.85%), Jobs and Living Wages (63.85%), and Education/ Schools (65.38%) as the most important and concerning issues in the Long Beach community.

In 2017, the three issues of highest importance to the community were Housing, Jobs/Living Wage, and Food Security. 83.99% of respondents said that Housing was of high priority, and was the number one ranked concern from the 2017 Survey. Ranking number two, Jobs/Living Wage was of high importance to 71.51% of respondents. Food Security was a high concern for 58.95% of residents, making it the third most important issue coming from the community in 2017.

Compared to answers from respondents in 2017, most of the social issue importance of 2019 answers dropped  percentage wise within the past 2 years ,while a few stayed about the same. Housing importance dropped 20% from 2017; at 63.85%, it still a top concern in 2019, but efforts in affordable housing are making head-way. With Long Beach working to build more affordable housing and having the homelessness population shrink, the numbers show while it still has a long way to go, it has made a significant impact on the community already. Jobs/Living Wages dropped 7.66% from 2017, ranking it the same as Housing, still being a high concern at 63.85% in 2019. While The City and State are slowly realizing the difference between minimum wage and what it means to live in one of the most expensive areas in the country, it is no coincidence that the third most concerning issue has changed.

While Food Security in 2017 was the third highest concern, it is still concerning in 2019 ranking as the 5th most important issue; Food Security dropped by 10.49% in the last two years, likely due to Long Beach's initiative to develop more urban agriculture. With partners working to deliver to low-income areas, and have more accessible markets, Long Beach has paid attention to the community's voice.

In the most recent set of surveys (from January 2019 to present), Education has significantly moved up in importance. Moving from fourth in 2017 to now the top social issue in the community in 2019; concern rose 8.94% bringing it to a high of 65.38%. As years of data are collected and distributed, it has been found that a solid education is key for success, especially in lower-income communities. Higher education leads to more job opportunities, higher incomes, and can be the one thing to break the cycle of poverty.

As Long Beach continues to work on the highest concerning needs of the community, Long Beach Community Action Partnership will continue to inform residents of new services, and be a leader in the community for new strategies to combat current and upcoming struggles.

# COMMUNITY ACTION PARTNERSHIP
## Building Opportunity for All

## LBCAP's Impact

America's Community Action Agencies embody our nation's spirit of hope, change people's lives, and improve communities. We promote workable solutions that connect more families to opportunity – and make America a better place to live for everyone.

**Long Beach Community Action Partnership:**

- Connects individuals and families to approaches that help them succeed – including high quality education programs for children, community media centers, health and safety home repairs for families, utility assistance for seniors, and so much more.
- Promotes community-wide solutions to seemingly stubborn challenges throughout our city and county – whether it's the lack of affordable housing or the need to promote economic growth that benefits all families.
- Shares expertise with national, state, and local leaders looking for evidence on what works to promote greater economic opportunity for children and families.

**In 2018:**

713 households increased their financial **Assets** or skills $

**817** volunteer hours were donated to LBCAP

5,958 disabled served

6,180 seniors served

Over 690 **Children & Families** accessed childcare, after school programs, and more

28,907 people got energy services for their **Housing** – emergency help with utilities and repairs to make homes safer and more efficient

47 at-risk youth were put on a pathway to good **Jobs** through summer internships

29,000 people viewed our **Community Media**

Community Action Agencies are locally run but receive a range of public and private resources for their work. This includes funding from the federal Community Services Block Grant (CSBG) which provides the Community Action Agency designation. **For every $1 of CSBG funds, the Network annually leverages $7.70 from state, local, and private sources.**

**Long Beach Community Action**
PARTNERSHIP
*Helping People. Changing Lives.*

**Main Office:** 117 West Victoria Street Long Beach, CA 90805
Phone: 562.216.4600
info@lbcap.org
www.lbcap.org ■ padnet.tv

# The National Need

Despite America's economic recovery, millions are still living in poverty and even more are just one missed paycheck away from hardship. Whether our neighbors are experiencing a temporary set back or have been priced out of affordable housing – too many struggle to achieve a good quality of life.

