

2026/2027  
Community Needs Assessment and  
Community Action Plan

San Mateo County Community Action  
Agency





Template Revised - 02/13/2025

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## Introduction

The Department of Community Services and Development (CSD) has developed the 2026/2027 Community Needs Assessment (CNA) and Community Action Plan (CAP) template for the Community Services Block Grant (CSBG) Service Providers network. CSD requests agencies submit a completed CAP, including a CNA, to CSD on or before **June 30, 2025**. Changes from the previous template are detailed below in the “What’s New for 2026/2027?” section. Provide all narrative responses in 12-point Arial font with 1.15 spacing. A completed CAP template should not exceed 65 pages, excluding the appendices.

## Purpose

Public Law 105-285 (the CSBG Act) and the California Government Code require that CSD secure a CAP, including a CNA from each agency. Section 676(b)(11) of the CSBG Act directs that receipt of a CAP is a condition to receive funding. Section 12747(a) of the California Government Code requires the CAP to assess poverty-related needs, available resources, feasible goals, and strategies that yield program priorities consistent with standards of effectiveness established for the program. Although CSD may prescribe statewide priorities or strategies that shall be considered and addressed at the local level, each agency is authorized to set its own program priorities in conformance to its determination of local needs. The CAP supported by the CNA is a two-year plan that shows how agencies will deliver CSBG services. CSBG funds are by their nature designed to be flexible. They shall be used to support activities that increase the capacity of low-income families and individuals to become self-sufficient.

## Federal CSBG Programmatic Assurances and Certification

The Federal CSBG Programmatic Assurances are found in Section 676(b) of the CSBG Act. These assurances are an integral part of the information included in the CSBG State Plan. A list of the assurances that are applicable to CSBG agencies has been provided in the Federal Programmatic Assurances section of this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the Federal CSBG Programmatic Assurances.

## State Assurances and Certification

As required by the CSBG Act, states are required to submit a State Plan as a condition to receive funding. Information provided in agencies’ CAPs will be included in the CSBG State Plan. Alongside Organizational Standards, the state will be reporting on [State Accountability Measures](#) in order to ensure accountability and program performance improvement. A list of the applicable State Assurances is provided in this template. CSBG agencies should review these assurances and confirm that they are in compliance. Signature of the board chair and executive director on the Cover Page certify compliance with the State Assurances.

## Compliance with CSBG Organizational Standards

As described in the Office of Community Services (OCS) [Information Memorandum \(IM\) #138](#) dated January 26, 2015, CSBG agencies will comply with the Organizational Standards. A list of Organizational Standards that are met by an accepted CAP, including a CNA, are found in the Organizational Standards section of this template. Agencies are encouraged to utilize this list as a resource when reporting on the Organizational Standards annually.

### What's New for 2026/2027?

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

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

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

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

## Checklist

- Cover Page
- Public Hearing Report

### Part I: Community Needs Assessment Summary

- Narrative
- Results

### Part II: Community Action Plan

- Vision and Mission Statements
- Causes and Conditions of Poverty
- Tripartite Board of Directors
- Service Delivery System
- Linkages and Funding Coordination
- Monitoring
- ROMA Application
- Federal CSBG Programmatic Assurances
- State Assurances
- Organizational Standards

### Part III: Appendices

- Notice of Public Hearing
- Low-Income Testimony and Agency's Response
- Community Needs Assessment

## Cover Page

<b>Agency Name:</b>	San Mateo County Human Services Agency
<b>Name of CAP Contact:</b>	Khalia Parish
<b>Title:</b>	Management Analyst
<b>Phone:</b>	(650) 802-7656
<b>Email:</b>	kparish@smcgov.org

<b>Date Most Recent CNA was Completed:</b> (Organizational Standard 3.1)	February 7, 2025
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### Board and Agency Certification

The undersigned hereby certifies that this agency will comply with the [Federal CSBG Programmatic Assurances \(CSBG Act Section 676\(b\)\)](#) and [California State Assurances \(Government Code Sections 12747\(a\), 12760, and 12768\)](#) for services and programs provided under the 2026/2027 Community Needs Assessment and Community Action Plan. The undersigned governing body accepts the completed Community Needs Assessment. (Organizational Standard 3.5)

**Name:** Claire Cunningham

**Name:** Noelia Corzo

<b>Title:</b>	<b>Executive Director</b>	<b>Title:</b>	<b>Board Chair</b>
<b>Date:</b>		<b>Date:</b>	

### ROMA Certification

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

**Name:** Christopher Ratana

<b>ROMA Title:</b>	Human Services Analyst
<b>Date:</b>	

### CSD Use Only

Dates CAP		Accepted By
Received	Accepted	

## Public Hearing(s)

California Government Code Section 12747(b)-(d)

### State Statute Requirements

As required by California Government Code Section 12747(b)-(d), agencies are required to conduct a public hearing for the purpose of reviewing the draft CAP. Testimony presented by low-income individuals and families during the public hearing shall be identified in the final CAP.

### Guidelines

#### Notice of Public Hearing

1. Notice of the public hearing should be published at least 10 calendar days prior to the public hearing.
2. The notice may be published on the agency's website, social media channels, and/or in newspaper(s) of local distribution.
3. The notice should include information about the draft CAP; where members of the community may review, or how they may receive a copy of, the draft CAP; the dates of the comment period; where written comments may be sent; date, time, and location of the public hearing; and the agency contact information.
4. The comment period should be open for at least 10 calendar days prior to the public hearing. Agencies may opt to extend the comment period for a selected number of days after the hearing.
5. The draft CAP should be made available for public review and inspection approximately 30 days prior to the public hearing. The draft CAP may be posted on the agency's website, social media channels, and distributed electronically or in paper format.
6. Attach a copy of the Notice(s) of Public Hearing in Part III: Appendices as Appendix A.

#### Public Hearing

1. Agencies must conduct at least one public hearing on the draft CAP.
2. Public hearing(s) must be held in the designated CSBG service area(s).
3. Low-income testimony presented at the hearing or received during the comment period should be memorialized verbatim in the Low-Income Testimony and Agency's Response document and appended to the final CAP as Appendix B in Part III: Appendices.
4. The Low-Income Testimony and Agency's Response document should include the name of low-income individual, his/her testimony, an indication of whether or not the need was addressed in the draft CAP, and the agency's response to the testimony if the concern was not addressed in the draft CAP.

### **Additional Guidance**

For the purposes of fulfilling the public hearing requirement on the draft CAP, agencies may conduct the public hearing in-person, remotely, or using a hybrid model based on community need at the time of the hearing.

