Program Review & Evaluation Committee Agenda

1. Call to Order

2. Roll Call

   Ana Vigil (Chair)     Mia Cifuentes
   Jimmie Childress    Yolanda Ochoa
   Marian Panos

3. Public Comments

   The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. Program Presentation

   a. Information Systems – Ryan Dozier, IT Administrator – *Info Item (p.3-16)*

5. New Business

   a. March 2023 Program Reports – *Action Item (p.17-53)*

      Pritika Ram, Chief Business Development Officer

      1. Community Development
         • Coordinated Entry Services (CES)
         • M Street Homeless Navigation Center

      2. Health & Nutrition Services
         • CalFresh Healthy Living
         • Food Bank
         • Migrant Childcare Alternative Payment (MCAP)
         • Women Infant and Children (WIC)

      3. Youth & Community Services
         • East Kern Family Resource Center (EKFRC)
         • Oasis Family Resource Center
         • Energy, Weatherization & Utility Assistance
         • Friendship House Community Center (FHCC)
         • Shafter Youth Center (SYC)
         • Volunteer Income Tax Assistance (VITA)

      4. Operations
         • Business Services
         • Maintenance
         • Information Technology
         • Data Services
         • Risk Management

      5. Administration
         • Grant Development
         • CAPK Foundation
Community Action Partnership of Kern
Program Review & Evaluation Committee Agenda
April 12, 2023
Page 2 of 2

- Outreach & Marketing
- 211 Kern Call Center
- Community Schools Partnership Program (CSPP)

b. March 2023 Application Status Report & Funding Profiles – **Action Item (p.54-60)**
   1. Application Status Report
   2. Funding Profiles
      i. Emergency Services Grant
      ii. Homeless Housing, Assistance and Prevention Program
   3. Small Funding Profiles ($50,000 and under)
      i. Walmart Foundation
      ii. Delta Dental
      iii. First 5 Kern
      iv. CARE
      v. Bank of the Sierra

Vanessa Mendoza, Grant Administrator

Robert Espinosa, PDM Administrator

6. **Committee Member Comments**

7. **Next Scheduled Meeting**

Program Review & Evaluation Committee
12:00 pm
May 17, 2023
5005 Business Park North
Bakersfield, CA 93309

8. **Adjournment**

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 5005 Business Park North, Bakersfield, CA and online at www.capk.org by 12:00 pm, April 7, 2023. Vanessa Nevarez, Assistant to the CPO.
Agenda

Introduction

Primary Goals

Projects

Summary

Questions
Introduction

Information Systems (IS) Team

Ryan Dozier- IT Administrator
Vacant – Information Systems Manager
Luisa Rosa Silva- Business Analyst II
Rose Phannavong- Business Analyst I
Anette Lopez- Business Analyst I
What are our primary goals?

- Digitizing our Programs
- Building Program Applications & Process
- Build reporting and adding analytics to our data
- Providing insights to our customers’ needs
- Helping our Programs better serve our clients and community
Client Data Platform (CDP)

- Automatically Capture Raw Program Data*
- Data Quality Controls
- Historic tracking for client behavior data

Client Data Platform

Intermediate Database

- Map, match & merge cross-program data
- Client profile vs. activity
- Client segmentation, churn risk models

Customer Insights

- Cross-program reports
- Geo-spatial reports marrying agency and external data
- CSBG reports

Power BI

- Deliver ChildPlus child and parent In Kind data

Shafter Youth Center

East Kern Family Resource Center
How CAPK is using this Data?

- **# of Clients**: 15,408
- **# Household**: 12,152
- **# Individual contacts**: 17,546
- **# Clients with multiple Program Saturation**: 3,311
- **# of Programs**: 1.27
- **# of Programs**: 7

**Overall**: Saturation has increased from 1.11 to 1.27 for selected year.

**# of Clients by Programs**:
- 211 Kern: 9,179
- Energy Assistance: 760
- Family Resource Center: 496
- Food Bank Programs: 4,832
- Head Start: 423
- Rental Assistance: 0
- Youth Center: 12

**# of Clients by Gender**:
- Male: 1,262
- Female: 3,154
- Other: 0

Females in the age range of 25-44 constitute around 8% of identified clients.

**# of Clients by Age**:

- 0-5: 422
- 6-13: 5
- 14-17: 2
- 18-24: 179
- 25-44: 1,161
- 45-54: 554
- 55-59: 291
- 60-64: 278
- 65-74: 308
- 75+: 60
Luisa Rosa Silva

VOLUNTEER APPLICATION

FIELD SERVICE APPLICATION

PROJECT OVERVIEW

Completed Applications
- Case Management System
- FRC Application
- Referral Management Application

Application Enhancements
- Cheers for Peers
- Volunteer Check-In Application

New Application
- Field Service
Rose Phannavong

- Food Bank Project
  - Assisting the Food Bank on going from a paper process to digital software with the tools provided by Service Insights
  - Identify goals needed to strategically select the most fitting software for the Food Bank and Agency Partners
M Street Navigation Center

A 24-hour facility providing shelter beds, meals, showers, laundry services, medical assessment and pet care to unsheltered individuals who face significant barriers to supportive housing care.

WHAT STAFF HAS BEEN DOING WITHOUT USE OF DIGITIZATION:

- **ALL DOCUMENTATION OF SIGN IN & SIGN OUT SHEETS; STAFF HAS TO MANUALY ENTER DATA**
- **DURING THE 3 MEALTIMES (BREAKFAST, LUNCH & DINNER) CAFETERIA STAFF WRITE DOWN APPROX. 170 NAMES, AND THEN MANUALLY ENTER THE DATA INTO SYSTEM (OVER 500 MEALS)**
- **SHOWERS & LAUNDRY SERVICES ARE STILL DOCUMENTED ON PAPER & DATA IS ENTERED MANUALLY DAILY AS WELL**
M Street Navigation Center

- With clients being serviced every day, this project will revisit the data collection and management.
- With the help of digitalization, the aim of this project is to create a more efficient and user-friendly process of documentation and data collection of the services provided to clients.
Summary

We help and support all Programs and Divisions, in reporting, process navigation, and digitalization.

We are all dedicated to supporting our community and clients through data.

Let's continue to work together!
Questions?

If you have any further questions, please email us at:

ISBusinessAnalysts@capk.org

If you have any Information System Request or Projects, please fill out the form below or scan the QR code:

https://forms.office.com/r/Pe6SkKbqvB
March 2023 Program Monthly Reports

PRE Committee April 2023
Community Development

Coordinated Entry Services

M Street Homeless Navigator Center
**Community Action Partnership of Kern**  
**Monthly Report 2023**

<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>Coordinated Entry Services (CES)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period</td>
<td>January 1, 2023 - December 31, 2023</td>
<td></td>
</tr>
</tbody>
</table>

### Program Highlights

1. **Make CES more accessible for rural and non-shelter homeless individuals**
   - CES is now going to Shafter and Lake Isabella. Conversations over having CES at Oasis Center. CES is completing homeless verifications for unsheltered families and singles in vehicles.

2. **Increase staff recruitment and retention.**
   - Continued HR Conversations

3. **Build provider network support with KHS-CES**
   - KHS and CES have moved to production via KHS portal, and are now moving to only meeting once a month.

### Program Description

Coordinated Entry Services (CES) is the system to assist communities in ending homelessness by providing a clear and systematic pattern for helping individuals to quickly access the most appropriate services available through standardized access, a standardized assessment process, and a coordinated referral (match) process for individuals to preventions, housing, and/or other related services. The following counties are currently being served by CAPK CES and Kern County.

<table>
<thead>
<tr>
<th>Homeless Referrals/Assessments (SRV 7c)</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kern County</td>
<td>1,204</td>
<td>3,190</td>
<td>14,000</td>
<td>103%</td>
<td>23%</td>
</tr>
<tr>
<td><strong>Total Calls</strong></td>
<td>1,204</td>
<td>3,190</td>
<td>14,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pending Assessments</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kern Pending contact/call back</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance: Number of applicants who received a response within 24 Hours</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kern County</td>
<td>1,087</td>
<td>2,804</td>
<td>11,000</td>
<td><strong>1.185818</strong></td>
<td><strong>25%</strong></td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

<table>
<thead>
<tr>
<th>Program Strategic Goals</th>
<th>Progress Towards Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Make CES more accessible for rural and non-shelter homeless individuals</td>
<td>CES is now going to Shafter and Lake Isabella. Conversations over having CES at Oasis Center. CES is completing homeless verifications for unsheltered families and singles in vehicles.</td>
</tr>
<tr>
<td>2. Increase staff recruitment and retention.</td>
<td>Continued HR Conversations</td>
</tr>
<tr>
<td>3. Build provider network support with KHS-CES</td>
<td>KHS and CES have moved to production via KHS portal, and are now moving to only meeting once a month.</td>
</tr>
</tbody>
</table>
CAPK operates the 147-bed homeless Low Barrier Navigation Center in partnership with the County of Kern. This 24-hour shelter offers housing, meals and an array of mental health, medical care and economic resources to unsheltered individuals with pets and partners.

### Shelter Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overnight Residents (Assigned Beds) (FNPI 4a &amp; SRV 7b, SRV 4m)</td>
<td>140</td>
<td>393</td>
<td>1,000</td>
<td>168%</td>
<td>39%</td>
</tr>
<tr>
<td>Total Clients Served</td>
<td>243</td>
<td>662</td>
<td>2,400</td>
<td>122%</td>
<td>28%</td>
</tr>
<tr>
<td>Pets (i.e., kennel, emotional support assistance and service pet)</td>
<td>8</td>
<td>21</td>
<td>100</td>
<td>96%</td>
<td>21%</td>
</tr>
<tr>
<td>Residents Under 90 days length of stay</td>
<td>92</td>
<td>241</td>
<td>700</td>
<td>158%</td>
<td>34%</td>
</tr>
<tr>
<td>Exits to Permanent Housing (FNPI 4b)</td>
<td>17</td>
<td>45</td>
<td>100</td>
<td>204%</td>
<td>45%</td>
</tr>
<tr>
<td>Exits-Self</td>
<td>22</td>
<td>54</td>
<td>150</td>
<td>176%</td>
<td>36%</td>
</tr>
<tr>
<td>Exits-Involutary</td>
<td>70</td>
<td>188</td>
<td>700</td>
<td>120%</td>
<td>27%</td>
</tr>
<tr>
<td>Case Management Services (SRV 7a)</td>
<td>754</td>
<td>1,912</td>
<td>8,000</td>
<td>113%</td>
<td>24%</td>
</tr>
<tr>
<td>Critical Incidents</td>
<td>43</td>
<td>84</td>
<td>250</td>
<td>206%</td>
<td>34%</td>
</tr>
<tr>
<td>Shelter Residents Meals (SRV 5ii)</td>
<td>5,586</td>
<td>18,670</td>
<td>60,000</td>
<td>112%</td>
<td>31%</td>
</tr>
<tr>
<td>Number of Volunteers (duplicated)</td>
<td>89</td>
<td>238</td>
<td>100</td>
<td>1068%</td>
<td>238%</td>
</tr>
<tr>
<td>Volunteers Hours (duplicated)</td>
<td>405</td>
<td>965</td>
<td>1,500</td>
<td>324%</td>
<td>64%</td>
</tr>
</tbody>
</table>

### Safe Camping

<table>
<thead>
<tr>
<th>Component</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total clients served (SRV 7b)</td>
<td>85</td>
<td>245</td>
<td>500</td>
<td>204%</td>
<td>49%</td>
</tr>
<tr>
<td>Current client census</td>
<td>54</td>
<td>165</td>
<td>300</td>
<td>216%</td>
<td>55%</td>
</tr>
<tr>
<td>Meals (SRV 5ii)</td>
<td>2,827</td>
<td>8,536</td>
<td>15,000</td>
<td>226%</td>
<td>57%</td>
</tr>
<tr>
<td>Pets</td>
<td>19</td>
<td>51</td>
<td>75</td>
<td>304%</td>
<td>68%</td>
</tr>
<tr>
<td>Clients moved to Shelter (SRV 4m)</td>
<td>0</td>
<td>2</td>
<td>50</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Exits to Permanent Housing (FNPI 4b)</td>
<td>5</td>
<td>9</td>
<td>40</td>
<td>150%</td>
<td>23%</td>
</tr>
<tr>
<td>Exits-Self</td>
<td>6</td>
<td>14</td>
<td>50</td>
<td>144%</td>
<td>28%</td>
</tr>
<tr>
<td>Exits-Involutary</td>
<td>14</td>
<td>38</td>
<td>75</td>
<td>224%</td>
<td>51%</td>
</tr>
<tr>
<td>Critical Incidents</td>
<td>4</td>
<td>14</td>
<td>100</td>
<td>48%</td>
<td>14%</td>
</tr>
</tbody>
</table>

### Safe Parking

<table>
<thead>
<tr>
<th>Component</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total clients served</td>
<td>15</td>
<td>22</td>
<td>50</td>
<td>192%</td>
<td>44%</td>
</tr>
<tr>
<td>Current client census</td>
<td>8</td>
<td>22</td>
<td>50</td>
<td>0%</td>
<td>44%</td>
</tr>
<tr>
<td>Clients moved to Shelter (SRV 4m)</td>
<td>0</td>
<td>0</td>
<td>25</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

Safe Camping/parking- clients are not interested in moving into the shelter. 5 clients moved into permanent supportive housing from Safe Camp.
Community Action Partnership of Kern
Monthly Report 2023

1. Number of clients participating in job training program, (i.e. Project Hire-Up, financial Literacy, Recycling Lives, Open Door Network)

3 clients participated in Project Hire-Up, 2 graduated from Project Hire-Up this cohort #8. 13 clients actively employed in various jobs out in the community, 14 completed the Financial Literacy class with Chase Bank.