Nearly **40** million people in America live poverty.

**People of color are disproportionately impacted**

**1 in 6** children go hungry at some point during the year

**6.1 million** Americans are unemployed

**44%** of Americans can't cover a **$400 emergency expense**

# Community Action's Reach

The nation's 1,000+ Community Action Agencies are a robust, national, state, and local force, reaching children and families in **99% of America's counties** with life changing services that create pathways to opportunity and prosperity. Annually, we reach:

**15** million low-income individuals

**3.9** million children

**6.2** million families

**2.3** million seniors

**1.7** million people with disabilities

Slide run daily on PADNET.tv, Charter Channel 32 and Frontier Channel 41

| Ad Order Number | Customer | Payor Customer | PO Number |
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| Sales Representative | Customer Account | Payor Account | Ordered By |
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| Tammy Butikofer | 5254968 | 5254968 | Elizabeth Volk |

| Order Taker | Customer Address | Payor Address | Customer Fax |
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| Tammy Butikofer | 117 WEST VICTORIA STREET<br>LONG BEACH, CA  90805 | 117 WEST VICTORIA STREET<br>LONG BEACH, CA  90805 | |

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**Notice of Public Hearing**

Long Beach Community Action Partnership (LBCAP) is committed to providing dynamic pathways to self-sustainability for low income individuals and families through advocacy, education, and energy assistance. All residents of Long Beach, California, are encouraged to participate and solicit comments on the proposed Community Action Plan for 2020-2021. A public hearing for community feedback will be held on May 28th, 2019, at 4:00pm at the LBCAP main office.

**Long Beach Community Action Partnership**
**117 West Victoria Street**
**Long Beach, California 90805**

For more information or to obtain a copy of the Community Action Plan, contact Elizabeth Volk at 562-216-4625, email: evolk@lbcap.org.

**Pub April 29, May 6, 13, 20, 2019**
**(4t) PT (11244742)**

| Product | Requested Placement | Requested Position | Run Dates | # Inserts |
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| Press Telegram | Legals CLS | General - 1076~ | 04/29/19, 05/06/19, 05/13/19, 05/20/19 | 4 |

**Long Beach Community Action Partnership**
**117 W. Victoria St, Long Beach, CA 90805**
Board of Directors Meeting, *Tuesday May 28th, 2019*
**MINUTES OF MEETING**

Place:   117 West Victoria St Long Beach CA- Big conference room.          Time: 04:00 pm

**Members Present:** Irantzu Pujadas, Janet Perez, Susanna Sngiem, Mary Sramek, Jeannine Pearce, Steve Colman

**Called in:** Alison King, Gregory Sanders

**Members Absent:** Emery Younes, Susanne Browne, Janet McCarthy, Misi Tagaloa, Christine McDonald

**Staff Present:** Darick J Simpson, Marisa Semense, Chamroeun Ray Nuon, Andrea Trejo

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I.   **Order of Business  -Board Chair Mary Sramek**
- LBCAP Board Meeting was called to order at 4:10pm
- Roll Call
- Quorum was not established.

II.   **The Promise of Community Action was resisted**

III.   **Public Hearing**

IV.   **Board Ambassador Report – Board Chair Mary Sramek**
- The board chair asked for the board members to share their monthly ambassador report
    - Ms. Sramek – Shared a social media post and wrote a welcome letter to new board members
    - Ms. Perez – advocated to small business owners regarding LBCAP
    - Ms. Pujadas – shared a social media post
    - Ms. Pearce – shared a social media  post
    - Mr. Colman – advocated about LBCAP in a conference he attended in Chicago
    - Ms. Sngiem – shared two post in social media

V.   **Daricks Evaluation – Board Chair Sramek**
- Ms. Sramek and Mr. Simpson continue to work on linking goals of the strategic plans with the final evaluation. Final Approval will need to be made in the June meeting.