### **Public Hearing Report**

Date(s) the Notice(s) of Public Hearing(s) was/were published	
Date Public Comment Period opened	
Date Public Comment Period closed	
Date(s) of Public Hearing(s)	
Location(s) of Public Hearing(s)	400 Harbor Blvd. Building B, Belmont, CA 94002
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	
Number of attendees at the Public Hearing(s)	

## Part I: Community Needs Assessment Summary

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

### Helpful Resources

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

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

Sample Data Sets		
<b>U.S. Census Bureau</b> <a href="#">Poverty Data</a>	<b>U.S. Bureau of Labor Statistics</b> <a href="#">Economic Data</a>	<b>U.S. Department of Housing and Urban Development</b> <a href="#">Housing Data &amp; Report</a>
<b>HUD Exchange</b> <a href="#">PIT and HIC Data Since 2007</a>	<b>National Low-Income Housing Coalition</b> <a href="#">Housing Needs by State</a>	<b>National Center for Education Statistics</b> <a href="#">IPEDS</a>
<b>California Department of Education</b> <a href="#">School Data via DataQuest</a>	<b>California Employment Development Department</b> <a href="#">UI Data by County</a>	<b>California Department of Public Health</b> <a href="#">Various Data Sets</a>
<b>California Department of Finance</b> <a href="#">Demographics</a>	<b>California Attorney General</b> <a href="#">Open Justice</a>	<b>California Health and Human Services</b> <a href="#">Data Portal</a>
<b>CSD Census Tableau</b> <a href="#">Data by County</a>		<b>Population Reference Bureau</b> <a href="#">KidsData</a>
<b>Data USA</b> <a href="#">National Public Data</a>	<b>National Equity Atlas</b> <a href="#">Racial and Economic Data</a>	<b>Census Reporter</b> <a href="#">Census Data</a>

## Sample Data Sets

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

## Narrative

CSBG Act Section 676(b)(9)

Organizational Standards 2.2, 3.3

ROMA – Assessment

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

1. Describe the geographic location(s) that your agency is funded to serve with CSBG. If applicable, include a description of the various pockets, high-need areas, or neighborhoods of poverty that are being served by your agency.

San Mateo County (SMC) is located on the San Francisco Peninsula, just south of the City of San Francisco and northwest of Santa Clara County. Comprised of 448.6 square miles, San Mateo County ranks 56th out of California's 58 counties in terms of total area. Most residents live in the county's 20 cities (e.g., Daly City, Redwood City, San Mateo, and South San Francisco), the majority of which comprise a highly urbanized corridor that stretches along Highway 101. Smaller communities, including some rural communities, such as Pescadero and Half Moon Bay, line the county's 40 miles of coastline west of Highway 280. CAA services are available countywide.

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

### Federal Government/National Data Sets

- Census Bureau
- Bureau of Labor Statistics
- Department of Housing & Urban Development
- Department of Health & Human Services
- National Low-Income Housing Coalition
- National Equity Atlas
- National Center for Education Statistics
- Academic data resources
- Other online data resources
- Other

### Local Data Sets

- Local crime statistics
- High school graduation rate
- School district school readiness
- Local employers
- Local labor market
- Childcare providers
- Public benefits usage
- County Public Health Department
- Other

**California State Data Sets**

- Employment Development Department
- Department of Education
- Department of Public Health
- Attorney General
- Department of Finance
- Other

**Surveys**

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational Institutions
- Other

**Agency Data Sets**

- Client demographics
- Service data
- CSBG Annual Report
- Client satisfaction data
- Other

3. Indicate the approaches your agency took to gather qualitative data for its most recent CNA. (Check all that apply.) (Organizational Standard 3.3)

**Surveys**

- Clients
- Partners and other service providers
- General public
- Staff
- Board members
- Private sector
- Public sector
- Educational institutions

**Interviews**

- Local leaders
- Elected officials
- Partner organizations' leadership
- Board members
- New and potential partners
- Clients

**Focus Groups**

- Local leaders
- Elected officials
- Partner organizations' leadership
- Board members
- New and potential partners
- Clients
- Staff

 **Community Forums** **Asset Mapping** **Other**

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

**Community Sectors**

- Community-based organizations
- Faith-based organizations
- Private sector (local utility companies, charitable organizations, local food banks)
- Public sector (social services departments, state agencies)
- Educational institutions (local school districts, colleges)

## Results

CSBG Act Section 676(b)(11)

California Government Code Section 12747(a)

Organizational Standards 4.2

State Plan Summary and Section 14.1a

ROMA – Planning

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

Table 1: Needs Table					
Needs Identified	Level (C/F)	Agency Mission (Y/N)	Currently Addressing (Y/N)	If not currently addressing, why?	Agency Priority (Y/N)
The community lacks sufficient affordable housing, and individuals and families struggle to maintain their housing due to affordability issues.	Community/ Family	Y	Y	Choose an item.	Y
Families lack access to safe shelter in the face of domestic/inter-personal abuse.	Family	Y	N	Need met by local partner.	N
Families lack adequate financial education.	Family	Y	Y	Choose an item.	Y
Individuals and families lack affordable energy and utility options.	Family	Y	Y	Choose an item.	Y
Families lack reliable transportation.	Family	Y	Y	Choose an item.	Y
<p><b>Needs Identified:</b> Enter each need identified in your agency’s most recent CNA. Ideally, agencies should use ROMA needs statement language in Table 1. ROMA needs statements are complete sentences that identify the need. For example, “Individuals lack living wage jobs” or “Families lack access to affordable housing” are needs statements. Whereas “Employment” or “Housing” are not. Add row(s) if additional space is needed.</p> <p><b>Level (C/F):</b> Identify whether the need is a community level (C) or a family level (F) need. If the need is a community level need, the need impacts the geographical region directly. If the need is a family level need, it will impact individuals/families directly.</p> <p><b>Agency Mission (Y/N):</b> Indicate if the identified need aligns with your agency’s mission.</p> <p><b>Currently Addressing (Y/N):</b> Indicate if your agency is addressing the identified need.</p> <p><b>If not currently addressing, why?:</b> If your agency is not addressing the identified need, please select a response from the dropdown menu.</p> <p><b>Agency Priority:</b> Indicate if the identified need is an agency priority.</p>					

**Table 2: Priority Ranking Table**

	Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category
1.	Individuals and families maintain access to housing they can afford.	CSBG subrecipient will provide point-in-time financial assistance to prevent at least 110 families from entering homelessness or to enable moving into an affordable housing situation.	FNPI 4b, 4c, 4d, 4e, and 4f
2.	Families have access to financial education.	Community partner will provide financial empowerment classes for low-income households to gain budgeting and financial management skills to achieve financial independence.	(Supported with other funding sources; not directly supported with CSBG funding)
3.	Individuals and families have access to affordable energy and utility options.	CSBG subrecipient will provide at least 27 families point-in-time financial assistance and case management to stabilize a family’s housing situation.	FNPI 4z (Number of individuals who avoided a utility shut-off)
4.	Families have access to reliable transportation.	CSBG subrecipient will be providing at least 5 households assistance to allow families to have access to reliable transportation whether through car repair or access to public transportation.	SRV7d

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

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

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

## Part II: Community Action Plan

CSBG Act Section 676(b)(11)

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

California Code of Regulations Sections 100651 and 100655

### Vision and Mission Statements

ROMA – Planning

#### 1. Provide your agency's Vision Statement.

The vision of SMC-CAA is that all families and individuals in San Mateo County have equal access to community resources that lead to and support self-sufficiency.

#### 2. Provide your agency's Mission Statement.

The mission of the San Mateo County Community Action Agency (SMC-CAA) is to eliminate the causes and ameliorate the conditions of poverty by advancing the self-sufficiency of low income families and individuals in San Mateo County.