2. Increase job retention/recruitment at M street by (1) developing job descriptions that accurately reflect job performance and (2) regrading/classification of job descriptions.

There are 4 remaining job descriptions that need to be repointed Custodian, Volunteer Coordinator, Program coordinator and Transport Driver. Director of Housing and Supported Services will be presenting those job descriptions at the next Personal Committee meeting on 4/5/23.


The M Street packets have been submitted for review, still under corrections from leadership. PA is reviewing the P & P's to make adjustments for current program procedures.

4. Increase the number of clients who transition to permanent housing by 15% from the prior year (2022 - 99) to 114 clients.

45 clients from M Street have been exited to permanent supportive housing, and 9 clients from Safe Camping since January 2023.

M Street Navigation Center - Client Demographic Information

<table>
<thead>
<tr>
<th>Race Demographic</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 24</td>
<td>22</td>
</tr>
<tr>
<td>25 - 34</td>
<td>49</td>
</tr>
<tr>
<td>35 - 44</td>
<td>61</td>
</tr>
<tr>
<td>45 - 54</td>
<td>58</td>
</tr>
<tr>
<td>55 - 61</td>
<td>31</td>
</tr>
<tr>
<td>62+</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>243</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race Demographic</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td>4</td>
</tr>
<tr>
<td>Asian</td>
<td>3</td>
</tr>
<tr>
<td>Black or African American</td>
<td>52</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>3</td>
</tr>
<tr>
<td>White</td>
<td>175</td>
</tr>
<tr>
<td>Multiple races</td>
<td>6</td>
</tr>
<tr>
<td>Client Don't know / Refused</td>
<td>-</td>
</tr>
<tr>
<td>No Answer</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>243</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>100</td>
</tr>
<tr>
<td>Male</td>
<td>141</td>
</tr>
<tr>
<td>Trans Female (MTF or Male to Female)</td>
<td>-</td>
</tr>
<tr>
<td>Trans Male (FTM or Female to Male)</td>
<td>-</td>
</tr>
<tr>
<td>Gender Non-Conforming (i.e. not exclusively male or female)</td>
<td>2</td>
</tr>
<tr>
<td>Client doesn't know</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>243</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Month</th>
<th>Zip Code</th>
<th>Month</th>
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<tbody>
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<td>93301</td>
<td>50</td>
<td>90056</td>
<td>1</td>
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<tr>
<td>93304</td>
<td>32</td>
<td>95336</td>
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</tr>
<tr>
<td>93305</td>
<td>26</td>
<td>93250</td>
<td>1</td>
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<tr>
<td>93306</td>
<td>14</td>
<td>93501</td>
<td>1</td>
</tr>
<tr>
<td>93307</td>
<td>23</td>
<td>93257</td>
<td>1</td>
</tr>
<tr>
<td>93308</td>
<td>31</td>
<td>92410</td>
<td>1</td>
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<tr>
<td>93309</td>
<td>7</td>
<td>92105</td>
<td>1</td>
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<tr>
<td>93311</td>
<td>3</td>
<td>92117</td>
<td>1</td>
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<tr>
<td>93313</td>
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<tr>
<td>93314</td>
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<td>1</td>
<td>93263</td>
<td>1</td>
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<tr>
<td>93515</td>
<td>1</td>
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<td>1</td>
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<td>93206</td>
<td>1</td>
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<tr>
<td>93505</td>
<td>2</td>
<td>89102</td>
<td>1</td>
</tr>
<tr>
<td>92234</td>
<td>1</td>
<td>45426</td>
<td>1</td>
</tr>
<tr>
<td>95307</td>
<td>1</td>
<td>97224</td>
<td>1</td>
</tr>
<tr>
<td>93240</td>
<td>1</td>
<td>19143</td>
<td>1</td>
</tr>
<tr>
<td>93241</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>243</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Community Action Partnership of Kern
#### Monthly Report 2023

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<tr>
<th>Race Demographic</th>
<th>Month</th>
</tr>
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<tbody>
<tr>
<td>18 - 24</td>
<td>4</td>
</tr>
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<td>20</td>
</tr>
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<td>13</td>
</tr>
<tr>
<td>62+</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>85</strong></td>
</tr>
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</table>

<table>
<thead>
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<th>Zip Code</th>
<th>Month</th>
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</thead>
<tbody>
<tr>
<td>93301</td>
<td>5</td>
</tr>
<tr>
<td>93304</td>
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<tr>
<td>93305</td>
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<td>93306</td>
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<td>93307</td>
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</tr>
<tr>
<td>93308</td>
<td>18</td>
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<tr>
<td>93309</td>
<td>4</td>
</tr>
<tr>
<td>93313</td>
<td>2</td>
</tr>
<tr>
<td>93215</td>
<td>1</td>
</tr>
<tr>
<td>93244</td>
<td>1</td>
</tr>
<tr>
<td>93238</td>
<td>1</td>
</tr>
<tr>
<td>93556</td>
<td>1</td>
</tr>
<tr>
<td>58801</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>85</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>37</td>
</tr>
<tr>
<td>Male</td>
<td>48</td>
</tr>
<tr>
<td>Trans Female (MTF or Male to Female)</td>
<td></td>
</tr>
<tr>
<td>Trans Male (FTM or Female to Male)</td>
<td></td>
</tr>
<tr>
<td>Gender Non-Conforming (i.e. not exclusively male or female)</td>
<td></td>
</tr>
<tr>
<td>Client doesn't know</td>
<td></td>
</tr>
<tr>
<td>Client refused</td>
<td></td>
</tr>
<tr>
<td>No Answer</td>
<td></td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>85</strong></td>
</tr>
</tbody>
</table>

### Program Highlights
Health and Nutrition Services

Cal-Fresh Health Living Program

Food Bank

Migrant Childcare Alternative Payment

Women, Infant, and Children
<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>CalFresh Healthy Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>March-23</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Division/Director</th>
<th>Program Manager</th>
<th>Reporting Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susana Magana</td>
<td>Alan Rodriguez</td>
<td>January 1, 2023 - December 31, 2023</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CalFresh Healthy Living (CFHL) program, Funded by the USDA and administered by CDSS, improves the nutritional health of low-income Kern County residents by providing access to nutrition education, physical activity education, and leadership within community collaboratives that focus on health and nutrition. The program does this by providing Direct Education classes, Indirect Education materials and resources, and Policy Systems and Environmental Changes (PSE's). CFHL has 3 subcontractors that assist in carrying out the goal of educating the student population.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplemental Nutrition Assistance Program-Education(SNAP-Ed)eligible participants, receiving Nutrition Education 10/1/2022-9/30/2023 (FNPI 5a) (SRV 5ff).</th>
<th>Month</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Action Partnership of Kern (CAPK) Direct Education provided.</td>
<td>42</td>
<td>90</td>
<td>2,000</td>
<td>25%</td>
<td>5%</td>
</tr>
<tr>
<td>Kern County Superintendent of Schools (KCSOS) Subcontractor Direct Education provided.</td>
<td>410</td>
<td>1,330</td>
<td>2,000</td>
<td>246%</td>
<td>67%</td>
</tr>
<tr>
<td>Kernville Unified School District (KUSD) Subcontractor Direct Education provided.</td>
<td>165</td>
<td>253</td>
<td>1,000</td>
<td>198%</td>
<td>25%</td>
</tr>
<tr>
<td>Lamont Elementary School District (LESD) Subcontractor Direct Education provided.</td>
<td>201</td>
<td>674</td>
<td>1,000</td>
<td>241%</td>
<td>67%</td>
</tr>
<tr>
<td>Complete the Healthy Food Pantry Assessment Toolkit (HFPAT) to identify potential growth opportunities for 6 different food pantries.</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0%</td>
<td>17%</td>
</tr>
<tr>
<td>Cumulative Indirect Education: Indirect education, for SNAP-Ed purposes, is defined as the distribution or display of information and resources which involve no participant interaction with an instructor or multimedia.</td>
<td>2238</td>
<td>4,404</td>
<td>30,000</td>
<td>90%</td>
<td>15%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Explanation (Over/Under Goal Progress)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In March 2023 there was more progress on Direct Education with CFHL’s 3 subcontractors. However, CFHL lost 2 staff which resulted in less Direct Education efforts during the month of March. Interviews were conducted and new staff will be on boarded around mid-April. Even with a 20% decrease in staff, the CFHL was still able to maintain its community event commitments and gave over 1,500 resources (Indirect Education information). Staff have completed 1 HFPAT with Laborers of the Harvest Food Pantry and have identified First Paspertayan as the next/updated HFPAT that will be completed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Strategic Goals</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimize staff turn-over and become fully staffed.</td>
<td>The CFHL team is currently onboarding 2 Health Educator staff. Those educators are expected to join the CFHL team around April 10th, 2023. CFHL also received 2 resignations in the month of March which currently left the team at 60% capacity. CFHL Administrator will be running the remaining health educator position again in April in search of 1 more Staff member. At the end of April 2023 the CFHL program will be at least 90% staffing capacity.</td>
</tr>
<tr>
<td>Partner with community agencies and collaboratives that are SNAP-Ed approved, including other CAPK Programs, to increase the amount of Direct Education, Indirect Education, and PSE's which improve the opportunities for the SNAP-Ed eligible population to have healthy food choices, physical activity, and nutrition information.</td>
<td>In the Month of March 2023, CFHL conducted Direct Education classes for Owen's Valley and the Wasco Library. CFHL also provided indirect education during community events in include CSUB, Cirugia Sin Fronteras, Lamont/Weedpatch Health &amp; Resource Carnival, and the F St. Farmers Market amongst others. CFHL is looking to expand Direct education classes for the community when staffing capacity increases.</td>
</tr>
<tr>
<td>Progress with assessing Food Pantries and the progress in partnering in implementing improvement measures based on the data of the Healthy Food Pantry Assessment Toolkit (HFPAT).</td>
<td>CFHL completed the HFPAT for Laborers of the Harvest. CFHL has contacted First Presbyterian Food Pantry to renew their HFPAT and work on new goals as well. This HFPAT will be concluded in the month of April. CFHL attended and presented at the CAPK Food Conference and was able to use First Presbyterian Food Pantry as a model pantry. CFHL team networked and will be following up to make appointments to complete HFPATs with other pantries that are interested in transforming their pantry to a trauma-informed model.</td>
</tr>
<tr>
<td>Creative a new Food Pantry Collaborative in Kern County where Pantries can collaborate, plan, and discuss ideas to improve services and strategically plan for encouraging Nutrition based decisions for clients.</td>
<td>The following meeting will be held on April 10th, 2023. CFHL is excited to grow this collaboration and to expand the NPP program and the number of HFPATs conducted. The Kern County Food Pantry Collaborative was promoted at the March Food Bank Conference and other pantries signed up to be a part of this new collaborative.</td>
</tr>
</tbody>
</table>

**Program Highlights**

CAPK CFHL met with funded partners to host the quarterly CNAP meeting which was held on 3/23/23 from 10-11:30 AM and focused on creating Nutritional goals for Kern County, which are being used in the development of the new Integrated Work Plan (IWP) for Fiscal Years’ 2024-2026. CFHL-funded partners began meeting biweekly and transitioned into weekly meetings by the end of March 2023. The IWP will be submitted by April 20th, 2023. CAPK CFHL also purchased and attended a program that assists in improving attendance in Farmers Market name Farmer's Market Food Navigator Program. This program shared best practices on how Food Navigators/CFHL can strategically work alongside Farmer's markets to increase attendance. The training was also given to 2 local farmer's Market staff who focus on the low-income population. CFHL management also conducted interviews to fill vacant positions and help the program meet its goals. 2 new staff will be onboarded around April 10th, 2023. Lastly, CFHL attended and supported the Rosamond Community Resources fair and attended and presented at the CAPK Food Bank Conference which was aimed to promote the program and build more partnerships with Food Pantries.
The Food Bank provides food assistance to low-income families and individuals through a network of more than 150 agency partner distribution sites across Kern County.