**VI. Board Nominations – Board Chair Sramek**

- Nominations will be taking place during the current board meeting, voting should take place in June and board officers take office in July. The board members participated in the discussion of the responsibility of each officer. The board members agreed to the nominations of
  - Christine McDonald – Board Chair
  - Susanne Browne – Vice- Chair
  - Alison King – Secretary
  - Janet Perez – Treasurer

**VII. New Welcome Letter – Board Chair Sramek**

- Board members shared their thoughts regarding the welcome letter written for new board members

**VIII. Finance Report – Janet Perez**

- Overall Statement of Revenues and Expenditures for the month the month of March 2019 showed a surplus of $11,565 which derived mainly from Energy Services, Youth Services, and PADNET.
- Energy Services surplus was from SCE program.
- Youth Services surplus was resulted from timing in billing for After School program
- PADNET surplus was resulted from PADNET production services.
- High cash balance was resulted from cash advance from the city of Long Beach for PADNET PEG and the State contracts.

  Alison King joined called in at 4:26pm

**IX. Approval of April minutes**

- The board chair asked for the approval of the April minutes

ACTION: **Motion was made by Ms. Sngiem**
       **Motion seconded by Ms. Pujadas**

**Motion passed**

**Ms. King, Ms. Pearce, Ms. Perez – abstained from the minutes**

**X. Executive Director Highlights – Mr. Simpson**

- Mr. Simpson informed the board members on the results of community action month – Through the consistency of the social media post new levels of interactions were reached as well as visibility however the goal of $1000 that was set by the board members during Aprils meeting was not accomplished.
  - Mr. Sanders called in at 4:52pm

- Community action plan feedback is needed by June 7th 2019 and voting of final version should take place during the June board meeting (June 25th 2019).
- Cal Fresh Launch – Mr. Simpson informed the board LBCAP will be hosting a DPSS representative at the main office on the second Monday of every month starting June 10th 2019.
- Mr. Simpson spoke about each of the departments highlights and updates

XI.     **Questions /Answers and Announcements**
- The board chair asked if anyone had questions or concerns.
  - No questions or concerns were expressed.

XII.    **Adjournment-** 5:03pm

### Causes of Poverty: Income Management

Poverty can happen for a multitude of reasons, and Americans having poor financial health can quickly move from maintaining a lifestyle to drowning in debt. The Center for Financial Services Innovation (CFSI) is a network of financial services and providers working towards equality in the financial industry; they evaluate who is underserved and how to better serve them. In 2018, they released the first benchmarking survey regarding the nation's financial health of individuals and families. The survey released uses eight factors to determine financial health: spending in correlation to income; ability to pay bills on-time; having sufficient liquid savings; sufficient long-term savings; manageable debt; prime credit scores; appropriate insurance for emergencies; and planning ahead for expenses.

With only 28% of Americans meeting the Center for Financial Services Innovation's definition of financially healthy, it asks the question, what is stopping Americans from being able to "spend, save, borrow and plan in a way that will allow them to be resilient and pursue opportunities over time"? The Center for Financial Services Innovation 2018 survey results show that 55% of Americans feel they are "financially coping", but could use improvement in others. Lastly, 17% of Americans feel as though they are "financially vulnerable" meaning they need to focus their efforts on their financial health because they know they are not prepared for the future.

Approximately 15% of US residents live in poverty, having a household income at or below 100% of the federal poverty guideline, including 13% of adults and 20% of children. Long Beach poverty statistics are significantly higher, with 19% of Long Beach residents living in poverty, including 17% of adults and 27% of children. With Long Beach's poverty statistics being 30% higher than the national as a whole, it would be likely that the characteristics of financial vulnerability not only apply to Long Beach, but are magnified due to the higher cost of living in the region. The CFSI indicates that financial vulnerability is found in certain demographic characteristics at a rate significantly higher than other characteristics.