## Causes and Conditions of Poverty

Organizational Standards 1.1, 1.2, 3.2, 3.4

ROMA – Planning

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

The San Mateo County Human Services Agency (HSA), which staffs the San Mateo County Community Action Agency (SMC-CAA), collected information by paper and digital survey regarding the top concerns and unmet needs of low-income households in the community. The results indicated that the top five concerns are affordable housing, access to [healthy] food, obtaining sufficient employment/income, energy and utility costs, and childcare. However, the results also indicated that several of these concerns (food access and childcare) are significantly addressed by existing resources. The top five top *unmet* needs that low-income households identified were around financial education, transportation/vehicle repair, domestic/interpersonal abuse services, rental assistance, and energy and utility assistance. These findings comprise the top five needs identified in the Needs Table above.

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

An estimated 9.6% of residents in San Mateo County are living below 125% of the federal poverty level (FPL),<sup>i</sup> which for a family of four is \$40,188 a year, and below 30% of HUD area median income (AMI) for a family of four in San Mateo County, which was \$175,000.<sup>ii</sup>

Poverty is more prevalent among older adults, Black, Indigenous, and other People of Color (BIPOC), single-mother households, and young adults (age 18 to 24 years old). According to the American Census Survey (ACS) 1-Year Estimates for characteristics of people at specified poverty levels, poverty is disproportionately higher within the following race/ethnicity groups:

- 21.1% of Black or African American live below 125% of the federal poverty level.
- 19.6% of American Indian and Alaska Native live below 125% of the poverty level.
- 18.7% of Native Hawaiian and Other Pacific Islander live below 125% of the poverty level.
- 17.7% of Hispanic or Latino origin live below 125% of the poverty level.
- 12.7% of residents identifying as multi-racial live below 125% of the poverty level.<sup>iii</sup>

Poverty affects women more than men, with 10.3% of women in San Mateo County living below 125% of the FPL and 8.9% of men living below 125% of the FPL.<sup>iv</sup> Additionally, 36.4% of families where a woman is the head of household (no spouse identified) with related children live below the FPL.<sup>v</sup>

Poverty among age groups is striking as well. According to ACS 1-Year Estimate, poverty is disproportionately higher in the following age groups respective population:

- In the population of adults aged 55 or older, 22% of adults aged 55 or older live below the FPL.<sup>vi</sup>
- Of residents ages 18 to 24 years, 32.5% live below the FPL.
- The ACS also estimates that 6.2% of families with related children under 18 years live below the FPL.

3. “Causes of poverty” are the negative factors that create or foster barriers to self-sufficiency and/or reduce access to resources in communities in which low-income individuals live. After review and analysis of your needs assessment data, describe the causes of poverty in your agency’s service area(s). (Organizational Standard 3.4)

### **Insufficient and Unaffordable Childcare**

San Mateo County lacks sufficient childcare for families that need it, and childcare is often unaffordable. Many households cannot afford childcare, which limits employment opportunities and contributes to poverty.

In 2022 the San Mateo County Office of Education (SMCOE) conducted a mandated Child Care Needs Assessment. According to their assessment, 13.6% (or approximately 109,600) of the County’s total population are children ages 0-2. The total demand for licensed childcare spaces as of 2022 was about 58,500 spaces, whereas the childcare supply available in 2022 was only approximately 41,350 spaces. Overall, 29% of children needing a childcare space do not have access to one.<sup>vii</sup>

As of 2022, the average market rates of center-based care range from \$972 to \$2,042 per month, depending on the age group served. The 2022 assessment found that, while about 7,000 children received subsidized childcare in the county, there were a total of 2,103 children ages 0-12 waiting for childcare vouchers through the Child Care Coordinating Council of San Mateo County.<sup>viii</sup> As part of the needs assessment, SMCOE also surveyed parents. One of their striking findings is that 73% of respondents stated that they have turned down work due to a lack of childcare. That families miss out on economic opportunities contributes to poverty.

### **Wage and Benefits Income**

For many, wage and benefits income is not enough to keep up with the cost of living in San Mateo County. The cost of living is especially burdensome on households relying on social safety net benefits, such as Social Security disability income, Supplemental Security Income, Temporary Assistance for Needy Families (TANF), general assistance (GA), and/or Social Security retirement income, and/or Supplemental Nutrition Assistance Program (SNAP). Households living in San Mateo County that receive Social Security income on average have \$27,082 in total annual income. Households receiving specifically Supplemental Security Income have an average of \$11,039 in annual income, and households with cash public assistance such as TANF or GA had only \$6,778 in annual income.<sup>ix</sup> As such, there is a significant gap between the income of benefits recipients and the local cost of housing, as one primary factor of cost of living. For example, the average asking rent in the county is \$3,267 per month, meaning an annualized \$39,204 in housing costs.<sup>x</sup>

For those with the ability to work, even a full-time minimum wage job (\$16.50/hour) would only provide \$34,320, before taxes, which is likely insufficient to cover housing and other costs of living. Sustainable housing options are therefore out of reach for many households receiving benefits income and even low-wage workers.

## **Housing Cost Burden**

San Mateo County has a high cost of living. The high cost of rental housing and residential real estate in San Mateo County makes it difficult for residents to buy and own a home or rent an apartment. The housing affordability index for San Mateo County, as presented by the California Association of Realtors' Housing Affordability Index - Traditional reporting indicates that just 17% of households in San Mateo County can buy a median-priced home in the County.<sup>xi</sup> Average asking rent is relatively high: \$3,267 according to the 2024 California Housing Partnership Report.<sup>xii</sup> This aligns with the U.S. Housing and Urban Development (HUD) Fair Market Rent system, which calculates the fair market average rent for a two-bedroom in the county for 2024 at \$3,359.<sup>xiii</sup> According to the California Housing Partnership's San Mateo County 2024 Housing Needs Report, about 25,213 low-income renter households in San Mateo County do not have access to an affordable home.<sup>xiv</sup>

The 2023 ACS estimates that 58.6% of residents living in the county pay at least \$2,500 a month in housing costs alone. Furthermore, the California Housing Partnership reports that 76% of extremely low-income (ELI) and 35% of very low-income households in San Mateo County are paying more than half of their income on housing costs. Some 57% of low-income households, 87% of very low-income, and 89% of ELI households are cost burdened by housing costs. This means more than half of low-income households in the county are at least cost burdened by housing costs and have very little financial capacity to absorb additional of unexpected costs such as auto repair and medical expenses.

HSA collected survey responses via paper and online surveys from low-income county residents in 2025. Out of the 307 survey respondents, 198 respondents (64%) identified "affordable housing" as one of their and/or their families' top three concerns. Some comments from respondents included:

- "The concern is that the rent is very expensive and it is hard to find work" (translated from Spanish to English)
- "Very high rent and very high food [costs]" (translated from Spanish to English)
- "Finding a place to live and legal advice as we get evicted from our rental home of 22 years. We are in our mid 60s and my health issues are preventing me from working so my wife of almost 40 years has to work to support the two of us."