### TEFAP

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>0</td>
<td>Not Available</td>
<td>36,959</td>
<td>500,000</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>761,131</td>
<td>2,139,202</td>
<td>877,166</td>
<td>9,500,000</td>
<td>96%</td>
<td>23%</td>
</tr>
</tbody>
</table>

### Pantry Program

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>0</td>
<td>Not Available</td>
<td>Not Available</td>
<td>Not Available</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>346,386</td>
<td>824,286</td>
<td>233,225</td>
<td>5,000,000</td>
<td>83%</td>
<td>16%</td>
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</table>

### Fresh Rescue

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>4,951</td>
<td>14,101</td>
<td>3,763</td>
<td>4,800</td>
<td>103%</td>
<td>294%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>158,432</td>
<td>451,232</td>
<td>127,942</td>
<td>177,600</td>
<td>89%</td>
<td>254%</td>
</tr>
</tbody>
</table>

### CSFP

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>4,951</td>
<td>14,101</td>
<td>3,763</td>
<td>4,800</td>
<td>103%</td>
<td>294%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>158,432</td>
<td>451,232</td>
<td>127,942</td>
<td>177,600</td>
<td>89%</td>
<td>254%</td>
</tr>
</tbody>
</table>

### Free Farmers Markets

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>4,951</td>
<td>14,101</td>
<td>3,763</td>
<td>4,800</td>
<td>103%</td>
<td>294%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>158,432</td>
<td>451,232</td>
<td>127,942</td>
<td>177,600</td>
<td>89%</td>
<td>254%</td>
</tr>
</tbody>
</table>

### Brighter Bites

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>6,800</td>
<td>14,158</td>
<td>3,763</td>
<td>4,800</td>
<td>103%</td>
<td>294%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>158,432</td>
<td>451,232</td>
<td>127,942</td>
<td>177,600</td>
<td>89%</td>
<td>254%</td>
</tr>
</tbody>
</table>

### Snack Attack

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>241</td>
<td>619</td>
<td>222</td>
<td>2,000</td>
<td>145%</td>
<td>31%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>965</td>
<td>2,475</td>
<td>888</td>
<td>10,000</td>
<td>116%</td>
<td>25%</td>
</tr>
</tbody>
</table>

### Community Events & Other

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>26,575</td>
<td>68,241</td>
<td>34,421</td>
<td>750,000</td>
<td>43%</td>
<td>9%</td>
</tr>
<tr>
<td>Pounds Distributed</td>
<td>127,558</td>
<td>327,556</td>
<td>165,222</td>
<td>1,000,000</td>
<td>153%</td>
<td>33%</td>
</tr>
</tbody>
</table>

### Totals

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Individuals Served</td>
<td>67,527</td>
<td>187,900</td>
<td>2,574,300</td>
<td>2,574,300</td>
<td>31%</td>
<td>7%</td>
</tr>
<tr>
<td>Total Pounds Distributed</td>
<td>1,686,978</td>
<td>4,523,966</td>
<td>22,000,000</td>
<td>22,000,000</td>
<td>92%</td>
<td>21%</td>
</tr>
</tbody>
</table>

### Volunteers (SRV 6f)

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>This Month Last Year</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers who received job skill training (e.g., paid partnership though service providers, duplicated)</td>
<td>24</td>
<td>47</td>
<td>11</td>
<td>250</td>
<td>115%</td>
<td>19%</td>
</tr>
<tr>
<td>Other Volunteers (i.e., general public, duplicated)</td>
<td>142</td>
<td>387</td>
<td>81</td>
<td>1,500</td>
<td>114%</td>
<td>26%</td>
</tr>
</tbody>
</table>
Develop a direct to client home delivery program for emergency food assistance. Development of this program is set to begin in Q4.

Program Highlights

In March, we had our Agency Partner Conference where we hosted a gathering of 270 individuals representing about 115 of our agency partners. We provided updates and training related to the movement of the pantry program to the online ordering model. Additionally, agencies were able to submit paperwork and handle renewals.

<table>
<thead>
<tr>
<th>2023 Program Strategic Goals</th>
<th>Progress Towards 2023 Strategic Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cultivate strong relationships with organizations working on food insecurity including the food policy council.</td>
<td>A secondary meeting was held in conjunction with the Blue Zones project. Food Council-specific meeting scheduled for April.</td>
</tr>
<tr>
<td>Re-configure the pantry program from on-site shopping to online ordering.</td>
<td>Additional pantries began online ordering in March as part of the soft roll out. Training was provided for all agency partners in attendance at the partner conference on 3.21.</td>
</tr>
<tr>
<td>Create additional access points in the county by adding new pantries as well as providing night and weekend pantry access.</td>
<td>We added 1 pantry this month. Our total pantry partner count is: 128.</td>
</tr>
<tr>
<td>Develop a classification system for measuring, tracking and increasing the nutrition level of the food distributed.</td>
<td>Classification of food in nutritional categories to begin in Q3.</td>
</tr>
<tr>
<td>Develop a direct to client home delivery program for emergency food assistance.</td>
<td>Development of this program is set to begin in Q4.</td>
</tr>
</tbody>
</table>
### MCAP FY 2022 / 2023 Progress

<table>
<thead>
<tr>
<th>Services</th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Child Enrollments</td>
<td>193</td>
<td>500</td>
<td>500</td>
<td>463%</td>
<td>100%</td>
</tr>
<tr>
<td>Childcare Providers (SRV 7f)</td>
<td>26</td>
<td>60</td>
<td>120</td>
<td>260%</td>
<td>50%</td>
</tr>
</tbody>
</table>

**MCAP Subsidies (SRV 7e)**

<table>
<thead>
<tr>
<th>Services</th>
<th>Month of Feb processed in March</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Payments-Subsidies Expended</td>
<td>$1,574,471.24</td>
<td>$4,914,903</td>
<td>$14,000,000</td>
<td>135%</td>
<td>35%</td>
</tr>
</tbody>
</table>

**MCAP FY 2022 / 2023 Progress**

<table>
<thead>
<tr>
<th>Services</th>
<th>Current Month</th>
<th>FYTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Enrollments</td>
<td>193</td>
<td>1993</td>
<td>2300</td>
<td>8.39%</td>
<td>86.65%</td>
</tr>
<tr>
<td>Provider Payments-Subsidies Expended</td>
<td>$1,574,471.24</td>
<td>$8,906,454</td>
<td>$21,500,000</td>
<td>88%</td>
<td>41%</td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

The Migrant Childcare Alternative Payment (MCAP) program continues to make significant efforts in reaching new service areas, enrolling eligible families and meeting the Fiscal Year program enrollment goals. This month, our team faced significant challenges in our enrollment efforts due to the current weather conditions. Our families are facing significant challenges finding employment, due to the rain and this results in slower enrollments and PT care due to seeking employment. Despite this, our team was able to enroll a total of 193 children for a total active enrollment of 1993 children receiving services.

### Program Strategic Goals

<table>
<thead>
<tr>
<th>Program Strategic Goals</th>
<th>Progress Towards Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill Staff Vacancies</td>
<td>We are happy to announce that in the month of February we conducted interviews for our Madera office specialist. The position was offered, accepted and we welcomed our 2nd FSS for the Madera County in March. Our program has no open positions at this time.</td>
</tr>
<tr>
<td>2. Staff Retention and Training</td>
<td>Management has continued with the monthly training sessions to ensure program compliance, enhance staff knowledge, professional development and job satisfaction in our team.</td>
</tr>
</tbody>
</table>
With the support of our Finance and Procurement Departments, MCAP was able to purchase six (6) new vehicles to replace 20 year old/non-operational vehicles. These vehicles will help us satisfy the transportation needs of our program and enhance our ability to offer family enrollments in the family's home when transportation is an issue. This will also enhance our ability to conduct outreach activities and reach more eligible families. Further, our program continues to operate without a waiting list and all eligible families are being enrolled immediately upon submitting the required documents.

| 3. Contingency Staffing Plan & Solidify Program Growth. | Our program currently has no job openings and all recently hired personnel is now fully trained and contributing with their efforts to fully earn our program's contract for the current FY. |

| 3. Contingency Staffing Plan & Solidify Program Growth. | Our program currently has no job openings and all recently hired personnel is now fully trained and contributing with their efforts to fully earn our program's contract for the current FY. |
The Women Infants & Children (WIC) program provides education, breastfeeding support and food vouchers for families with infants, children up to age 5, and women who are pregnant, postpartum or breast feeding. CAPK WIC operates in 21 sites throughout Kern County, 5 locations in San Bernardino County, and through one mobile WIC clinic to reach hard-to-serve populations.

### Services

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caseload (SRV 5g)</td>
<td>14,064</td>
<td>14,610</td>
<td>96%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Vendor Liaison-Contact Stores</td>
<td>36</td>
<td>113</td>
<td>268</td>
<td>161%</td>
<td>42%</td>
</tr>
<tr>
<td>Breast Feeding 30% of infants are breastfed (i.e., some, mostly or fully breastfeeding compared to formula).</td>
<td>1,019</td>
<td>900</td>
<td>113%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Outreach

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Enrollment</td>
<td>199</td>
<td>547</td>
<td>1,500</td>
<td>159%</td>
<td>36%</td>
</tr>
<tr>
<td>WIC Presentations and Outreach Events</td>
<td>10</td>
<td>25</td>
<td>72</td>
<td>167%</td>
<td>35%</td>
</tr>
<tr>
<td>Publication in newspaper, television, and/or social media postings (English and Spanish)</td>
<td>25</td>
<td>74</td>
<td>260</td>
<td>115%</td>
<td>28%</td>
</tr>
</tbody>
</table>

### Regional Breast Liaison (RBL)

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meet with key community stakeholders (i.e., medical managed care, hospital staff, lactation support, health care providers, other WIC agencies) in Region 24 to increase breastfeeding awareness and referrals to the WIC program, as well as share WIC digital materials and utilization.</td>
<td>10</td>
<td>32</td>
<td>120</td>
<td>100%</td>
<td>27%</td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

WIC has seen an increase in participation this month (up 2.26% over Feb) due to both and increase in on-line enrollment requests and staff efforts to re-engage with current participants who have not been participating in WIC. This was done by both phone calls and text messaging sent to participants using the WIC WISE "Unissued Report" and the "Participants by Cert End Date" that had no future appointment. Outreach has been doing more events due to covid restrictions being lifted.
Develop strategies to increase WIC retention and re-engagement with current participants

<table>
<thead>
<tr>
<th>Program Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>During March staff focused on contacting participants, on the cert end date report, that had no future appointment and also the unissued list in order to re-engage with participants that have missed their WIC appointments and have not been issued benefits for the month.</td>
</tr>
</tbody>
</table>
Youth and Community Services

East Kern Family Resource Center
Oasis Family Resource Center
Energy, Weatherization, and Utility Assistance
Friendship House Community Center
Shafter Youth Center
Volunteer Income Tax Assistance
<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>East Kern Family Resource Center (EKFRC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division/Director</td>
<td>Fred Hernandez</td>
<td>Youth &amp; Community Services</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Anna Saavedra</td>
<td></td>
</tr>
</tbody>
</table>

| Reporting Period | January 1, 2023 - December 31, 2023 |

### Program Description

East Kern Family Resource Center (EKFRC) is a regional resource center based in Mojave, Ca. The EKFRC assists individuals and families from the desert and Tehachapi Mountain communities. The primary focus is on referred families with children who are at risk of abuse and neglect, and families unprepared to enter kindergarten successfully. The EKFRC also assists walk-in clients with basic needs, clothing, faxing/copying services, HEAP applications and referrals.