While the financially vulnerable can improve their financial health, a combination of spending habits and circumstance make this much more difficult. The financial habits determined by the CFSI to contribute to financial vulnerability are a combination of: spending more than their income; paying only some of their bills on time; not planning ahead financially; and not being educated on their insurance policies.

| CFSI Financial Vulnerability: Demographic Characteristics | % Financially Vulnerable | % of Long Beach Residents |
|---|---|---|
| Household income <$30,000/yr | 36 | 26 |
| Age 26-49 | 20 | 37 |
| Female | 20 | 51 |
| Black | 24 | 15 |
| Less than High School Education | 30 | 20 |
| Not Employed, Not Retired | 31 | 20 |

Some of these habits can be changed, but the financially vulnerable may face more struggles than other groups; 41% of respondents who spend more than their income report this was so due to a combination of unusually high-spending and/or unusually low income. Sometimes expenses happen and unforeseen events can throw off short-term and long-term financial goals. Unfortunately, 26% of respondents spending more than they make stated that it's a way of life, indicating the need for a systemic change that may not be addressed by increased income alone.

Because so many Americans struggle to manage their finances, it often leads to attempts to prioritize which bills to pay first. With the CFSI reporting 45% of the financially vulnerable have "poor" credit scores, scores ranging from 300 to 669, it's no wonder 55% of the financially vulnerable say that they're not paying every bill on time. Americans continue to struggle because when ends can't meet, 43% use credit to make it happen. The larger their debt, the lower their credit score is likely to drop. Savings start to suffer because families are trying to balance what bills can be paid, and what needs to go on credit until it can be paid. Almost half, at 45%, of those who are financially vulnerable have less than one week of living expenses in their savings; with not having any savings, random expenses can quickly become detrimental to a family. If an American gets laid off from their job, the likelihood of falling into extreme poverty and homelessness becoming even more likely.

Because so many Americans are struggling to pay their bills, significantly more Americans are using their tax refunds to catch up. 87% of those who are financially vulnerable are using their tax refunds to repay bills. Because so many Americans are using their tax refund as an extra paycheck because their current one doesn't reach, it's not surprising that 77% are not accumulating short term savings, and 53% are not accumulating long term savings. While at quick glance it seems Americans are not setting themselves up for financial success, many are trying their best; 41% of those identified as financially vulnerable are saving when they are able.

42% of respondents reported no savings for their retirement. The financially vulnerable struggle with their current debt more than anyone; 43% feel it is at a stage that their debt is unmanageable. Beyond a mortgage, the financially vulnerable are in more debt due to student loans

than any other group. With a median of $25,000 in student debt for those identified as financially vulnerable, students who did chose for a brighter future, are now living in a difficult present.

The City of Long Beach adopted the Blueprint for Economic Development in 2017, which identified systems and strategies for strengthening the economic foundation of the City and its residents. As a part of the Blueprint activities, in 2018 the City of Long Beach engaged in a comprehensive, city-wide series of community conversations on economic inclusion with Long Beach residents, as well as seeking third-party input and validation from community stakeholder groups in the areas of education, nonprofit services, local businesses, clergy, and city officials. The input of these residents and stakeholder groups culminated in the publication of the _Everyone In! City of Long Beach Inclusion Listening Tour Summary Report_, which identified key findings in six areas of economic inclusion and proposed 12 community solutions to address those findings. This report in its entirety is included in the Appendix. The agency is using both this report and the CFSI financial survey to guide its future programming in the domain of income management.

### Causes of Poverty: Education and Linguistic Isolation

Education and income are interconnected; one of the most affected groups in poverty are those who have less than a high school education; in Long beach, 27.7% of adults in poverty did not graduate from high school. As education levels rise, poverty levels drop; 17.8% of the adult population in poverty have a high school diploma. While higher levels of education are associated with lower poverty rates, education is not a cure all. 13.2% of adult Long Beach residents still live in poverty despite having some level of college education up to an associate's degree, and 5.9% who have obtained a bachelor's degree or higher are living in poverty. While education looks to be a solid tool in fighting poverty, the outliers struggle even though they have the education; it seems more than one tool is needed.