The effect of being burdened by housing costs is that such households have limited ability to build savings and to invest in their future. As such, housing costs are a barrier to self-sufficiency for low-income families.

4. “Conditions of poverty” are the negative environmental, safety, health and/or economic conditions that may reduce investment or growth in communities where low-income individuals live. After review and analysis of your needs assessment data, describe the conditions of poverty in your agency’s service area(s). (Organizational Standard 3.4)

### **Mental Health Effects**

Individuals experiencing poverty are more likely to experience poor mental health. Adults surveyed in San Mateo County’s 2023 Community Health Needs Assessment reported an average of 4.1 days in which their mental health was not good. Those living below 200% of the poverty threshold report the highest average number of poor mental days, averaging 5.9 days per month. These findings are higher than previous years surveyed. Some 33.5% of surveyed adults said they had experienced depression lasting more than two years in which the respondent felt sad or depressed most days. Among the 33.5% of surveyed adults who indicated experiencing long-term depression, 47.9% were people living below the 200% federal poverty level. These poor mental health conditions negatively affect quality of life for individuals and their households and may also inhibit achievement of self-sufficiency.<sup>xv</sup>

### **Homelessness**

One of the conditions of poverty in San Mateo County is homelessness. In January 2024, HSA conducted the biennial Point-in-Time Count of homelessness. The results were as follows:

- 2,130 people experienced homelessness in 2024, which represents an increase of 18% of people experiencing homelessness when compared to the 2022 Count.
  - 1,145 people experiencing unsheltered homelessness, meaning residents who were living on the streets, in their cars or RVs, or in tents (an increase of 5% when compared to the 2022 Count).
  - 985 people experiencing sheltered homelessness, meaning residents who were residing in emergency shelters and transitional housing (this represents an increase of 38% of sheltered homelessness when compared to the 2022 Count).<sup>xvi</sup>

People experiencing unsheltered homelessness were asked additional questions about their experience of homelessness in the county. Of those surveyed, 77% reported that they were living in San Mateo County prior to becoming homeless, and 59% of survey respondents were experiencing homelessness for the first time. The lengths of those experiencing unsheltered homelessness varied: 30% had been homeless for less than one year, 32% had been homeless for one to three years, and 36% had been homeless for over three years. Additionally, 23% of homeless residents surveyed reported having serious mental health issues, 16% reported having a substance abuse problem, and 6% reported having survived domestic violence. The Count mapped out the cities/areas where unhoused residents were living. East Palo Alto, San Mateo, the unincorporated coast, Pacifica, and Daly City had the most residents experiencing unsheltered homelessness. These areas overlap with those cities and areas that have some of the highest levels of families experiencing poverty within San Mateo County, which include the unincorporated coast, East Palo Alto, and Redwood City.<sup>xvii</sup> The prevalence of homelessness, its effects, and its perceptions may contribute to reduced investments or growth in the communities with higher

poverty rates.

### **Overcrowding**

Housed residents may experience adverse conditions within their housing, such as overcrowding. In San Mateo County some 13.5% (14,579) of renter households include more than one person per room, with 4.3% (2,061) of renter households having more than two persons per room.<sup>xviii</sup>

Households that are overcrowded often find themselves at greater risk of homelessness while not being eligible for services aimed at people who are already experiencing homelessness. Additionally, overcrowding is linked to physical illness including infectious disease and psychological distress, especially with children. Overcrowding is also associated with more anxiety, stress, being socially withdrawn, and aggression.<sup>xix</sup>

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

In Winter 2025, HSA solicited survey responses from low-income residents online and at provider agency locations. Surveys were distributed in the top languages among residents (English, Spanish, Tagalog, and Chinese (simplified and traditional)). HSA collected over 300 paper and digital surveys regarding the top concerns and unmet needs of low-income households in the community. Respondents were asked to identify the top needs for themselves and/or their families. A majority (64%) of respondents identified affordable housing as one of their top concerns. The next four most prevalent concerns were utility costs, access to healthy food, earning enough income/a good job, and childcare.

The survey asked an open-ended question about what the County can do to better support them and/or their family. Comments indicated a desire for more services related to earning [enough] income, food, healthcare costs, housing costs, mental health and substance use services, and services for seniors.

## Tripartite Board of Directors

CSBG Act Sections 676B(a) and (b), 676(b)(10)

Organizational Standards 1.1. 3.5

ROMA – Evaluation

1. Describe your agency's procedures under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization or low-income individuals to be inadequately represented on your agency's board to petition for adequate representation. (CSBG Act Section 676(b)(10), Organizational Standard 1.1)

The San Mateo County Community Action Agency (SMC-CAA) Board is a tripartite Board. One third of its seats are for public sector representatives, one third for low-income representatives, and one third for community/private sector representatives. As of a 2023 policy update, when there are vacancies on the SMC-CAA Board, the process of electing a new low-income representative to the SMC-CAA includes an open nomination process and a public election process. The County works via public and non-profit agencies that serve low-income residents, including the Core Service Agencies to inform the public of the vacancy on the SMC-CAA Board what the Board does, and to request nominations. Individuals representing the low-income community may self-nominate. The nomination period remains open for a month. After the nomination period closes and the nominees are confirmed to be eligible candidates, there is a public election process, which includes electronic ballots on the San Mateo County website together with paper ballots at the Core Service Agencies.

San Mateo County Community Action Agency (SMC-CAA) meetings are open to the public, and the public is given time each meeting to provide comment. On the occasion that a low-income individual, community organization, religious organization, or representative of low-income individuals were to express that they have identified an organization or low-income individual(s) who are not adequately represented, they would be directed to Human Services Agency staff to further discuss the matter and clarify next steps. Following that meeting, Human Service Agency staff would internally review any additional information and insight from their meeting with the petitioner and determine the appropriate follow-up actions, which could include incorporating the feedback into the process for filling future vacancies on the Board or modifying the SMC-CAA charter.

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

The San Mateo County Human Services Agency (HSA, the CAA lead agency) drafts the CAP using input from the community needs assessment. The draft CAP is shared with the SMC CAA Chair for her review and edits. After receiving feedback and the necessary edits are made, the draft CAP is shared with community stakeholders for additional input. The draft CAP is then posted one month prior to the public hearing date. The public hearing is held at a CAA Board meeting,

where HSA presents on the CAP. After incorporating input from the public and from the CAA Board, the CAA Board votes to approve the CAP at a meeting open to the public.

## Service Delivery System

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

State Plan 14.3a

ROMA - Implementation

1. Describe your agency's service delivery system. Include a description of your client intake process or system and specify whether services are delivered via direct services or subcontractors, or a combination of both. (CSBG Act Section 676(b)(3)(A), State Plan 14.3a)

The Human Services Agency, in partnership with other public agencies and community-based organizations, provides a wide array of safety net services. Specifically, the Human Services Agency contracts with community-based organizations to operate the eight Core Service Agencies that are located across the County which serve as the point of entry into safety net and homeless services. Safety net services provided by the Core Service Agencies include but are not limited to food, housing resources, emergency financial housing assistance, homeless prevention services, utility bill financial assistance, rental assistance, transportation/car repair financial assistance and referrals to homeless services. Core Service Agencies staff are culturally competent and are knowledgeable about community resources and they complement that expertise with positive, welcoming environments to provide high-quality, compassionate service to their clients.