### Differential Response

<table>
<thead>
<tr>
<th>Differential Response</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>DR Referrals - Received from DHS</td>
<td>24</td>
<td>88</td>
<td>125</td>
<td>230%</td>
<td>70%</td>
</tr>
<tr>
<td>Case Management-Families (SRV 7a)</td>
<td>3</td>
<td>9</td>
<td>50</td>
<td>72%</td>
<td>18%</td>
</tr>
<tr>
<td>Case Management-Children (SRV 7a)</td>
<td>5</td>
<td>18</td>
<td>125</td>
<td>48%</td>
<td>14%</td>
</tr>
<tr>
<td><strong>Differential Response Total</strong></td>
<td><strong>32</strong></td>
<td><strong>115</strong></td>
<td><strong>300</strong></td>
<td><strong>117%</strong></td>
<td><strong>38%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First 5</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents Receiving Case Management Services (SRV 7a)</td>
<td>1</td>
<td>5</td>
<td>40</td>
<td>30%</td>
<td>13%</td>
</tr>
<tr>
<td>Children Receiving Case Management Services (SRV 7a)</td>
<td>2</td>
<td>6</td>
<td>55</td>
<td>44%</td>
<td>11%</td>
</tr>
<tr>
<td>Parents Participating in Court Mandated Classes (FNPI 5d &amp; SRV 5mm)</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Children Educational Center Base Activities (FNPI 2b)</td>
<td>1</td>
<td>2</td>
<td>30</td>
<td>40%</td>
<td>7%</td>
</tr>
<tr>
<td>Children Educational Home Base Activities (FNPI 2b)</td>
<td>1</td>
<td>5</td>
<td>30</td>
<td>40%</td>
<td>17%</td>
</tr>
<tr>
<td>Children Summer Bridge Activities (FNPI 2b)</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Family Support Services for non-clients with children 5 and under</td>
<td>13</td>
<td>48</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaborative Meetings Participated</td>
<td>1</td>
<td>3</td>
<td>12</td>
<td>100%</td>
<td>25%</td>
</tr>
<tr>
<td><strong>First 5 Total</strong></td>
<td><strong>19</strong></td>
<td><strong>69</strong></td>
<td><strong>202</strong></td>
<td><strong>36%</strong></td>
<td><strong>34%</strong></td>
</tr>
</tbody>
</table>

### Walk-In Community Services (Duplicated Clients & Case Managed Clients)

<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>East Kern Family Resource Center (EKFRC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division/Director</td>
<td>Fred Hernandez</td>
<td>Youth &amp; Community Services</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Anna Saavedra</td>
<td></td>
</tr>
</tbody>
</table>

| Reporting Period | January 1, 2023 - December 31, 2023 |

### Explanation (Over/Under Goal Progress)

The First 5 numbers for the Center-based program appear low, however we are on track for the year 2022-2023.

### Program Strategic Goals

1. Find additional funding.

We applied for a Grant during the month of March.
2. Participate in community events.

We participated in the EAST KERN Career EXPO held at the Mojave Air and Space Port. We had the opportunity of meeting other organizations in person. We were part of the Resource Fair in Rosamond California which consisted of many of our CAPK organizations and other

3. Expand our reach across the East Kern Communities.

We have provided flyers promoting our Center-Based program and our Summer Bridge program.

<table>
<thead>
<tr>
<th>Program Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>EKFRC served 179 walk-ins during the month of March. We provided 116 emergency food boxes and provided emergency clothing to 60 walk-ins. We emailed out 35 HEAP applications to the HEAP office and we continue to assist with the VITA virtual appointments.</td>
</tr>
</tbody>
</table>
## Program Description

The Oasis Family Resource Center provides resources, education, and crisis assistance to individuals, families, and children in Ridgecrest and surrounding communities. They focus on providing case management and educational support to families to build resilience.

### First 5 Kern (Unduplicated Services)

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal (12 Mo)</th>
<th>Month Progress</th>
<th>Annual Progress (12 Mo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents Receiving Case Management Services (SRV 7a)</td>
<td>1</td>
<td>7</td>
<td>30</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>Children Receiving Case Management Services (SRV 7a)</td>
<td>1</td>
<td>8</td>
<td>30</td>
<td>20%</td>
<td>27%</td>
</tr>
<tr>
<td>Parents Participating in Court Mandated Classes (FNPI 5d &amp; SRV 5mm)</td>
<td>0</td>
<td>7</td>
<td>10</td>
<td>0%</td>
<td>70%</td>
</tr>
<tr>
<td>Children Educational Home Base Activities (FNPI 2b)</td>
<td>1</td>
<td>5</td>
<td>15</td>
<td>40%</td>
<td>33%</td>
</tr>
<tr>
<td>Children Summer Bridge Activities (FNPI 2b)</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Family Support Services for non-clients with children 5 and under</td>
<td>8</td>
<td>44</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>First 5 Total</strong></td>
<td><strong>11</strong></td>
<td><strong>71</strong></td>
<td><strong>95</strong></td>
<td><strong>69%</strong></td>
<td><strong>75%</strong></td>
</tr>
</tbody>
</table>

### Walk-In Community Services (Duplicated & Non First 5 Kern Clients)

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Month</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food/Household Items (SRV 7c)</td>
<td>79</td>
<td>229</td>
</tr>
<tr>
<td>Household Items (SRV 7c)</td>
<td>98</td>
<td>305</td>
</tr>
<tr>
<td>Baby Supplies</td>
<td>67</td>
<td>190</td>
</tr>
<tr>
<td>Referrals/Administrative Services (SRV 7c)</td>
<td>75</td>
<td>176</td>
</tr>
<tr>
<td>Court Mandated Correspondence</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td>Emergency Clothing (SRV 7n)</td>
<td>11</td>
<td>51</td>
</tr>
<tr>
<td>Copies</td>
<td>32</td>
<td>47</td>
</tr>
<tr>
<td>Educational Supplies</td>
<td>18</td>
<td>29</td>
</tr>
<tr>
<td>Transportation Assistance (SRV 7d)</td>
<td>18</td>
<td>48</td>
</tr>
<tr>
<td>COVID-19 Supplies (SRV 500)</td>
<td>9</td>
<td>57</td>
</tr>
<tr>
<td><strong>Total Community Services</strong></td>
<td><strong>412</strong></td>
<td><strong>1149</strong></td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

The First 5 Kern numbers may appear to be low in March but the Oasis FRC has already met or exceeded all the F5K fiscal year 2022-2023 as reporting is from July 2022 to June 2023. Goals are met with 30 parents and 39 children being case managed in current fiscal year.

### Program Strategic Goals

1. **Offer Court Mandated Nurturing Parenting Class every other quarter.**

   The Oasis started a new 12-week class in February, graduation is scheduled on April 24th.
2. Apply for three funding opportunities that would help extend range of services outside First 5 clients for under served families (Parenting, Children 6-18, seniors, and homeless individuals).

| The OFRC applied for three grants/source of funding in March: Baby 2 Baby for baby supplies, Kern Family Health Care for transportation and emergency supplies, and CARE for Kids for educational supplies. |

3. Participate in community outreach activities to promote CAPK & Oasis FRC services and seek donations from local business partners (in-kind and monetary).

| The Oasis FRC participated in the Mojave Job Fair with EKFRC on March 3rd. The Oasis also presented its services to the students enrolled in the CARE/CalWORKs workshop at Cerro Coso college on March 17th. |

**Program Highlights**

The Oasis Family Resource Center provided community services to a total of 180 families in the month of March 2023. VITA continued to provide services at Alta One Credit Union in Ridgecrest this month. The Oasis FRC & EKFRC have been working with the IT Department to implement additional tracking of services provided, these features were added to the dashboard to better capture service data and referrals.
The Energy Program assists income-eligible Kern County residents with utility bill payment, free weatherization, and energy education at no cost to the participant. Weatherization services include weather stripping; repair or replacement of windows and doors, heating/cooling appliances, stoves, refrigerators, and more.

<table>
<thead>
<tr>
<th>Program/Work Unit</th>
<th>Energy &amp; Utility Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division/Director</td>
<td>Fred Hernandez Wilfredo Cruz Jr.</td>
</tr>
<tr>
<td>January 1, 2023 - December 31, 2023</td>
<td></td>
</tr>
</tbody>
</table>

### Program Description

#### Low-income Home Energy Program (LIHEAP) 2022
*Ended June 30, 2023*

<table>
<thead>
<tr>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served - Utilities Assistance</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Utility Payments</td>
<td>$</td>
<td>-</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served - Weatherization</td>
<td>20</td>
<td>43</td>
<td>267%</td>
<td>48%</td>
</tr>
<tr>
<td>Total Utility Payments</td>
<td>$136,517</td>
<td>1,437,591</td>
<td>$2,565,058</td>
<td>64%</td>
</tr>
</tbody>
</table>

#### Low-income Household Water Assistance Program (LIHWAP) 2021
*Ended September 2023*

<table>
<thead>
<tr>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served - Utilities Assistance</td>
<td>89</td>
<td>243</td>
<td>53%</td>
<td>12%</td>
</tr>
<tr>
<td>Utility Payments</td>
<td>$51,515.90</td>
<td>150,639</td>
<td>$1,972,332</td>
<td>31%</td>
</tr>
</tbody>
</table>

#### American Rescue Plan Act (ARPA) 2021
*Ended June 2023*

<table>
<thead>
<tr>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Served - Utilities Assistance</td>
<td>232</td>
<td>481</td>
<td>147%</td>
<td>25%</td>
</tr>
<tr>
<td>Utility Payments</td>
<td>$323,873</td>
<td>716,888</td>
<td>$2,587,322</td>
<td>150%</td>
</tr>
</tbody>
</table>

### Explanation (Over/Under Goal Progress)

- 2022 LIHEAP utility assistance funds are fully expended, only weatherization funds are available at this time.
- 2023 LIHEAP weatherization - will not commence, until 2022 LIHEAP funds are fully expended.

### Progress Towards Goal

1. Fully implementing online client self-application for Utility Assistance
   - Currently in process of testing self-application system

2. Become fully staffed and trained in Weatherization and Utility Assistance
   - Wx - Fully staffed, 85% trained
   - UA - Fully staffed, 60% trained (influx of temp employees)

3. Fully expend 2022 LIHEAP and 2021 ARPA contracts by end of contract dates
   - 2022 LIHEAP - UA expended, currently working on WX portion of the contract
   - 2021 ARPA - pending LIHEAP UA funds priority to be expended

### Program Highlights
1) New Assistant Weatherization Manager
2) Key changes in Utility Assistance application processes
3) Approved LIHWAP marketing campaign in development by Hey Salty
Program Description

Located in Southeast Bakersfield, the program serves children, adults, and families through after-school, summer and mentor programs, nutrition education, sports, access to social services, and more.

<table>
<thead>
<tr>
<th>Youth Programs</th>
<th>Current Enrolled</th>
<th>Month (Added)</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Mentoring (FNPI 2c.2., FNPI 2c.3, SRV 2p) Reporting ends June 30, 2023</td>
<td>42</td>
<td>None</td>
<td>42</td>
<td>100</td>
<td>0%</td>
<td>42%</td>
</tr>
<tr>
<td><strong>Summer Program</strong> (Max Capacity due to COVID) (SRV 2m)</td>
<td>TBD</td>
<td>TBD</td>
<td>N/A</td>
<td>35</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>After School/Learning Pods Enroll (FNPI 2c.2., FNPI 2c.3, SRV 2p)</td>
<td>11</td>
<td>None</td>
<td>22</td>
<td>50</td>
<td>0%</td>
<td>44%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medi-Cal Outreach</th>
<th>Month (Added)</th>
<th>YTD</th>
<th>YTD Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social media emails and impressions</td>
<td>2220690</td>
<td>2223716</td>
<td>12,000</td>
<td>222069%</td>
<td>18531%</td>
</tr>
<tr>
<td>Canvassing phone calls and flyers</td>
<td>2254</td>
<td>4053</td>
<td>10,000</td>
<td>270%</td>
<td>41%</td>
</tr>
</tbody>
</table>

Explanation (Over/Under Goal Progress)

The FHCC Medi-Cal Program started an extensive Medi-cal outreach campaign which includes several billboards throughout Kern county, as well as GET bus ads, which drastically increased the number of impressions reached through these outreach efforts.