Education and employment are linked as well. As one becomes more educated, the opportunity for jobs increases. The unemployment rate for those living below the poverty line is significantly higher than Long Beach as a whole. Long Beach has an unemployment rate of 4.1%, however those in poverty here have a rate as high as 25.6%; a quarter of those living in poverty are unemployed. But education can lower unemployment. 9.3% unemployment rate for  high school graduates, and 7.1% unemployment for those with associate's degrees; these are still higher than the Long Beach average. It seems having a bachelor's degree is the best way to combat unemployment, as it has a similar unemployment rate to the City as a whole, at 4.2%.

With an education, the availability of jobs not only increases, but it can also lead to higher income through advancement opportunities and specializations in fields wherein the supply cannot reach the demand. In Long Beach, median earnings increase as education increases; the median income for no high school diploma is $21,453; a completion of a high school diploma has median earnings of $29,007; associates median earning of $36,582. Adults lacking a high school diploma have median earnings of $21,453, adults who have completed high school have median earnings of $29,007, and adults with associate's degree level of education have median earnings of $36,582. With a bachelor's degree, increases significantly to $57,088 median, and adults with post-graduate education even more at $77,638. To support a family of 4 in Long Beach, a livable wage of $64,584 is

required; in terms of educational attainment, it is likely that you will need a bachelor's degree to support a family and pay basic bills.

As a culture, young people are encouraged to continue with their education.  This can be seen when considering educational attainment within different age groups in Long Beach. Current 18 to 24 year olds have the lowest rate of dropout before 9th grade, at 1.6%. The older populations have a much higher rate; current 45 to 64 year olds, who have less than high school education, the dropout rate is 10.9%, while 13.6% of those 65 and older also have less than a high school education.

Long Beach understands the barriers for young students when it comes to higher education. In 1994, the Long Beach Seamless Education Initiative was formed, to eliminate obstacles for students wanting to obtain a college degree. In 2008, the Long Beach College Promise was created; high school students can be offered two years of tuition at the Long Beach City College. For many students in poverty whose parents don't have a college education, this allows these students to know that they can be the first person in their family to have a college degree, and that Long Beach City College will be there to help along the way.

Language and educational attainment are also connected. With Long Beach being such a diverse community, approximately 50% of children under 18 speak a language at home other than English.

Linguistic isolation – the inability to communicate well in the predominant language of one's community – is primarily a function of age, for those whose primary language at home is not English. Of children aged 5 to 17 who speak a foreign language at home, approximately 95% speak English well or very well; this is likely due to the children being in English-speaking schools. As other generations are less likely to be involved in English schools and more likely to be engaged in tight-knit language communities, we see that speaking English well declines in higher age groups.

Those residing in Spanish-speaking homes are the least likely to know English well or very well; for those who are likely in the workforce here, ages 18 to 64, 75% speak English well or very well, while only 47% of Spanish speakers age 65 or older speak English well or very well. Those residing in Asian-speaking homes are more likely to have better English communication skills; 84% of residents age 18 to 64 years old speak English well or very well. The older Asian-speaking generation, age 65 and over, 53% speak English well or very well, just slightly higher than the Spanish-speaking adults of the same generation. Those residing in homes that speak Indo-European languages have the highest understanding of English, with 96% of those aged 18 to 64 knowing English well or very well, and 81% of those aged 65 and over knowing English well or very well.

## Causes of Poverty: Labor Market

The United States defines poverty as families or individuals whose basic needs exceed their income. For those in poverty, income can come in a multitude of different forms such as cash assistance, SNAP benefits, or other assistance; the largest source of income however comes from earned wages at a job. The labor market and poverty can be easily linked. Two ways to look at the connection is through the availability of jobs, and the wages paid at the jobs.