The primary point of contact for individuals and families seeking help at our county's Core Service Agencies case managers. Case managers provide individualized and comprehensive assessment to gain a full understanding of their needs. Case managers evaluate a client's or family's status regarding their finances, housing, food needs, and other needs and determines what services will help them reach stability. Consistent case management, education, and referrals to enriching community programs ensure all have access to the full complement of benefits and services available to help them meet their needs. The services provided may include CSBG-funded services and/or a wide variety of other services funded by other funding sources.

The Human Services Agency contracts with Samaritan House to oversee CSBG-funded services (i.e., emergency financial assistance) that are accessed via all eight Core Service Agencies. Core Service Agencies conduct ongoing outreach throughout their respective communities by maintaining collaborative relationships with local partners such as schools, mental health service providers, cities, community-based organizations, and by attending community events.

The Human Services Agency ensures effective use of CSBG resources by utilizing CSBG funding to meet specific needs related to housing of low-income members of the community (e.g., emergency financial assistance to help clients maintain their housing, or pay for a deposit for those who need to move and have found a new affordable housing option), as there are many other resources and programs that provide additional services (health care, employment services, childcare, and others). This structure of safety net services enhances services by having a network of community services that work together to provide a wide array of programs and systems.

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

The poverty data on gender, age, and racial/ethnic disparities indicates the groups experiencing higher levels of poverty and assists in directing marketing efforts. Additionally, the County uses these data to help us ensure that Core Service Agency staff and Human Services Agency staff are culturally competent to assist all who come to our agencies for assistance. Outreach materials are also informed by this data, as materials are made available in English and the top five most prevalent other languages spoken by residents (i.e., Spanish, Tagalog, Tongan, and Chinese: traditional and simplified). The Human Services Agency also regularly reviews demographics of people accessing safety net services compared to demographics of the community as a whole in order to ensure that services are reaching eligible residents across demographic groups.

## Linkages and Funding Coordination

CSBG Act Sections 676(b)(1)(B) and (C); 676(b)(3)(B), (C) and (D); 676(b)(4), (5), (6), and (9)

California Government Code Sections 12747(a), 12760

Organizational Standards 2.1

State Plan 9.3b, 9.4b, 9.5, 9.7, 14.1b, 14.1c, 14.3d, 14.4

1. Describe how your agency coordinates funding with other providers in your service area. If there is a formalized coalition of social service providers in your service area, list the coalition(s) by name and methods used to coordinate services/funding. (CSBG Act Sections 676(b)(1)(C), 676(b)(9); Organizational Standard 2.1; State Plan 14.1c)

The Human Services Agency and its contracted Core Service Agency network coordinate the use of CSBG funds with other existing funding streams that provide similar services to low-income households in San Mateo County. The Core Agencies meet regularly, both with County staff and independently. The CSBG funds for emergency financial assistance complement existing funding streams for emergency financial assistance and homelessness prevention (i.e., County funds, and city and private funding allocated to individual Core Service Agencies) by allowing the Core Service Agencies to provide financial assistance to additional households. The Core Agencies also recommend changes in distribution criteria from time to time based on the community needs they see.

2. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding. (CSBG Act Section 676(b)(3)(C), Organizational Standard 2.1, State Plan 9.7)

The County of San Mateo Human Services Agency (HSA) procures contracted services via publicly posted requests for proposals. HSA holds an active contract with Samaritan House for CSBG-funded emergency financial assistance and homelessness prevention. The terms of this contract include language dictating that the Contractor shall provide its services “in collaboration with Core Service Agencies,” and shall train these agencies on CSBG services, including the corresponding application process and eligibility criteria. With local funding, HSA likewise holds contracts with each Core Service Agency, which include terms requiring coordination with the CSBG-funded provider to ensure CSBG services can be accessed countywide.

HSA also contracts with many other community-based providers for other services, such as rapid rehousing, transportation assistance, homeless outreach, homeless shelters, and other safety net services, and encourages and supports communication and collaboration countywide.

3. Describe how your agency ensures delivery of services to low-income individuals while avoiding duplication of services in the service area(s). (CSBG Act Section 676(b)(5), California Government Code 12760)

The network of Core Service Agencies is designed to serve as the first and primary point of entry into the service system for low-income households. This process avoids unnecessary and duplicative intake and assessment processes. Households and our community partners seeking emergency housing assistance, homelessness prevention assistance, and/or other safety net services are directed to their local Core Service Agency to be assessed for what services they are eligible for and referred out to the applicable programs and/or agencies.

The CAA Board includes representatives who are familiar with the programs and services provided throughout the community. The County of San Mateo Human Services Agency (HSA) convenes several social safety net provider groups, the Continuum of Care Steering Committee and HSA's Homeless and Safety Net Providers meetings to ensure the coordination of services and to prevent duplication.

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

The Human Services Agency (HSA) applies for and regularly receives grants from other government agencies such as the U.S. Department of Housing and Urban Development or California Department of Housing and Community Development's Homeless Housing, Assistance and Prevention grants. These funds are used to support HSA's capacity to coordinate and contract for homeless services. Additionally, the County invests its own dollars to run and expand HSA's social safety net programs. For example, the County has dedicated \$3,500,000 per year for three fiscal years to the emergency financial assistance program that helps low-income families and residents stabilize their housing situation, which complements CSBG funding used for this purpose.

Samaritan House and other Core Service Agencies also identify, seek, and receive additional funding from other philanthropic organization, other municipalities, and individual private donors. These additional funds are used to fund staff, provide direct assistance for clients seeking aid, and operate programs.

#### 5. Describe your agency's contingency plan for potential funding reductions. (California Government Code Section 12747(a))

In the event of reduced federal funding, the County of San Mateo Human Services Agency would continue to offer services like those currently funded using CSBG dollars to the extent possible using local funds. Samaritan House and the other Core Service Agencies would continue to provide housing assistance and homelessness prevention services to the extent feasible using other funding sources (e.g., County funding, other local municipalities, private sources) together with any CSBG funds that are allocated. The County has dedicated \$3,500,000 per year for three years in County funds to expanding the emergency financial assistance program for homelessness prevention.

6. Describe how your agency will address the needs of youth in low-income communities through youth development programs and promote increased community coordination and collaboration in meeting the needs of youth. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

The community has many services that focus on the development and support of children and youth. The Core Service Agencies work with their local schools and school districts to coordinate services for youth in low-income such as assisting with childcare programs or enrolling youth in no- or low-cost after-school activities. These ongoing relationships also ensure that a student who's experiencing homelessness or housing instability are connected with the Core Service Agency to ensure they are enrolling for benefits they are eligible for and/or are assisted in stabilizing their housing situation. HSA coordinates with the Core Service Agencies to run backpack and school supplies distributions right before school starts to ensure that the youth are equipped for the new school year.