Program Strategic Goals

<table>
<thead>
<tr>
<th>Plan and facilitate Friendship House (FHCC) Advisory Board fundraising event to benefit the Friendship House</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>The FHCC Advisory Board is currently planning a Mixer fundraising event for October 5, 2023.</td>
<td></td>
</tr>
<tr>
<td>Recruit and secure staffing for the Friendship House.</td>
<td>Progress</td>
</tr>
<tr>
<td>The FHCC hired three Program Educators during March to provide program services for community youth.</td>
<td></td>
</tr>
<tr>
<td>Work with the CAPK Executive Team to increase the number of grants researched/submitted for the CAPK Friendship House.</td>
<td>Progress</td>
</tr>
<tr>
<td>The FHCC Program Manager worked with the CAPK grant team to submit a grant application to Kern Health Systems.</td>
<td></td>
</tr>
</tbody>
</table>

Program Highlights

The FHCC is planning a Mixer to raise funds to allow for educational fieldtrips for the community youth that attend the after-school and summer programs. The Collective, the venue where the event will be hosted, has proven to be a caring community partner, as they are donating over $7,500 of in-kind goods and services to help with the event and cause.
### Community Action Partnership of Kern  
#### Monthly Report 2023

<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>Shafter Youth Center (SYC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division/Director</td>
<td>Fred Hernandez</td>
<td>Angelica Nelson</td>
</tr>
<tr>
<td>Reporting Period</td>
<td>January 1, 2022 - December 31, 2023</td>
<td></td>
</tr>
</tbody>
</table>

#### Program Description

The Shafter Youth Center (SYC) serves children, adults, and families through youth after-school, summer and pre-employment programs, parenting classes, nutrition education, sports, access to social services, and more.

#### Youth Programs

<table>
<thead>
<tr>
<th></th>
<th>Current Enrolled (duplicated)</th>
<th>Month (unduplicated)</th>
<th>YTD (unduplicated)</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer Program starting in June (Max Capacity due to COVID) (SRV 2m) June/July</td>
<td>NA</td>
<td>0</td>
<td>40</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>After School Program Enroll (FNPI 2c &amp;SRV 2l) (hours of operation: 2-5pm; 1230p - 5pm for minimum day)</td>
<td>21</td>
<td>23</td>
<td>35</td>
<td>34%</td>
<td>66%</td>
<td>66%</td>
</tr>
</tbody>
</table>

#### Community Programs

- Dignity Health Mental Health Project, Adult Basketball, Energy Program (Utility Assistance), VITA Tax Assistance, Fitness Boot Camp and Girl Scouts, New Citizenship Classes

<table>
<thead>
<tr>
<th>Outreach Activities</th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach Events (presentations/informational updates)</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>400%</td>
<td>67%</td>
</tr>
<tr>
<td>Community Events (i.e., diaper, food, PPE distributions)</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>200%</td>
<td>17%</td>
</tr>
</tbody>
</table>

#### Program Strategic Goals

1. Increase youth program registration as COVID restrictions ease up while maintaining a safe environment.  
   - Enrollment is slowly increasing
2. Increase attainment of program funding to provide larger variety of program offerings.  
   - Applying for more grants to meet SYC program needs
3. Increase community engagement, including volunteers, social media, program participation.  
   - Participating in community outreach events has brought more attention to SYC

#### Program Highlights

- Started a new service providing Citizenship Classes.
Community Action Partnership of Kern
Monthly Report 2023

<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>Volunteer Income Tax Assistance (VITA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>March-23</td>
<td>Fred Hernandez</td>
<td>Jacqueline Guerra</td>
</tr>
</tbody>
</table>

**Reporting Period**: January 1, 2023 - December 31, 2023

**Program Description**
VITA offers no-cost tax preparation and e-filing for low and moderate-income individuals and families. VITA also assists eligible clients to take advantage of the Earned Income Tax Credit (EITC), increasing their tax return and boosting the local economy. All VITA services are provided by IRS-certified staff and volunteers.

**Completed Tax Returns (SRV 3o)**
10/01/2022 to 09/30/2023

<table>
<thead>
<tr>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>2,151</td>
<td>4,443</td>
<td>6,000</td>
<td>581%</td>
</tr>
<tr>
<td>State</td>
<td>2,148</td>
<td>4,409</td>
<td>6,000</td>
<td>585%</td>
</tr>
</tbody>
</table>

**Refunds and Credits (SRV 3o)**
10/01/2022 to 09/30/2023

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Refunds</td>
<td>$1,784,864</td>
<td>$1,784,864</td>
</tr>
<tr>
<td>State Refunds</td>
<td>$580,169</td>
<td>$580,169</td>
</tr>
<tr>
<td>Federal EITC (income limit $57,414/household)</td>
<td>$891,134</td>
<td>$891,134</td>
</tr>
<tr>
<td>CalEITC (income limit $30,000/household)</td>
<td>$252,746</td>
<td>$252,746</td>
</tr>
</tbody>
</table>

**Total Refunds and Credits**

| | $3,508,913 | $3,508,913 |

**Individual Taxpayer Identification Number (ITIN) (SRV 3o)**
10/01/2022 to 09/30/2023

<table>
<thead>
<tr>
<th></th>
<th>Month</th>
<th>YTD</th>
<th>Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications (New/Renewal)</td>
<td>64</td>
<td>85</td>
<td>65</td>
<td>904%</td>
<td>131%</td>
</tr>
</tbody>
</table>

**Explanation (Over/Under Goal Progress)**
The ITIN aspect of our program is THRIVING! During the month of March, we have assisted 64 undocumented individuals in obtaining their ITIN number to file taxes and receive CalEITC when eligible. The outer county areas such as Taft and McFarland have the highest need.

**Program Strategic Goals**

<table>
<thead>
<tr>
<th>Program</th>
<th>Progress Towards Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to outreach in communities of our new sites to bring new clients to VITA and allow opportunity to promote other CAPK services</td>
<td>Outreach being conducted in apartment complexes of our targeted low income zip codes, as well as resource events all through out Kern</td>
</tr>
<tr>
<td>With ITIN services on the rise, plans to keep seasonal sites open longer in Taft and McFarland</td>
<td>pending agreements on behalf of the partners where VITA sites are held</td>
</tr>
</tbody>
</table>

**Program Highlights**
Tax filing deadline has been extended until October 16, 2023 since Kern County is now considered a disaster county.
Operations

Maintenance

Information Technology

Data Services Risk

Management
<table>
<thead>
<tr>
<th>Month</th>
<th>Program/Work Unit</th>
<th>Operations Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>March-23</td>
<td></td>
<td>Emilio Wagner</td>
</tr>
<tr>
<td>Division/Director, Assistant Director</td>
<td>Director of Operations, Maria Contreras Assistant Director</td>
<td>Program Managers</td>
</tr>
<tr>
<td></td>
<td>Reporting Period</td>
<td>January 1, 2023 - December 31, 2023</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Douglas Dill, Ryan Dozier, Laurie Sproule</td>
</tr>
</tbody>
</table>

**Division Description**
Facility repair and maintenance, information technology, risk insurance, and facility planning.

### Data Services

<table>
<thead>
<tr>
<th>Activity</th>
<th>Requested</th>
<th>In-Progress</th>
<th>Processed</th>
<th>Processed YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic 365 Fixes</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dynamic 365 Enhancements</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Projects

#### Universal Intake
Develop intake for programs that don't have an electronic process.

- **Requested**: 90%
- **Processed**: 90%

#### Contract Management System
Track and manage contracts within the Agency

- **Requested**: 70%
- **Processed**: 70%

#### In-kind Management
Application is used to track the total number of in-kind hours with built in automation. This application will eliminate the current paper process.

- **Requested**: 85%
- **Processed**: 85%

#### CalAIM - KHS
New grant form Kern Health Systems for the CALAIM funding. IS part is to generate flat files used to data upload and verifying SFTP is working correctly.

- **Requested**: 100%
- **Processed**: 100%

#### Referral Management Enhancements
1. Build the 3 referral contact attempt.  
2. Build the process to close out Approval Emails  
3. FRC process needs to bridge their Inquiry Process to Referral System (*This is a wish item, FRC do double work)  
4. Add mentor program and medical program as new delivery frameworks and incorporate them into the workflows

- **Requested**: 100%
- **Processed**: 100%

#### FRC Platform Updates
Many enhancements and process updates to how the FRC capture data from walk in clients and their grant obligations.

- **Requested**: 100%
- **Processed**: 100%

#### Feeding America Service Insights Project
Effort to digitize the intake process for our Food Bank and partner sites.

- **Requested**: 20%
- **Processed**: 20%

### Facilities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Requested</th>
<th>In-Progress</th>
<th>Processed</th>
<th>Processed YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Work Orders</td>
<td>309</td>
<td>516</td>
<td>348</td>
<td>953</td>
</tr>
</tbody>
</table>

### Construction Projects
### Head Start Expansion
- Harvey Hall, Pete Parra, Angela Martinez, Sterling, Angela Martinez, Pete Parra EHS
- 99% 50%

### Food Bank Expansion
- Access Road & Site Utilities
- 83% 15%

### Oasis Renovation
- 15% 5%

### Angela Martinez
- 15% 75%

### Stockdale HS
- 75%

### Navigation Center Shade Structures
- 5%

### Playgrounds
- 50%

### Information & Technology Projects

<table>
<thead>
<tr>
<th>Description</th>
<th>% Completed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>SJC WIFI Replacement</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>SJC Firewall Replacement</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Head Start Expansion</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>

### Activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>Requested</th>
<th>In-Progress</th>
<th>Processed</th>
<th>Processed YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Work Orders</td>
<td>281</td>
<td>124</td>
<td>251</td>
<td>709</td>
</tr>
</tbody>
</table>
## Program Highlights

### Program Strategic Goals

<table>
<thead>
<tr>
<th>Goal</th>
<th>Progress Towards Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a facility deferred maintenance program.</td>
<td>Initiated planning discussion for new work order system. The system will be designed to capture all deferred maintenance of facilities, incorporate associated budgets, and schedule remediation.</td>
</tr>
<tr>
<td>Develop and implement a Data Governance</td>
<td>TBD</td>
</tr>
<tr>
<td>Enhance customer experience —measured</td>
<td>TBD</td>
</tr>
</tbody>
</table>

## Risk Management

<table>
<thead>
<tr>
<th>Workers Compensation Claims</th>
<th>Reported</th>
<th>Reported YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Report Only</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>First Aid</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Medical</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Modified Duty</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Lost Time</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Under Invest / Non-Ind / Students / Parents / Volunteers / Clients</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Property</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Vehicle Incident / Grand Theft Auto</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Motor Vehicle Accident</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Work Place Violence / ODs / Death</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14</strong></td>
<td><strong>42</strong></td>
</tr>
</tbody>
</table>
Administration

Grant Development
CAPK Foundation
Outreach & Marketing
2-1-1 Kern Call Center
Community Schools Partnership Program (CSPP)
The services under the Executive Division range from fund and grant development/research to outreach and media/public relations, as well as new business development. This includes project management of agency level initiatives, such as the 2021-25 Strategic Plan and CAA-related plans, and special projects.