If work is supposed to end poverty, Long Beach has missed the mark somewhere. With the unemployment rate at 4.1%, the lowest it has been in 30 years, the creation of jobs and economic growth seem promising to those who are struggling in poverty. The poverty level, however, remains high at 19.1%. While only 4% of full time workers in Long Beach are living in poverty, a life change can quickly put someone under the line. 38% of those who enter poverty due so because their "other income" fell; 25% had decreases in their earnings; while another 25% had a change in the head of household, usually to a female head; only 12% of those in poverty are so because either their needs rose, or they were born into the situation. Many residents in Long Beach live closely to their means, with minimal room, if any, for incidentals.

The issue with poverty and the labor market is that the majority of those living in poverty are those who do not work; this is separate from those who are unemployed but actively looking for work; those who do not work may be in the age range of the labor force, but are not actively looking due to a range of reasons such as child-care at home, family illness, disability or other reasons. But those who are working don't necessarily work full-time hours, either. 21.4% of those living in poverty did work but less than part time. The reasons can be similar as above, due to family needs, disability, and etcetera.

Those who are working may still struggle; the wages at a full or part time job may not be enough to support a family. The US Department of Health and Human Services, which sets the federal guidelines for determining poverty status, determines that a household of four in the United States is considered in poverty with an annual income equating to $25,750 or less. In Long Beach, a family with two adults, one working full-time and year-round at $12.07 per hour, and two children are considered to be living under the poverty line in Long Beach. The same family structure has a "living wage" of $31.05 per hour, which covers the true minimum costs of families' expenses such as healthcare, transportation and clothing.

This living wage was calculated using the model developed at the Massachusetts Institute of Technology by Dr. Amy K. Glasmeier, who states: "The living wage draws on these cost elements and the rough effects of income and payroll taxes to determine the minimum employment earnings necessary to meet a family's basic needs while also maintaining self-sufficiency". The minimum wage in Long Beach has a unique situation, as it varies according to the industry; in 2017 small employers are required to pay a minimum of $11.00 per hour, while larger companies pay $12.00 per hour. For those working in the tourist industry in Long Beach, there is a special ordinance that requires a higher minimum wage at $14.64 per hour for hotel workers and $14.37 per hour for concessionaire workers as of July 2018. With the lowest hourly minimum wage in Long Beach at $11.00, the living wage is almost triple the minimum wage and more than double the highest local minimum wage.

But the poverty line does not equate to self-sufficiency. The living hourly wage in Long Beach translates to a total annual income of $64,584, which would allow the family to sustain itself independently. For the head-of-household and only worker being male, the minimum educational requirement would be a bachelor's degree to have a median income of $65,469. If the head-of-household and only worker is female, a bachelor's degree would likely not suffice due to a median income being about $14,000 lower than for the male counterpart; a graduate or higher degree would be required for the female householder to surpass the living wage requirements, at $70,837 annually.

The gender pay gap has a severely negative effect on women being the sole bread-winners, and can be seen through all levels of educational attainment; the deficit varies from $8,000 up to $16,000, when comparing male and female median incomes.

## Causes and Conditions of Poverty: Housing and Homelessness

When people think of California, one of the first things mentioned is how expensive it is; the second, how crowded it is. Long Beach falls into those categories, sometimes even more than most realize. Long Beach has one of the highest sales tax rates in the country at 10.25 percent. While the state of California and the City of Long Beach specifically have worked to make conditions better, such as increasing the minimum wage to one of the highest in the country, Long Beach still continues to significantly struggle when it comes to providing affordable and available housing.

According to the 2017 American Community Survey, Long Beach's vacancy rate is 4.7%, accounting for housing stock that is for sale and for rent. Only 40% of housing units are owner-occupied. The characteristics and demographics of the renter contingent are diverse; however, there are a few noticeable trends. 32% of renters are under the gae of 35; 35.7% have at least associate level education; 42.3% moved within the past two years to their current residency; 74.2% of renters moved into their current residence in the past decade. The limited vacancy, mobility, and high percentage of renters contribute to a lack of affordability in the City.