The County also contracts with StarVista, which provides youth services in the community. They provide mental health counseling, shelter, rapid rehousing, and other services tailored to youth. StarVista has a strong partnership with Samaritan House (the CSBG subcontractor) and all the other Core Service Agencies. While these resources do not use CSBG funding, they will ensure that the needs of youth in the community continue to be met.

7. Describe how your agency will promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs such as the establishment of violence-free zones, youth mediation, youth mentoring, life skills training, job creation, entrepreneurship programs, after after-school childcare. (CSBG Act Section 676(b)(1)(B), State Plan 14.1b)

The community has many services that focus on the development and support of children and youth. The Core Service Agencies run annual holiday and back-to-school programs to ensure that students are ready for the school year and are cared for during the holiday season. One key provider of youth services in the community is StarVista, which provides mental health counseling, shelter, rapid rehousing, and other services tailored to youth, which has a strong partnership with Samaritan House and with all the Core Service Agencies.

8. Describe your agency's coordination of employment and training activities as defined in Section 3 of the Workforce and Innovation and Opportunity Act [29 U.S.C. 3102]. (CSBG Act Section 676(b)(5); State Plan 9.4b)

The County of San Mateo Human Services Agency (HSA) operates several job resource centers for community members, which assist individuals with preparing job applications and otherwise connecting to employment. HSA also operates employment programs for families enrolled in CalWORKs and Vocational Rehabilitation Services for individuals with disabilities and other employment barriers. Additionally, HSA's contractors, including the Core Service Agency Network (designated points of entry for safety net services in the community) , refer clients to other

agencies that focus on workforce development opportunities, including those offered by the NOVAworks job center (NOVAworks is San Mateo County's Workforce Innovation and Opportunity Act service provider) and JobTrain, a nonprofit that focuses on assisting low-income residents prepare for and obtain careers in high-demand and emerging fields. HSA regularly shares information about and hosts presentations on these resources for the county's Core Service Agencies and homeless service providers in order to ensure that employment and training resources are available to those most likely to benefit.

9. Describe how your agency will provide emergency supplies and services, nutritious foods, and related services, as may be necessary, to counteract conditions of starvation and malnutrition among low-income individuals. (CSBG Act Section 676(b)(4), State Plan 14.4)

With local funding, the County of San Mateo Human Services Agency (HSA) contracts with the Core Service Agencies (Cores) to provide emergency food in kind to community members and to refer clients to other food resources in the community, such as hot meal programs. Additionally, each agency regularly runs food distribution events, with some agencies offering a market pantry where clients can choose food that best meets their families' needs. Some Cores also offer a grocery delivery program for clients who are health or mobility limited. The Cores and HSA staff also work with clients to apply for CalFresh (also known as SNAP). Through the County Executive's office, the County funds Second Harvest, a food bank serving the county and partnering with all Core Agencies.

10. Is your agency a dual (CSBG and LIHEAP) service provider?

Yes

No

11. For dual agencies:

Describe how your agency coordinates with other antipoverty programs in your area, including the emergency energy crisis intervention programs under Title XXVI, relating to low-income home energy assistance (LIHEAP) that are conducted in the community. (CSBG Act Section 676(b)(6), State Plan 9.5)

For all other agencies:

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

With local funding, the County of San Mateo Human Services Agency (HSA) contracts with the Core Service Agencies to provide information and referrals or direct assistance with utility expenses where needed. As such, they coordinate assist clients with applying for the LIHEAP assistance. The Core Service Agency staff reviews the client's household information to determine if the household meets the LIHEAP guidelines, assists with completing the LIHEAP application, and collects any supporting documentation, including the PG&E bill. Once the application is completed, the Core Service Agency submits it to LIHEAP who will either approve or deny the financial assistance. If the client is denied, then the Core Service Agency explores if there are

other resources that may be able to assist the household.

12. Describe how your agency will use funds to support innovative community and neighborhood-based initiatives, which may include fatherhood and other initiatives, with the goal of strengthening families and encouraging effective parenting. (CSBG Act Section 676(b)(3)(D), State Plan 14.3d)

The County of San Mateo Human Services Agency's contracted Core Service Agency Network refers clients to a range of organizations whose mission is to strengthen families and encourage effective parenting, including First Five San Mateo County, StarVista's Healthy Homes program, Edgewood Center for Children and Families, and Peninsula Family Services.

13. Describe how your agency will develop linkages to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations. (CSBG Act Section 676(b)(3)(B), State Plan 9.3b)

The County of San Mateo Human Services Agency regularly consults and partners with various County departments to understand needs and gaps among the clients they serve. These departments include the Department of Housing, County Executive's Office, County Health. Additionally, the Human Services Agency hosts a quarterly Homeless and Safety Net Providers meeting where departments and community-based organizations meet to share updates, inform about and coordinate services, and connect with each other to form the social safety net of the county.

## Monitoring

### ROMA – Planning, Evaluation

1. If your agency utilizes subcontractors, please describe your process for monitoring the subcontractors. Include the frequency, type of monitoring, i.e., onsite, desk review, or both, follow-up on corrective action, issuance of formal monitoring reports, and emergency monitoring procedures.

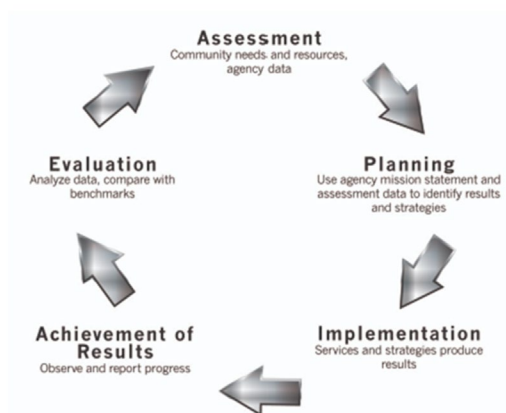
The County of San Mateo Human Services Agency (HSA, the CAA lead) currently has one subcontractor for CSBG-funded services, Samaritan House. The Human Services Agency and Samaritan House collaborate to complete extensive data analysis and reporting of all CSBG-funded services. The CAA monitors Samaritan House's progress by reviewing quarterly reports presented by Samaritan House on the use of CSBG funds at each quarterly meeting. HSA conducts monthly contract monitoring virtual visits with Samaritan House, which include a review of year-to-date expenditure data. HSA reviews monthly expenditures in detail when processing Samaritan House's monthly invoices for CSBG-funded services provided. HSA and Samaritan House maintain consistent communications via phone and email as needed to address services, data, financial tracking, and other aspects of the CSBG-funded services. HSA also conducts annual monitoring site visits to review program implementation. After these on-site reviews, HSA issues a written monitoring report to Samaritan House. If corrective action were to be needed, HSA would issue a Corrective Action Plan with descriptions of the specific items that need improvement and would then monitor the completion of the action plan and conduct bi-monthly follow-up monitoring on the Corrective Action Plan until all items are addressed.