<table>
<thead>
<tr>
<th>Outreach Social Media</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website User Sessions</td>
<td>31,050</td>
<td>102,057</td>
<td>230,000</td>
<td>162%</td>
<td>44%</td>
</tr>
<tr>
<td>Facebook Impressions (i.e., number of times users see content)</td>
<td>134,000</td>
<td>293,955</td>
<td>600,000</td>
<td>268%</td>
<td>49%</td>
</tr>
<tr>
<td>Other Social Media Impressions</td>
<td>12,500</td>
<td>48,549</td>
<td>150,000</td>
<td>100%</td>
<td>32%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outreach Advocacy</th>
<th>Outreach Special Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Senator Groves and Bains' office with constituent help on filling energy applications</td>
<td>Completed digital request for DEI committee (i.e., employee appreciation video)</td>
</tr>
<tr>
<td>Met with Senator Grove's office to discuss CAPK initiatives and possible future needs</td>
<td>Assisted Head Start with Read Across America</td>
</tr>
<tr>
<td>Scheduling meetings for staff to meet with elected officials for CalCAPA Legislative Day in Sacramento in April.</td>
<td>Visited Stockton Head Start to host DEI Lunch and Learn for Black History Month</td>
</tr>
<tr>
<td>Prepared talking points for Jeremy's NCAF visit to DC</td>
<td>Meeting with Yehidy Gomez re: Wonderful Neighbor campaign</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outreach Special Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Met with the Bags of Love Foundation for possible partnership opportunities</td>
</tr>
<tr>
<td>Assisted City of Bakersfield with Marketing efforts for TCC Meetings</td>
</tr>
<tr>
<td>Ran sponsored ads through social media for targeted audiences for community CERF Meetings.</td>
</tr>
<tr>
<td>Met with the Lotus radio Group on Possible Collaborations</td>
</tr>
<tr>
<td>Assisted the energy program with procurement of new funding for LIHWP and ARPA Marketing with our</td>
</tr>
<tr>
<td>Assisted the Food Bank at it's first annual partner conference-also provided a presentation on branded marketing</td>
</tr>
<tr>
<td>Co-Hosted with the Food Bank for 23abc Senior Food Drive</td>
</tr>
<tr>
<td>Assisted with the volunteer registration and hosting of the 2nd Annual Wendy Wayne Day of Service at the Food Bank</td>
</tr>
<tr>
<td>Represented CAPK at the Countywide Emergency Preparedness Event at CSUB</td>
</tr>
<tr>
<td>Assisted with the completion of the CAPK Foundation Mixer</td>
</tr>
<tr>
<td>Grants In Progress/Research</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Homeless Assistance Prevention Program - Rural Drop-in Center at EKFRC focused on supply</strong></td>
</tr>
<tr>
<td><strong>distribution and referrals to resources. Program: CES/EKFRC</strong></td>
</tr>
<tr>
<td><strong>Strategic Growth Council - Transformative Climate Communities (TCC) Round 5. Research viable projects, including Food Hub/Incubator and home weatherization and solar installations in the Southeast Bakersfield area. Grant is led by the City of Bakersfield.</strong></td>
</tr>
<tr>
<td><strong>Walmart Foundation - Dental Supplies for M Street Navigation</strong></td>
</tr>
<tr>
<td><strong>Bank of the Sierra Grant - Playground Equipment for SYC</strong></td>
</tr>
<tr>
<td><strong>CARE For Kids - Two grants were submitted. 1.) OFRC Request - Educational supplies. 2.) SYC Request - Playground equipment</strong></td>
</tr>
<tr>
<td><strong>Emergency Solutions Grant - Homeless prevention services that includes financial assistance with security deposits, utility assistance, and rental arrears.</strong></td>
</tr>
<tr>
<td><strong>Research and Planning for upcoming RFP from the County of Kern on the Supportive Services Village in North Bakersfield.</strong></td>
</tr>
<tr>
<td><strong>Community Services Block Grant (CSBG)</strong></td>
</tr>
<tr>
<td>Preparing for 2022 Annual Report Submission (Due 2/8/2023). Will present agency-level data once report is finalized.</td>
</tr>
<tr>
<td><strong>Created 2023 Program Profiles Workbook.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foundation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prospect meeting with CVS</td>
<td>Prospect meeting with Gaby with CRC</td>
</tr>
<tr>
<td>Organized Aera Energy Easter Visits with Head Start</td>
<td>Meeting with Yehidy Gomez re: Wonderful Neighbor campaign</td>
</tr>
<tr>
<td>Meeting with Valley Strong to secure Huggy Heart Sponsorship Campaign</td>
<td>Attended Shafter Chamber of Commerce Dinner</td>
</tr>
<tr>
<td>Prospect meeting with CITI</td>
<td>FHCC Mixer Committee meeting</td>
</tr>
<tr>
<td>Continued Foundation mixer planning</td>
<td>Executed Foundation Kick-Off Mixer</td>
</tr>
</tbody>
</table>

**Explanation (Over/Under Goal Progress)**

**Program Strategic Goals**

**Progress Towards Goal**
1. Customer Relationship Management Projects, including Volunteer Management, inter-agency Referral Management, and contract management. This project is active. Currently, staff is in the process with the technology consultant on complete client demographic information for 2022. Independent trainings are given if new staff come on board or current staff need a refresher.

2. Increase grant development and marketing activities, which are aligned with the 2021-25 Strategic Plan. Staff continue to meet weekly to discuss Goals 1-6. Progress on Goal 1, 4, 5, and 6 continues and others are in the development phase.

3. Agency-level adoption of Results Oriented Management & Accountability (ROMA) and Patient-Centered Data Driven Principles to programmatic and operational use. As mentioned above, one (1) staff is ROMA Implementer certified and a cohort is nearing the end of the ROMA training and will prepare for testing.

**Program Highlights**
## Program Description

The 2-1-1 Kern is a 24/7 information and referral service that provides local residents with comprehensive information and links to community health and human services at no cost. The 2-1-1 Kern has a database of 1,500 social service agencies that are available to the public through the 2-1-1 Kern Online Resource Directory at www.211KernCounty.org. The program has over 15 years of experience in providing and linking community members to vital services, and currently serves multiple communities in the Central Valley including Kings, Tulare, Stanislaus, Fresno, and Madera through the United Way partnerships.

### Most Requested Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Cal Fresh</th>
<th>Homeless Programs</th>
<th>Food Pantries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information and Referral Services</td>
<td>Month YTD</td>
<td>Annual Goal %</td>
<td>Month Progress %</td>
</tr>
<tr>
<td>Kern County (SRV 7c)</td>
<td>2,789</td>
<td>12,824</td>
<td>90,000</td>
</tr>
<tr>
<td>Kings County (SRV 7c)</td>
<td>241</td>
<td>863</td>
<td>4,000</td>
</tr>
<tr>
<td>Tulare County (SRV 7c)</td>
<td>863</td>
<td>2,672</td>
<td>18,000</td>
</tr>
<tr>
<td>Stanislaus County (SRV 7c)</td>
<td>616</td>
<td>2,543</td>
<td>19,200</td>
</tr>
<tr>
<td>Fresno &amp; Madera</td>
<td>2,589</td>
<td>6,318</td>
<td>20,000</td>
</tr>
<tr>
<td>Merced &amp; Mariposa (effective March 2022)</td>
<td>78</td>
<td>302</td>
<td>500</td>
</tr>
<tr>
<td><strong>Total I&amp;R Calls Handled</strong></td>
<td><strong>7,176</strong></td>
<td><strong>25,522</strong></td>
<td><strong>151,700</strong></td>
</tr>
</tbody>
</table>

### Staffing vs. Call Volume

2-1-1 staff designated for calls handled across all counties contracts with the expectation of 42 calls per staff for an 8-hour shift.

<table>
<thead>
<tr>
<th></th>
<th>Current Staff</th>
<th>Staff Needed Per Call</th>
<th>Staff Over/Short</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9</td>
<td>16.9</td>
<td>7.89</td>
</tr>
</tbody>
</table>

### Grant Funded Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalFresh Application (SRV 7b &amp; SRV 7c)</td>
<td>5</td>
<td>23</td>
<td>300</td>
<td>20%</td>
<td>8%</td>
</tr>
<tr>
<td>Medi-Cal Application (SRV 7b &amp; SRV 7c)</td>
<td>3</td>
<td>9</td>
<td>100</td>
<td>36%</td>
<td>9%</td>
</tr>
<tr>
<td>First 5 Help Me Grow (HMG)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ages &amp; Stages New Children Screened (SRV 5c, SRV 7b &amp; SRV 7c)</td>
<td>31</td>
<td>95</td>
<td>300</td>
<td>124%</td>
<td>32%</td>
</tr>
</tbody>
</table>

### 2-1-1 Website Visitors

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicated Visitors (i.e., accessing 2-1-1 e-services and database resources)</td>
<td>23,570</td>
<td>67,499</td>
<td>225,000</td>
<td>126%</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Other Calls

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Month</th>
<th>YTD</th>
<th>Annual Goal</th>
<th>Month Progress</th>
<th>Annual Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIHEAP (SRV 7b &amp; SRV 7c)</td>
<td>3,931</td>
<td>15,735</td>
<td>45,000</td>
<td>105%</td>
<td>35%</td>
</tr>
<tr>
<td>Mental Health (SRV 7c)</td>
<td>327</td>
<td>1,039</td>
<td>3,700</td>
<td>106%</td>
<td>28%</td>
</tr>
<tr>
<td>Health and Human Service Referrals</td>
<td>5,456</td>
<td>16,095</td>
<td>110,000</td>
<td>60%</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Total Other Services</strong></td>
<td>9,714</td>
<td>32,869</td>
<td>158,700</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Recruitment and Retention of staff

2-1-1 is actively recruiting for 6-9 Information & Referral Specialists with the assistance of a Staffing Agency. The program has completed four rounds of interviews in March 2023. Two Individuals onboarded on 3/20 and one Individual onboarded on 3/27/23 as temporary employees from the Staffing Agency. The program offers database support, schedule accommodations, basic technical assistance and opportunities to recognize special occasions for existing employees to align with its overall objective of staff retention.

### Contract Retention

2-1-1 has an objective to maintain current contracts by aiming to meet program objectives, deliverables, and goals. The program is consistently working on meeting reporting expectations of all funding sources and maintain a trusting relationship to strengthen the opportunity for existing contracts to be retained.

### Program Highlights

2-1-1 brought together available team members to take a photo in honor of the achievement of its 2022 accreditation with the Alliance of Information and Referral Systems.
Community School Partnership Program

Month: March-23

Division/Director:
Pritika Ram

Program Manager:
Sabrina Jones-Roberts

Reporting Period:
January 1, 2023 - December 31, 2023

Program Description

The Community School Partnership Program provides direct wrap around case management to school families for students who are enrolled within Bakersfield City School District’s Community Schools. The program links student families to community-based services addressing food insecurities, housing stability, or other related basic services. The program is modeled after the Four Pillars of a successful Community School designed to mitigate academic and social impacts of emergencies affecting its local communities and improve school responsiveness to student and family needs.

Program Highlights

Families Receiving Case Management Services

<table>
<thead>
<tr>
<th>Explanation (Over/Under Goal Progress)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Case Managers are co-located at Bakersfield City School Districts School Sites. Bakersfield City School District is the direct referrer of student families. Case Managers are encouraged to actively communicate with Family and Community Engagement Liaisons and School Social Workers and participate in the school sites Multi-Tiered System of Support meetings to identify student families that are in need of community based services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Requested Services</th>
<th>VITA</th>
<th>Clothing</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td>Month</td>
<td>YTD</td>
<td>Annual Goal</td>
</tr>
<tr>
<td>Families referred to Program (SRV 7c)</td>
<td>48</td>
<td>109</td>
<td>920</td>
</tr>
<tr>
<td>Total Families referred internally for Employment Resources (2-1-1)</td>
<td>1</td>
<td>9</td>
<td>153</td>
</tr>
<tr>
<td>Total Families referred internally for Food and Nutrition (2-1-1 or CalFresh)</td>
<td>9</td>
<td>26</td>
<td>153</td>
</tr>
<tr>
<td>Total Families referred internally for Housing (CES)</td>
<td>8</td>
<td>25</td>
<td>153</td>
</tr>
<tr>
<td>Total Families referred internally for Childcare (Head Start)</td>
<td>9</td>
<td>24</td>
<td>153</td>
</tr>
<tr>
<td>Total Families referred internally for Utility Assistance (Energy)</td>
<td>25</td>
<td>45</td>
<td>153</td>
</tr>
<tr>
<td>Total Families referred internally for Weatherization (Energy)</td>
<td>4</td>
<td>10</td>
<td>153</td>
</tr>
<tr>
<td>Families Receiving Case Management Services (SRV 7a)</td>
<td>33</td>
<td>74</td>
<td>460</td>
</tr>
</tbody>
</table>

Program Strategic Goals

1) Recruitment

The program opened a staff requisition for a Supervisor in February 2023.

2) Fill vacancies for open positions

Interviews were conducted at the beginning of March to fill the Supervisor role. An offer was made and accepted by a candidate and there is an anticipated onboard date of 4/17/2023.