The Department of Housing and Urban Development defines affordable housing as that which costs 30% or less of one's income. Unfortunately, many Americans are living outside of that number, including renters in Long Beach: 54% of renters in the City pay more than 30% of their income for rent, with a median gross rent of $1,278 per month.

There are a few notable trends in homeownership, as well. Whites are the most likely Long Beach residents to be homeowners, at 53%; Blacks are the least likely, at 9%. Those of Hispanic/Latino origin comprise 23% of homeowners. Homeowners in Long Beach tend to be older in age, with over half of owners over the age of 55, and well-educated, with 46.7% possessing a bachelor's degree or higher.

With home costs being so high in Long Beach (the median sales price in 2019 is $555,000), it makes sense that many are not able to purchase a home until much later in life and careers. In 2017, 90.6% of owner-occupied homes in Long Beach were worth more than $300,000. In terms of affordability, if a downpayment of 20% were made on a home purchase, with a $240,000 fixed-rate mortgage carried at a California Housing Finance Agency conventional loan rate of 4.75% and estimated annual property taxes at 1.2% of home value, a homeowner would need a minimum gross income of $62,078 to meet the 30% affordability test; at the $555,000 median home sales price in 2019, a homeowner with a 20% downpayment and CalHFA rate would need a minimum gross income of $114,845.

Homelessness is a complex issue in the United States, which Long Beach has worked hard to combat from multiple angles, including housing affordability With 55.4% of Long Beach renters and 43.5% of homeowners paying more than 30% of their income for housing, and with Long Beach's poverty rate being significantly higher than the national rate, the risk of experiencing homelessness could be detrimentally magnified with the loss of a single week of income.

In Long Beach, a citywide count of the homeless population occurs once every two years, to gather data on the homeless population and to better understand what services may be lacking. From the 2017 Count, the majority of those experiencing homelessness are individuals rather than families. Almost half of the individuals counted, 48.5%, are adults with a severe mental illness. 32% have a substance abuse problem, and 20% were counted as victims fleeing domestic violence situations. Unfortunately, 26.3% of the homeless are military veterans.

While Long Beach has the same obstacles as many, it has been successful in combatting them over the past few years. As of 2017, Long Beach was successful in cutting its homeless population by 21%, while Los Angeles's homeless numbers have increased. The City of Long Beach states that the many new "innovative" efforts have attributed to its success. Rapid re-housing allows those who are recently homeless to have rent paid on their behalf for a few months; another attribute to the success of lowering the homeless rate is that Long Beach expanded Veteran Housing and successfully executed new grants to find innovative ways to house veterans.

Long Beach has a unique network to help those struggling with homelessness. As a critical part of the Continuum of Care Plan for the City of Long Beach, Century Villages at Cabrillo is a resource for the homeless with many connections, providing emergency, transitional and permanent housing for veterans, families and individuals. Meanwhile, the Long Beach Multi-Service Center houses 12 stationed and 40 satellite offices for different nonprofits and agencies assisting those affected by homelessness. While the 21% decrease in homelessness between 2015 and 2017 was a significant step in the right direction, Long Beach still has a ways to go in regards of availability of affordable housing.

## Condition of Poverty: Crime

In 2017-2018 (the last year for which data is available), the crime rates in Long Beach were 12-50% lower than the median rate for cities of similar size (400,000 to 500,500 population) nationwide in all categories except assault and motor vehicle theft, in which categories the rate of offenses in Long Beach is at the median level.  Long Beach's violent crime rate is 35-43% higher than California and national averages, with varying rates of offense differences ranging from significantly below state/national averages for larceny (10-15% lower rate), to significantly higher rates of motor vehicle thefts and robberies (20-60% higher rates).  The trend in both violent and non-violent crime rates in Long Beach has significantly declined since 2000 with a slight increase in some categories since 2014.  There has been a significant reduction in the murder rate (28% decline), the motor vehicle theft rate (24% decline) and the robbery rate (32% decline).