## ROMA Application

CSBG Act Section 676(b)(12)

Organizational Standards 4.2, 4.3

ROMA – Planning, Evaluation



1. Describe how your agency will evaluate the effectiveness of its programs and services. Include information about the types of measurement tools, the data sources and collection procedures, and the frequency of data collection and reporting. (Organizational Standard 4.3)

The County of San Mateo Human Services Agency (HSA, the CAA lead) currently has one subcontractor for CSBG-funded services, Samaritan House. HSA and Samaritan House use outcome-based performance measures to evaluate the effectiveness of its CSBG-funded services. As the provider of CSBG-funded services, Samaritan House maintains extensive and high-quality information about clients, their needs, the services provided, and outcomes.

Samaritan House completes two major assessments on an ongoing basis:

1. The Samaritan House Matrix Assessment is a comprehensive tool used to evaluate all the major aspects of a client's living situation and the related needs that can be addressed through Samaritan House programs. These aspects include access to food, transportation, education/vocation attainment, overall health, financial stability, housing situation, and other critical factors. Case Managers conduct these evaluations when a client first requests services and periodically thereafter as services are provided. These periodic Matrix Assessments enable Case Managers to track and evaluate individual client progress and allow Program Managers to continuously assess overall program effectiveness and re-align program delivery accordingly. As an example, the evaluation of overall client financial stability led Samaritan House to develop a Financial Empowerment Program to assist clients with savings, budgeting, debt management and other related skills.
2. The second assessment is the Follow-up Interview Assessment. This 3-page questionnaire is administered through phone calls to clients 6 months after the client received services. These interviews are used to evaluate how well program outcomes are sustained on a long-term basis. Questions asked include satisfaction with services received, timeliness of services, and effectiveness of services received. Another question asked is whether anything else could have been done to better serve the client. This longer-term perspective is critical in enabling Samaritan House to adjust services to provide the maximum impact on clients.

Furthermore, data collected from this tool are shared with staff to solicit their input for improving service delivery.

Taken together, these two outcomes and evaluation assessments provide Samaritan House with the ability to continuously adjust both its assistance to individual clients as well as its overall program and service delivery to effectively address community needs.

2. Select one need from Table 2: Priority Ranking Table and describe how your agency plans to implement, monitor progress, and evaluate the program designed to address the need. (Organizational Standard 4.2)

One of the CAA priorities is ensuring families have access to affordable housing. To this end, HSA contracts for Emergency Financial Assistance and Homelessness Prevention services using CSBG and County funding. This program provides point-in-time emergency financial assistance to low-income families towards paying back rent, utilities, security deposits for relocating into a sustainable housing option, and other unexpected life events that threaten a resident’s housing stability. This program is already operational and ongoing. HSA contracts with Samaritan House to work with the Core Service Agencies to disburse the assistance and ensure that the aid is used effectively and within the guidelines agreed upon by HSA and Samaritan House. Samaritan House provides quarterly reports on program outcomes, which HSA and the CAA Board reviews and discusses with Samaritan House. HSA and Samaritan House closely communicate regarding how the program is running and if it is effectively aiding the intended population and producing the targeted results. If there is a disconnect between the program’s goals and the current situation, HSA will work with Samaritan House to find out the root cause of the issue and adjust the program accordingly to achieve its desired outcome. Additionally, the County has contracted with evaluator Focus Strategies to conduct a qualitative and quantitative study on the effectiveness of these emergency financial assistance services. As part of this evaluation, they are conducting program documentation reviews along with interviews of participants, landlords, and other stakeholders and data analysis, including of follow-up outcomes. They will provide recommendations on ways to improve the effectiveness and efficiency of these services for homelessness prevention and re-entering housing.

**Optional**

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

## Federal CSBG Programmatic Assurances

CSBG Act Section 676(b)

### Use of CSBG Funds Supporting Local Activities

**676(b)(1)(A):** The state will assure “that funds made available through grant or allotment will be used – (A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under title IV of the Social Security Act, homeless families and individuals, migrant or seasonal farmworkers, and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals--

- a. to remove obstacles and solve problems that block the achievement of self- sufficiency (particularly for families and individuals who are attempting to transition off a State program carried out underpart A of title IV of the Social Security Act);
- b. to secure and retain meaningful employment;
- c. to attain an adequate education with particular attention toward improving literacy skills of the low-income families in the community, which may include family literacy initiatives;
- d. to make better use of available income;
- e. to obtain and maintain adequate housing and a suitable living environment;
- f. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent individual and family needs;
- g. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots
- h. partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to  
–
  - i. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for wide-spread replication; and
  - ii. strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

### Needs of Youth

**676(b)(1)(B)** The state will assure “that funds made available through grant or allotment will be used – (B) to address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as--

- I. programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and
- II. after-school childcare programs.

## **Coordination of Other Programs**

**676(b)(1)(C)** The state will assure “that funds made available through grant or allotment will be used – (C) to make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including state welfare reform efforts)

## **Eligible Entity Service Delivery System**

**676(b)(3)(A)** Eligible entities will describe “the service delivery system, for services provided or coordinated with funds made available through grants made under 675C(a), targeted to low-income individuals and families in communities within the state;

## **Eligible Entity Linkages – Approach to Filling Service Gaps**

**676(b)(3)(B)** Eligible entities will describe “how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations.”

## **Coordination of Eligible Entity Allocation 90 Percent Funds with Public/Private Resources**

**676(b)(3)(C)** Eligible entities will describe how funds made available through grants made under 675C(a) will be coordinated with other public and private resources.”

## **Eligible Entity Innovative Community and Neighborhood Initiatives, Including Fatherhood/Parental Responsibility**

**676(b)(3)(D)** Eligible entities will describe “how the local entity will use the funds [made available under 675C(a)] to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging parenting.”

## **Eligible Entity Emergency Food and Nutrition Services**

**676(b)(4)** An assurance “that eligible entities in the state will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.”

## **State and Eligible Entity Coordination/linkages and Workforce Innovation and Opportunity Act Employment and Training Activities**

**676(b)(5)** An assurance “that the State and eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services, and [describe] how the State and the eligible entities will coordinate the provision of employment and training activities, as defined in section 3 of the Workforce Innovation and Opportunity Act, in the State and in communities with entities providing activities through statewide and local workforce development systems under such Act.”

## **State Coordination/Linkages and Low-income Home Energy Assistance**

**676(b)(6)** “[A]n assurance that the State will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community.”

## **Community Organizations**

**676(b)(9)** An assurance “that the State and eligible entities in the state will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.”

### **Eligible Entity Tripartite Board Representation**

**676(b)(10)** “[T]he State will require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation.”

### **Eligible Entity Community Action Plans and Community Needs Assessments**

**676(b)(11)** “[A]n assurance that the State will secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community service block grant made under this subtitle for a program, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State Plan) that includes a community needs assessment for the community serviced, which may be coordinated with the community needs assessment conducted for other programs.”

### **State and Eligible Entity Performance Measurement: ROMA or Alternate System**

**676(b)(12)** “[A]n assurance that the State and all eligible entities in the State will, not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and [describe] outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.”

### **Fiscal Controls, Audits, and Withholding**

**678D(a)(1)(B)** An assurance that cost and accounting standards of the Office of Management and Budget (OMB) are maintained.