Program Highlights

35
The program has involved itself in a local collaborative. On March 8, 2023, one of the Case Managers provided a presentation discussing entry points to services, services offered, and benefits of utilizing the Community School Partnership Program.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Funder</th>
<th>Amount Requested</th>
<th>Amount Awarded</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless Management Information System (HMIS) Lead Agency</td>
<td>The proposal is to operate the HMIS for the Homeless Management Information System (HMIS) Lead Agency for the Bakersfield/Kern Continuum of Care (CA-604). Program: Division: Housing &amp; Supportive Services</td>
<td>Bakersfield Kern Regional Homeless Collaborative</td>
<td>$625,000.00</td>
<td>$</td>
<td>Denied</td>
</tr>
<tr>
<td>Power Saver Rewards Grant</td>
<td>This project aims to engage with communities and educate them about energy efficiency. Program: Energy</td>
<td>California Public Utilities Commission</td>
<td>$</td>
<td>$</td>
<td>Abandoned</td>
</tr>
<tr>
<td>FY 2024 Community Project Funding - Shafter Youth Center Modernization Project</td>
<td>This project supports impactful site enhancements including energy efficiency installations as well as interior and exterior upgrades to our youth center in Shafter, Ca.</td>
<td>U.S. House Committee on Appropriations</td>
<td>$2,145,625.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>California Target Grant (LG) Program 2-1-1</td>
<td>Distribution of emergency preparedness resources and education. Program: California Governor's Office of Emergency Services</td>
<td>California Governor's Office of Emergency Services</td>
<td>$300,000.00</td>
<td>$</td>
<td>Abandoned</td>
</tr>
<tr>
<td>Walmart Local Community Grant</td>
<td>Funds from this project will be utilized to purchase dental products for M St. Navigation Center clients.</td>
<td>Walmart</td>
<td>$5,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>2023 Community Contribution</td>
<td>Support the purchase of the playground or outdoor fitness equipment circuit for the Shafter Youth Center.</td>
<td>Bank of the West</td>
<td>$25,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>Global Products Program</td>
<td>Dental supplies for M Street Navigation</td>
<td>California Dental Association</td>
<td>$25,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>One-Time State Funding for Homeless Housing, Assistance and Prevention Program (HHAP 3)</td>
<td>Rural Drop-in Center at EKFRF focused on supply distribution and referrals to resources. Program: CES/OFRC</td>
<td>Bakersfield Kern Regional Homeless Collaborative</td>
<td>$300,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>Supportive Services Village</td>
<td>24/7 low-barrier navigation center utilizing the housing first model located at 201 East Roberts Lane, Bakersfield, CA 93308. Fifty (50) dwellings that are insulated, have cooling and heating features that have individual unit control, ventilated, secure to allow for safe storage of personal possessions, and connected to utilities.</td>
<td>County of Kern</td>
<td>$</td>
<td>$</td>
<td>Research</td>
</tr>
<tr>
<td>CARE For Kids</td>
<td>Grant funds requested to purchase educational supplies for OFRC’s Case Management services</td>
<td>careforkids.org</td>
<td>$5,109.73</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>Emergency Solutions Grant</td>
<td>Homeless prevention services that includes financial assistance with housing including security deposits, utility assistance, and rental arrears. Program: CES</td>
<td>City of Bakersfield</td>
<td>$700,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>Delta Dental Community Community Care</td>
<td>If invited to submit a full proposal, funds for this project will be utilized to purchase dental products for M St. Navigation Center, EKFRF, and OFRC clients.</td>
<td>Delta Dental Community Care Foundation</td>
<td>$15,000.00</td>
<td>$</td>
<td>LOI-Submitted</td>
</tr>
<tr>
<td>The Henry W. Bull Foundation</td>
<td>Program Scope TBA</td>
<td>The Henry W. Bull Foundation</td>
<td>$</td>
<td>$</td>
<td>Research</td>
</tr>
<tr>
<td>CARE For Kids</td>
<td>Submitting to CARE for kids spring funding cycle for additional funding to complete SYC $50,000 playground project. Currently have $22,000 and in need of $28,000.</td>
<td>careforkids.org</td>
<td>$10,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>Bank of Sierra Grant re: SYC playground center</td>
<td>Applying for funding of $50000 to support SYC playground project</td>
<td>Bank of the Sierra</td>
<td>$5,000.00</td>
<td>$</td>
<td>Pending</td>
</tr>
<tr>
<td>CARE For Kids</td>
<td>Youth materials (playground equipment, toys, books, sports equipment, wheelchairs, school supplies, TV/VCR, etc.) or youth program needs. Provide vendor quotes. Program: OFRC</td>
<td>careforkids.org</td>
<td>$10,000.00</td>
<td>$</td>
<td>Planned</td>
</tr>
<tr>
<td>Heart of Heffernan</td>
<td>Abandoned: CAPK no longer works with this insurance broker, and we do not have a contact to request an invitation to apply.</td>
<td>Heffernan Foundation</td>
<td>$</td>
<td>$</td>
<td>Abandoned</td>
</tr>
<tr>
<td>Grant Opportunity</td>
<td>Organization(s)</td>
<td>Amount</td>
<td>Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>----------------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First 5 Kern Community Event Support Grant</td>
<td>First 5 Kern</td>
<td>$5,000.00</td>
<td>Pending</td>
<td></td>
<td></td>
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<tr>
<td>Waterman Foundation Rotary Club of Bakersfield</td>
<td>Bakersfield Rotary-Waterman Foundation</td>
<td>$</td>
<td>Research</td>
<td></td>
<td></td>
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<tr>
<td>FY23 Food Security Equity Impact Fund</td>
<td>Feeding America</td>
<td>$</td>
<td>Abandoned</td>
<td></td>
<td></td>
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<tr>
<td>Organics Grant Program 7th Cycle (ORG7) Fiscal Years 2021-22 and 2022-23</td>
<td>Department of Resources Recycling and Recovery</td>
<td>$</td>
<td>Research</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neighborhood Champion</td>
<td>Bank of America</td>
<td>$</td>
<td>Research</td>
<td></td>
<td></td>
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</table>
Community Action Partnership of Kern
Funding Profile

<table>
<thead>
<tr>
<th>Funding Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Type</strong></td>
<td>City</td>
</tr>
<tr>
<td><strong>Funding Agency</strong></td>
<td>City of Bakersfield</td>
</tr>
<tr>
<td><strong>CFDA</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Reapplication (Y/N)</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Estimated Request</strong></td>
<td>$700,000</td>
</tr>
<tr>
<td><strong>Award Period</strong></td>
<td>5/11/23-5/11/24</td>
</tr>
<tr>
<td><strong>CAPK Program</strong></td>
<td>Emergency Solution</td>
</tr>
<tr>
<td><strong>Target Population</strong></td>
<td>At risk of homelessness</td>
</tr>
<tr>
<td><strong>Number to be served</strong></td>
<td>330</td>
</tr>
<tr>
<td><strong>Division Director</strong></td>
<td>Rebecca Moreno</td>
</tr>
<tr>
<td><strong>Program Manager</strong></td>
<td>Joseph Aguilar</td>
</tr>
</tbody>
</table>

**Project Goal (One sentence goal statement)**
CAPK will support individuals or households at risk of homelessness with financial assistance for security deposits, utility payments, and up to 6 months of rent in arrears.

**Project Description (Brief one paragraph description)**
Overview of services, their cap, and number of households.
Client Incentives:
Security Deposits, 2 months' rent (up to $1,500) for 65 households
Utility Payments (up to $750) for 115 households
Rental Arrears (up to $3,000) for 150 households

**Estimated Budget Summary**
CAPK is requesting $700,000 for our Rental Assistance Program. Our program will provide essential financial resources to the low-income community within the City of Bakersfield jurisdiction that are at risk of homelessness. Approximately ninety percent (90.5% or $633,750) of our proposed budget is for client incentives (security/utility deposits, and rental arrears). CAPK is also requesting 8.3% ($58,066) for fringe and personnel, and 1.2% ($8,185) for administration and office costs.

**Approvals:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Moreno</td>
<td>Apr 5, 2023</td>
<td></td>
</tr>
<tr>
<td>Division Director</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>Pritika Ram</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>Chief Business Development Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>Chief Program Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>Chief Financial Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>Chief Executive Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
</tbody>
</table>

**Date Presented / Approved:**

PRE Approval: __________ B&F Approval: __________ Executive Approval: __________ Board Approval: ________
# Community Action Partnership of Kern
## Funding Profile

<table>
<thead>
<tr>
<th>Funding Information</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Type</strong></td>
<td>Non-Profit</td>
</tr>
<tr>
<td><strong>CAPK Program</strong></td>
<td>East Kern Family Resource Center</td>
</tr>
<tr>
<td><strong>Funding Agency</strong></td>
<td>Bakersfield Kern Regional Homeless Collaborative</td>
</tr>
<tr>
<td><strong>Project Name</strong></td>
<td>Rural Drop-In Center</td>
</tr>
<tr>
<td><strong>Target Population</strong></td>
<td>Homeless</td>
</tr>
<tr>
<td><strong>CFDA</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Number to be served</strong></td>
<td>238</td>
</tr>
<tr>
<td><strong>Reappplication (Y/N)</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Estimated Request</strong></td>
<td>$300,000</td>
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<tr>
<td><strong>Award Period</strong></td>
<td>2023-2026</td>
</tr>
<tr>
<td><strong>Division Director</strong></td>
<td>Rebecca Moreno / Freddy Hernandez</td>
</tr>
<tr>
<td><strong>Program Manager</strong></td>
<td>Anita Saavedra</td>
</tr>
</tbody>
</table>

### Project Goal (One sentence goal statement)
Our program includes the following 4 key elements to support the homeless population or at risk of homelessness population: 1.) distribution of essential items, 2.) enrollment support in social services, 3.) direct linkages to CAPK services and 4.) community outreach.

### Project Description (Brief one paragraph description)
The Rural Drop-in Center will complement many of the services in place at East Kern Family Resource Center. Funds will be utilized to purchase clothing, sleeping bags, tents, blankets etc; to provide hands on support with collecting a birth certification/identification card (driving individuals to the Department of Motor Vehicle or Hall of Records); provide linkages to the Volunteer Income Tax Assistance, Energy, and M Street Navigation; to conduct community/street outreach to increase awareness and utilization of our services.

### Estimated Budget Summary
The grant requests $300,000 in funding. Approximately 69% was requested for personnel and fringe, 3% for travel, 3% for supplies, 3% for space costs, 11% for client incentives, 8% for indirect, and 3% for other operating costs such as communication services, postage, and hiring costs.

### Approvals:

<table>
<thead>
<tr>
<th>Role</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Moreno</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>1. Division Director</td>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Pratiksha Ram</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>2. Chief Business Development Officer</td>
<td>Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>3. Chief Program Officer</td>
<td>Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>4. Chief Financial Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
<tr>
<td>5. Chief Executive Officer</td>
<td>Apr 6, 2023</td>
<td></td>
</tr>
</tbody>
</table>

### Date Presented / Approved:

PRE Approval: ________________  B&F Approval: ________________  Executive Approval: ________________  Board Approval: ________________
<table>
<thead>
<tr>
<th>Funding Type</th>
<th>Private</th>
<th>CAPK Program</th>
<th>M St. Navigation Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Agency</td>
<td>Walmart</td>
<td>Project Name</td>
<td>Dental Supplies for M St. Navigation Center</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>People experiencing homelessness</td>
</tr>
<tr>
<td>Request</td>
<td>$5,000</td>
<td>Division Director</td>
<td>Rebecca Moreno</td>
</tr>
<tr>
<td>Award Period</td>
<td>TBD</td>
<td>Program Manager</td>
<td>Laurie Hughey</td>
</tr>
<tr>
<td>Description</td>
<td>This project proposal aims to receive funds to purchase dental supplies for the M St. Navigation Center. The dental products received will help M St. residents maintain their oral health care in and out of shelter grounds.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Type</th>
<th>Private</th>
<th>CAPK Program</th>
<th>M St. Navigation Center, East Kern Family Resource Center, and Oasis Family Resource Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Agency</td>
<td>Delta Dental</td>
<td>Project Name</td>
<td>CAPK Dental Supplies</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>People experiencing homelessness and families</td>
</tr>
<tr>
<td>Request</td>
<td>$15,000</td>
<td>Division Director</td>
<td>Rebecca Moreno and Freddy Hernandez</td>
</tr>
<tr>
<td>Award Period</td>
<td>TBD</td>
<td>Program Manager</td>
<td>Laurie Hughey, Anna Saavedra, and Eric Le Barbe</td>
</tr>
<tr>
<td>Description</td>
<td>A Letter of Intent was submitted to Delta Dental for full proposal consideration from CAPK. This intended project will provide the M St. Navigation Center and both FRCs with dental supplies for their clients.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Type</th>
<th>Nonprofit</th>
<th>CAPK Program</th>
<th>Oasis Family Resource Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Agency</td>
<td>First 5 Kern</td>
<td>Project Name</td>
<td>Oasis Baby Shower</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>Pregnant women and babies</td>
</tr>
<tr>
<td>Request</td>
<td>$5,000</td>
<td>Division Director</td>
<td>Freddy Hernandez</td>
</tr>
<tr>
<td>Award Period</td>
<td>TBD</td>
<td>Program Manager</td>
<td>Eric Le Barbe</td>
</tr>
<tr>
<td>Description</td>
<td>Project funds will be utilized to purchase baby supplies for 16 low-income pregnant women in Ridgecrest.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funding Type</td>
<td>Private</td>
<td>CAPK Program</td>
<td>SYC</td>
</tr>
<tr>
<td>-------------</td>
<td>---------</td>
<td>--------------</td>
<td>-----</td>
</tr>
<tr>
<td><strong>Funding Agency</strong></td>
<td>CareForKids.org</td>
<td>Project Name</td>
<td>SYC Gets Active Playground</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>Shafter youth</td>
</tr>
<tr>
<td><strong>Request</strong></td>
<td>$10,000</td>
<td>Division Director</td>
<td>Fred Hernandez</td>
</tr>
<tr>
<td><strong>Award Period</strong></td>
<td>10/1/23 – 9/30/23</td>
<td>Program Manager</td>
<td>Angelica Nelson</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Funds will be used to help in the purchase of playground equipment at Shafter Youth Center. Currently, the budget for this project is set at $50k. Wonderful has contributed $22k and supplemental funds are needed to complete the project.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Type</th>
<th>Private</th>
<th>CAPK Program</th>
<th>Oasis Family Resource Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Agency</strong></td>
<td>CareForKids.org</td>
<td>Project Name</td>
<td>Educational Supplies</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>Ridgecrest children 0-5</td>
</tr>
<tr>
<td><strong>Request</strong></td>
<td>$5,109.73</td>
<td>Division Director</td>
<td>Fred Hernandez</td>
</tr>
<tr>
<td><strong>Award Period</strong></td>
<td>10/1/23 – 9/30/23</td>
<td>Program Manager</td>
<td>Eric Le Barbe</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Funds will be used to purchase educational items and supplies such as arts &amp; crafts and sensory toys. These items are used by case managers to perform educational services with client families to help prepare children for kindergarten and to gauge developmental milestones.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Type</th>
<th>Private</th>
<th>CAPK Program</th>
<th>SYC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding Agency</strong></td>
<td>Bank of Sierra</td>
<td>Project Name</td>
<td>SYC Gets Active Playground</td>
</tr>
<tr>
<td>CFDA</td>
<td>N/A</td>
<td>Target Population</td>
<td>Shafter youth</td>
</tr>
<tr>
<td><strong>Request</strong></td>
<td>$5,000</td>
<td>Division Director</td>
<td>Fred Hernandez</td>
</tr>
<tr>
<td><strong>Award Period</strong></td>
<td>April 1 – June 30</td>
<td>Program Manager</td>
<td>Angelica Nelson</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Funds will be used to help in the purchase of playground equipment at Shafter Youth Center. Currently, the budget for this project is set at $50k. Wonderful has contributed $22k and supplemental funds are needed to complete the project.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Recommendation**
Staff recommends approval to submit the small funding application(s) up to $50,000 per year and authorize the Chief Executive Officer to execute the contract if awarded, and any subsequent amendments throughout the duration of the contract term.