In response to a state-wide trend to address student criminal activity, the State Department of Education established the After School Education and Safety program (ASES).  This program was developed to address concerns over children who were unsupervised for several hours after school due to parent employment, increasing the likelihood of criminal activity.  ASES allows students attending schools with a high proportion of subsidized school lunch participants to receive additional academic assistance as well as providing a safe, monitored environment until the early evening hours.  The agency operates this program at three school sites in the City of Long Beach:  Alvarado and Bixby Elementary Schools, and Marshall Middle School.

## Condition of Poverty: Health Insurance

With four regional medical centers, scores of medical clinics and a multi-million dollar, municipally-owned health department, health care is both an economic stronghold and a primary concern within the City of Long Beach.  HMOs, PPOs, and PCPs have become the new alphabet soup, as both the public and private sectors seek to control the cost and accessibility of health care.

In 2013, prior to the implementation of the health insurance mandate under the Affordable Care Act, the number of Los Angeles County residents who lacked health insurance totaled 2.17 million residents, 90,600 of whom resided in Long Beach.  The number of uninsured as a percentage of population was highest among the cohort groups of non-citizens; young adults aged 19-25; and American Indian/Alaskan Natives.  The lowest number of uninsured as a percentage of population was among those over the age of 64 and under the age of 18.

The passage of the Affordable Care Act, the implementation of the insurance mandate, the availability of private insurance premium assistance and the expansion of Medi-Cal eligibility has led to 4 million Californians obtaining health insurance coverage in 2014 through Medi-Cal and Covered California.  Survey data is not yet available for the coverage rates amongst the previously uninsured; the UCLA Center for Health Policy Research projected that 50-60% of those previously uninsured will obtain insurance coverage by 2019.

According to the American Community Survey 2017 1-Year Estimate, the number of uninsured persons in Long Beach has declined by 61%, to 35,155 residents. Only 3% of youth under age 19 remain uninsured, with 44% having coverage under Medicaid and 45% having coverage under an employer-based plan or through Covered California. 68% of uninsured Long Beach residents age 35 to 64 are Latino or Hispanic, overwhelmingly due to the lack of insurance mandate for non-legal residents, and their citizen status barring them from obtaining affordable health insurance through Covered California. With the de facto removal of the insurance mandate in 2019 under the Tax Cuts and Jobs Act passed in 2017, it remains to be seen whether the decrease in the number of uninsured residents will continue to decline.

In response to the need for affordable, accessible health care, the state offers a variety of preventive-care-focused programs for children, adults and families, including No-Cost Medi-Cal, Share-of-Cost Medi-Cal, Access for Infants and Mothers (AIM), Children's Health and Disability Prevention (CHDP) screenings and Covered California.  For low-income residents of Long Beach, two county hospitals (Harbor-UCLA and Rancho Los Amigos) and one county-affiliated Comprehensive Health Clinic provide free or reduced-cost acute and routine medical care to children and adults.  In addition, the Miller Children's Clinic of Long Beach Memorial Medical Center provides free screenings and physicals to students attending schools in the Long Beach Unified School District through a mobile clinic.

In Long Beach, the municipal Department of Health and Human Services coordinates the Long Beach Health Access Collaborative, a working group of care providers, community organizations and governmental entities which provides community information and referrals for health care and sponsors insurance enrollment and outreach at venues throughout the city.
In acknowledgement of the high number of uninsured residing in Los Angeles County, particularly among undocumented immigrants, The Los Angeles County Department of Health Services implemented a $61 million-dollar program, My Health L.A., to provide low-cost primary care access at over 150 clinics to the County's uninsured.   The program is designed to operate similar to a Health Maintenance Organization, in that each clinic will enroll patients who will then use that clinic as its

primary service provider and coordinator of care.  The intent of the program is two-fold: to reduce emergency-room visits for conditions which are appropriately handled by a primary care visit; and to provide free primary care coverage to county residents, without regard for the immigration status of the patient.  With this program, Los Angeles County will be one of the first counties in the nation to provide universal primary care coverage to its residents.