## State Assurances

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

### **For CAA, MSFW, NAI, and LPA Agencies**

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

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

### **For MSFW Agencies Only**

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

## Organizational Standards

### Category One: Consumer Input and Involvement

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

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

### Category Two: Community Engagement

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

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

### Category Three: Community Assessment

**Standard 3.1 (Private)** Organization conducted a community assessment and issued a report within the past 3 years.

**Standard 3.1 (Public)** The department conducted or was engaged in a community assessment and issued a report within the past 3-year period, if no other report exists.

**Standard 3.2** As part of the community assessment, the organization/department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

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

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

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

## **Category Four: Organizational Leadership**

**Standard 4.2** The organization's/department's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.

**Standard 4.3** The organization's/department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.

## Part III: Appendices

Please complete the table below by entering the title of the document and its assigned appendix letter. Agencies must provide a copy of the Notice(s) of Public Hearing, the Low-Income Testimony and the Agency’s Response document, and a copy of the most recent community needs assessment as appendices A, B, and C, respectively. Other appendices as necessary are encouraged. All appendices should be labeled as an appendix (e.g., Appendix A: Notice of Public Hearing) or separated by divider sheets and submitted with the CAP.

Document Title	Appendix Location
Notice of Public Hearing	A
Low-Income Testimony and Agency’s Response	B
Community Needs Assessment	C

<sup>i</sup> U.S. Census Bureau. “Selected Characteristics of People at Specified Levels of Poverty in the Past 12 Months.” Census.gov, U.S. Census Bureau, 2025, data.census.gov/table/ACSST1Y2023.S1703?q=poverty+characteristics+in+san+mateo+county. Accessed 28 Feb. 2025.

<sup>ii</sup> San Mateo County. “2023 San Mateo County Income Limits.” San Mateo County, San Mateo County, 6 June 2023, www.smcgov.org/media/144471/download?inline=. Accessed 1 Apr. 2025.

<sup>iii</sup> U.S. Census Bureau. “Selected Characteristics of People at Specified Levels of Poverty in the Past 12 Months.” Census.gov, U.S. Census Bureau, 2025,

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- data.census.gov/table/ACSST1Y2023.S1703?q=poverty+characteristics+in+san+mateo+county. Accessed 28 Feb. 2025.
- <sup>iv</sup> U.S. Census Bureau. “Explore Census Data: Selected Characteristics of People at Specified Levels of Poverty in the Past 12 Months.” Census.gov, U.S. Census Bureau, 2025, data.census.gov/table/ACSST1Y2023.S1703?q=poverty+characteristics+in+san+mateo+county. Accessed 28 Mar. 2025.
- <sup>v</sup> U.S. Census Bureau. “Explore Census Data.” Census.gov, U.S. Census Bureau, 2025, data.census.gov/table/ACSST1Y2023.S1702?q=poverty+characteristics+in+san+mateo+county. Accessed 28 Mar. 2025.
- <sup>vi</sup> U.S. Census Bureau. “Poverty Status in the Past 12 Months.” Census.gov, 2024, data.census.gov/table/ACSST1Y2023.S1702?q=poverty%20in%20san%20mateo%20county. Accessed 14 Feb. 2025.
- <sup>vii</sup> Brion Economics Inc. San Mateo County Child Care Needs Assessment - 2022. Nov. 2022.
- <sup>viii</sup> Brion Economics Inc. San Mateo County Child Care Needs Assessment - 2022. Nov. 2022.
- <sup>ix</sup> U.S. Census Bureau. “Mean Income in the Past 12 Months (in 2023 Inflation-Adjusted Dollars).” Census.gov, U.S. Census Bureau, 2024, data.census.gov/table/ACSST5Y2023.S1902?q=income+in+san+mateo+county. Accessed 1 Apr. 2025.
- <sup>x</sup> Mazzella, Danielle M. “San Mateo County 2024 Affordable Housing Needs Report.” California Housing Partnership, May 2024, [https://chpc.net/wp-content/uploads/2024/05/San-Mateo\\_Housing\\_Report.pdf](https://chpc.net/wp-content/uploads/2024/05/San-Mateo_Housing_Report.pdf). Accessed 27 Mar. 2025.
- <sup>xi</sup> “Housing Affordability Index - Traditional.” Car.org, California Realtors Association, 2024, [www.car.org/marketdata/data/haitraditional](http://www.car.org/marketdata/data/haitraditional). Accessed 28 Feb. 2025.
- <sup>xii</sup> Mazzella, Danielle M. “San Mateo County 2024 Affordable Housing Needs Report.” California Housing Partnership, May 2024, [https://chpc.net/wp-content/uploads/2024/05/San-Mateo\\_Housing\\_Report.pdf](https://chpc.net/wp-content/uploads/2024/05/San-Mateo_Housing_Report.pdf). Accessed 27 Mar. 2025.
- <sup>xiii</sup> HUD Program Parameters and Research Division. “The FY 2024 San Francisco, CA HUD Metro FMR Area FMRs for All Bedroom Sizes.” FY 2024 Fair Market Rent, 2024, [https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2024\\_code/2024summary.odn?&year=2024&fmrtype=Final&selection\\_type=county&fips=0608199999](https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2024_code/2024summary.odn?&year=2024&fmrtype=Final&selection_type=county&fips=0608199999). Accessed 9 Apr. 2025.
- <sup>xiv</sup> Mazzella, Danielle M. “San Mateo County 2024 Affordable Housing Needs Report.” California Housing Partnership, May 2024, [https://chpc.net/wp-content/uploads/2024/05/San-Mateo\\_Housing\\_Report.pdf](https://chpc.net/wp-content/uploads/2024/05/San-Mateo_Housing_Report.pdf). Accessed 27 Mar. 2025.
- <sup>xv</sup> San Mateo County Health Public Health, Policy, and Planning. “2023 Community Health Needs Assessment.” San Mateo County Health, 16 Aug. 2023.
- <sup>xvi</sup> San Mateo County. “2024 One Day Homeless Count and Survey.” San Mateo County, Sept. 2024.
- <sup>xvii</sup> Health, San Mateo County. “San Mateo County All Together Better: Demographics: Families below Poverty.” Smcalltogetherbetter.org, San Mateo County Health, 2024, [www.smcalltogetherbetter.org/demographicdata/index/view?id=2703&localeTypeid=3](http://www.smcalltogetherbetter.org/demographicdata/index/view?id=2703&localeTypeid=3). Accessed 27 Feb. 2025.
- <sup>xviii</sup> U.S. Census Bureau. “Explore Census Data.” Census.gov, U.S. Census Bureau, 2025, data.census.gov/table/ACSST5Y2023.B25014?q=persons+per+unit+in+san+mateo+county. Accessed 28 Mar. 2025.
- <sup>xix</sup> Pollack, Craig, et al. “Where We Live Matters for Our Health: The Links between Housing and Health.” *Housing and*

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*Health*. 1 Oct. 2008, pp. 1–12, [https://nchh.org/resource-library/rwjf\\_issue-brief\\_where-we-live-matters-for-our-health\\_the-links-between-housing-and-health.pdf](https://nchh.org/resource-library/rwjf_issue-brief_where-we-live-matters-for-our-health_the-links-between-housing-and-health.pdf). Accessed 4 Apr. 2025.