**Date Presented/Approved**

<table>
<thead>
<tr>
<th>Policy Council</th>
<th>PRE Presentation</th>
<th>B&amp;F Approval</th>
<th>Board Approval</th>
</tr>
</thead>
</table>


Community Action Partnership of Kern
Small Funding Request ($50,000 or less per year)
March 2023
**Division/Program Monthly Activity Report**

**Division/Director:** Head Start/State Child Development/Yolanda Gonzales  
**Month/Year:** March 2023

**Program/Work Unit:** Head Start/Early Head Start  
**Program Administrator:** Robert Espinosa

**Services:** Head Start and Early Head Start childhood education for low-moderate income children ages 0-5 in center-based, part-day or full-day environments and home-based options.

<table>
<thead>
<tr>
<th>Program</th>
<th>Funded Enrollment</th>
<th>Reportable Enrollment</th>
<th>Percentage</th>
<th>Disabilities</th>
<th>Over Income 131%+ up to 10%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head Start</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Classrooms</td>
<td>1242</td>
<td>939</td>
<td>76%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Fully Closed</td>
<td>155</td>
<td></td>
<td></td>
<td></td>
<td>6%</td>
</tr>
<tr>
<td><strong>Early Head Start</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Classrooms</td>
<td>831</td>
<td>627</td>
<td>75%</td>
<td>20%</td>
<td>7%</td>
</tr>
<tr>
<td>Fully Closed/Partially</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5%</td>
</tr>
<tr>
<td>Closed</td>
<td>107</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Home Visiting Program**

<table>
<thead>
<tr>
<th>Cumulative Enrollment</th>
<th>Contract Enrollment Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>209</td>
<td>240</td>
</tr>
</tbody>
</table>

**Division Staffing = 701**

<table>
<thead>
<tr>
<th>Currently Employed</th>
<th>Vacant Positions</th>
<th>Continuous Family Leave</th>
<th>Intermittent Family Leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>586</td>
<td>115</td>
<td>26</td>
<td>35</td>
</tr>
</tbody>
</table>

**HIGHLIGHTS:** 7 staff were onboarded, and there were 11 resignations. There are currently 9 open requisitions.

**Program Update & Compliance**

**Kern:**
- Job Fest at Mechanics Bank Arena.
- Junior League of Bakersfield Literacy Recruitment Event
- Bakersfield American Indian Health Project Recruitment Event
- Lamont Health and Resource Carnival
- Rosamond Resource Fair
- Program Planning meeting for Administration in San Joaquin County.

**SJC:**
- SJC Center-Base program option successfully achieved 100% of their dental screenings.
- “Pita with Hummus” food experience. Children had an opportunity to make hummus and taste it with pita crackers.
- Two recruitment events with the Department of Human Services (14 intakes).
Partnership:
- OMNI healthcare visited Blanton Center on 3/23 to provide oral health services to the enrolled children.
- Garden Pathways met full enrollment.
- Application Intake Clinic at was held at Escuelita Hernandez on 3/9. The results were successful with 5 parents completed application.

Program:
- The program received notification of an upcoming review: The California Department of Social Services will conduct a Contract Monitoring Review (CMR) and Error Rate Review (ERR) of the Early Head Start San Joaquin program during the week of April 17, 2023. The goal of the CMR is to ensure compliance with program regulations and requirements. Onsite activities will include family file reviews, Environment Rating Scale, classroom observations, staff interviews, and various review of program quality components.

<table>
<thead>
<tr>
<th>Central Kitchen March 2023</th>
<th>Total # Prepared</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Snack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meals &amp; Snacks</td>
<td>67,106</td>
<td>25,648</td>
<td>20,292</td>
<td>21,166</td>
</tr>
</tbody>
</table>

**HIGHLIGHTS:** The Central Kitchen will be participated in two events, which provided services to Head Start Centers and Home Base.

<table>
<thead>
<tr>
<th>CACFP February 2023</th>
<th>Total Meals Delivered</th>
<th>Meals Allocated</th>
<th># of Meals Served</th>
<th>% of Meals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Kitchen</td>
<td>Total Meals</td>
<td>CACFP/USDA</td>
<td>HS/EHS</td>
<td></td>
</tr>
<tr>
<td>53,549</td>
<td>65,948</td>
<td>32,631</td>
<td>33,317</td>
<td>27,840</td>
</tr>
<tr>
<td>Vendor Meals</td>
<td>7,443</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MEMORANDUM

To: Program Review & Evaluation Committee

From: Emilio G. Wagner, Director of Operations

Date: April 12, 2023

Subject: Agenda Item 5d: Strategic Plan 2021-2025 – Goal 5 Update, Info Item

____________________________________________________________________

CAPK’s Strategic Goal 5 group has been focusing on building the Client Data Platform, (CDP). This is in alignment with our Strategic Goal 5.3.1. CDP Project Team is still making progress as we shift to address CSBG.

We are reaching the end of the development phase of our Client Data Platform, with some data quality updates and processes improvements still needed to finalize the first phase of this project. We are planning on hosting an overview of what has been accomplished and ways programs and teams can start utilizing this data for strategic needs.

Data governance is still in the process of being implemented. We are researching consultants that understand how we should protect and secure our data. Future updates will have more guidance with a plan of action in place.

ROMA group 1 has completed all the needed training and exam items and has received their certifications. Next steps group 2 to go through the same process.

Attachment:
Action Plan Summary by Goal Group #5
<table>
<thead>
<tr>
<th>OBJECTIVES I LEAD</th>
<th>WHO</th>
<th>START DATE/END DATE</th>
<th>EOY TARGET, MEASURE</th>
<th>% COMPLETE/ACTION</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1</strong> Enhance agency-wide capacity to implement continuous improvement framework.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/25</td>
<td>Percent Complete</td>
<td></td>
<td>Not Started As of 10/06/21</td>
</tr>
<tr>
<td><strong>5.2</strong> Enhance data governance structures and practices to support implementation of ROMA and to increase consistency, accuracy, and breadth of program reporting and data analytics.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/25</td>
<td>Percent Complete 30%</td>
<td>On Target As of 03/07/23</td>
<td></td>
</tr>
<tr>
<td><strong>5.3</strong> Establish a comprehensive model to address the health and social well-being of our clients through timely interventions.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/25</td>
<td>Percent Complete 40%</td>
<td>On Target As of 03/07/23</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MY ITEMS</th>
<th>WHO</th>
<th>START DATE/END DATE</th>
<th>EOY TARGET, MEASURE</th>
<th>% COMPLETE/ACTION</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1.2</strong> Adopt and incorporate integrated work plan/training schedules into CAPK Board's operations and workflows.</td>
<td>Emilio Wagner</td>
<td>01/01/23 12/31/23</td>
<td>100%</td>
<td>Not Started As of 10/06/21</td>
<td></td>
</tr>
<tr>
<td><strong>5.1.3</strong> Provide training to all staff, leadership, and Board members on ROMA principles and practices.</td>
<td>Emilio Wagner</td>
<td>01/01/23 12/31/24</td>
<td>100%</td>
<td>Not Started As of 10/06/21</td>
<td></td>
</tr>
<tr>
<td><strong>5.2.2</strong> Conduct agencywide data governance assessment to identify most pressing needs and to inventory existing data processes and workflows.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/23</td>
<td>100% 89%</td>
<td>On Target As of 03/07/23</td>
<td></td>
</tr>
<tr>
<td><strong>5.2.2.1</strong> Identify challenges at program level around data collection and validation.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/23</td>
<td>100%</td>
<td>Achieved As of 04/14/22</td>
<td></td>
</tr>
<tr>
<td><strong>5.2.2.2</strong> Assess availability of analytic/reporting tools, capacity to utilize existing tools.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/23</td>
<td>100%</td>
<td>Achieved As of 03/11/22</td>
<td></td>
</tr>
<tr>
<td><strong>5.2.2.3</strong> Identify needed investment in data dashboards or tools to provide leadership with real time agency-wide outputs and demographic data.</td>
<td>Emilio Wagner</td>
<td>10/01/21 12/31/23</td>
<td>100% 67%</td>
<td>On Target As of 03/07/23</td>
<td></td>
</tr>
</tbody>
</table>

Comments:
- Agency is moving forward with utilizing Microsoft Power BI, ArcGIS, and the Power Platform for our standard analytic and reporting tools. Depending on the needs of a Program, we may evaluate other solutions. (Ryan Dozier, 03/11/22)
- When the Client Data Platform is up and running, agency wide dashboards will be developed. (Ryan Dozier, 03/11/22)
5.3.1 Advance efforts to establish centralized database for client intake and service log.

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Client Data Platform design and functions are now running. There are data clean up initiatives and data quality pieces that are still needed to make sure this system is accurate. (Ryan Dozier, 03/07/23)</td>
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<td>• Developed major IT assets and their corresponding logic to develop the client data platform. (Ryan Dozier, 09/09/22)</td>
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<td>• Signed a SOW with WIPFLI on our Client Data Platform, kick off is schedule for the upcoming weeks. (Ryan Dozier, 06/10/22)</td>
</tr>
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</table>
### 5 Data-Driven Decision-Making

<table>
<thead>
<tr>
<th>PRIORITY ITEMS</th>
<th>WHO</th>
<th>START DATE/END DATE</th>
<th>EOY TARGET, MEASURE</th>
<th>% COMPLETE/ACTUAL</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Enhance agency-wide capacity to implement continuous improvement framework.</td>
<td>Emilio Wagner</td>
<td>10/01/21 - 12/31/25</td>
<td>Percent Complete</td>
<td></td>
<td>Not Started</td>
</tr>
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Comments:
- Agency is moving forward with utilizing Microsoft Power BI, ARC GIS, and the Power Platform for our standard analytic and reporting tools. Depending on the needs of a Program, we may evaluate other solutions. (Ryan Dozier, 03/11/22)
- This item is dependent on the CDP. (Ryan Dozier, 06/10/22)
- When the Client Data Platform is up and running, agency wide dashboards will be developed. (Ryan Dozier, 03/11/22)
5.3.1 Advance efforts to establish centralized database for client intake and service log.

Comments:
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