



Helping People. Changing Lives.

**community  
Action**<sup>®</sup>

**PARTNERSHIP**

**AMERICA'S POVERTY FIGHTING NETWORK**

**Community Action Partnership  
of San Bernardino County**

**Overview**

# What is Community Action Agency ?

The Community Services Network is made up of more than 1,100 local, private, non-profit and public agencies that work to alleviate poverty and empower low-income families in communities throughout the United States.

Most of these agencies are **Community Action Agencies** (CAAs) created through the Economic Opportunity Act of 1964. CAAs provide services to more than 15 million low-income people annually in 99 percent of the nation's counties.

Approximately 22 percent of all Americans living in poverty and several million more families with incomes only slightly above the poverty line were served by CAAs in 2004. Among them are 4 million children.



## The Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



# Unique Characteristics of CAA's

- **Governance** - Community Action Agencies (CAAs) are required to have a tripartite governing board consisting of equal parts of private sector, public sector, and low-income representatives of the community being served.
- **Volunteer Support** - The Community Action network is a major provider of volunteer services in the country.
- **Leveraging of Other Resources** - Every Community Services Block Grant (CSBG) dollar leverages over \$5 of State, local, and/or private contributions. The Community Action network administers a total of \$9.7 billion in Federal, State, local, and private resources.



## The Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

# Unique Characteristics of CAAs

- **Innovative Solutions** - CSBG funds give CAAs the flexibility to design programs that address needs specific to individuals and the local community.
- **Low Administrative Costs** - CAAs have very low administrative overhead costs (on average between 7 and 12 percent). Resources are invested directly in the community, not in bureaucracy.
- **Emergency Responses**- CAAs respond quickly when a family or individual is in crisis to avoid costly, long-term problems. This includes disaster assistance, food bank services, energy assistance, and emergency shelter.



## The Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



# Unique Characteristics of CAAs

- Comprehensive Solutions- CAAs provide services that address the full range of family needs -- from Head Start and family literacy, to child care and after-school programs, to youth and adult employment and training, to permanent housing and job placement, to asset building and budget counseling, to services for seniors and the frail elderly.
- Reach Millions of Americans - CAAs provide services in 99 percent of the nation's counties, reaching as many as 22 percent of Americans living in poverty. This includes more than 15 million low-income individuals in 6 million families.

Revised 7/8/2010



## The Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

# What is Community Action Partnership of San Bernardino County (CAPSBC)

- ❖ A public benefit corporation with a 501(c3) status, certified on August 8, 2003 under its new name.
- ❖ CAPSBC is the designated Community Action Agency in San Bernardino and is one of the 1,100 Community Action Agencies nationwide dedicated to assisting low-income individuals and families become stable and self-reliant.
- ❖ Formerly known as the Community Services Department, it was established in 1965 as a result of the Economic Opportunity Act (EOA) of 1964.
- ❖ Serves the largest county in the continental United States – 20,167 square miles – and provides assistance to over 800,000 clients per year.

Revised 7/8/2010



## The Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



# Vision

*“Fulfilling the promise of Community Action—building healthy communities in the spirit of dignity and hope, free from poverty.”*





# Mission

*Working in partnership with the San Bernardino County communities to support low-income residents in achieving self-sufficiency.*



# Primary Objectives

- To plan, develop and implement programs designed to alleviate poverty
- To function as an advocate for the poor
- To build community self-sufficiency and dignity for low-income people

## Strategies used to achieve these objectives are:

### SERVICE

- To develop and support local programs which meet the critical needs of the poor and have measurable success towards the elimination of poverty.

### ADVOCACY

- To act as an advocate for the poor by making their needs and aspirations known to policy makers, and to mobilize both public and private resources on their behalf.

### SELF-SUFFICIENCY

- To move families out of poverty through the implementation of programs which create jobs, education initiatives, case management services and information and referral.

# Governance - Tripartite Boards

## DEFINITION

“Tripartite” means “having three parts.” The Community Action Board (CAB) is structured to have representation in three sectors: Public, Private, and Low-income. CAB is comprised of 15 Members – five from each sector. All directors shall serve a term of three years.

## REPRESENTATIVE of the POOR

- Selected in accordance with democratic procedures adequate to assure they are representatives of the poor in the area served.
- Must reside in the district they represent.
- Low-income residents of the district must have involvement in selection process.

## PRIVATE SECTOR

- Selected by the Community Action Board from among persons representing community groups and interests such as but not limited to, business, industry, labor, religion, law enforcement, education or other major groups and interests in the community served.



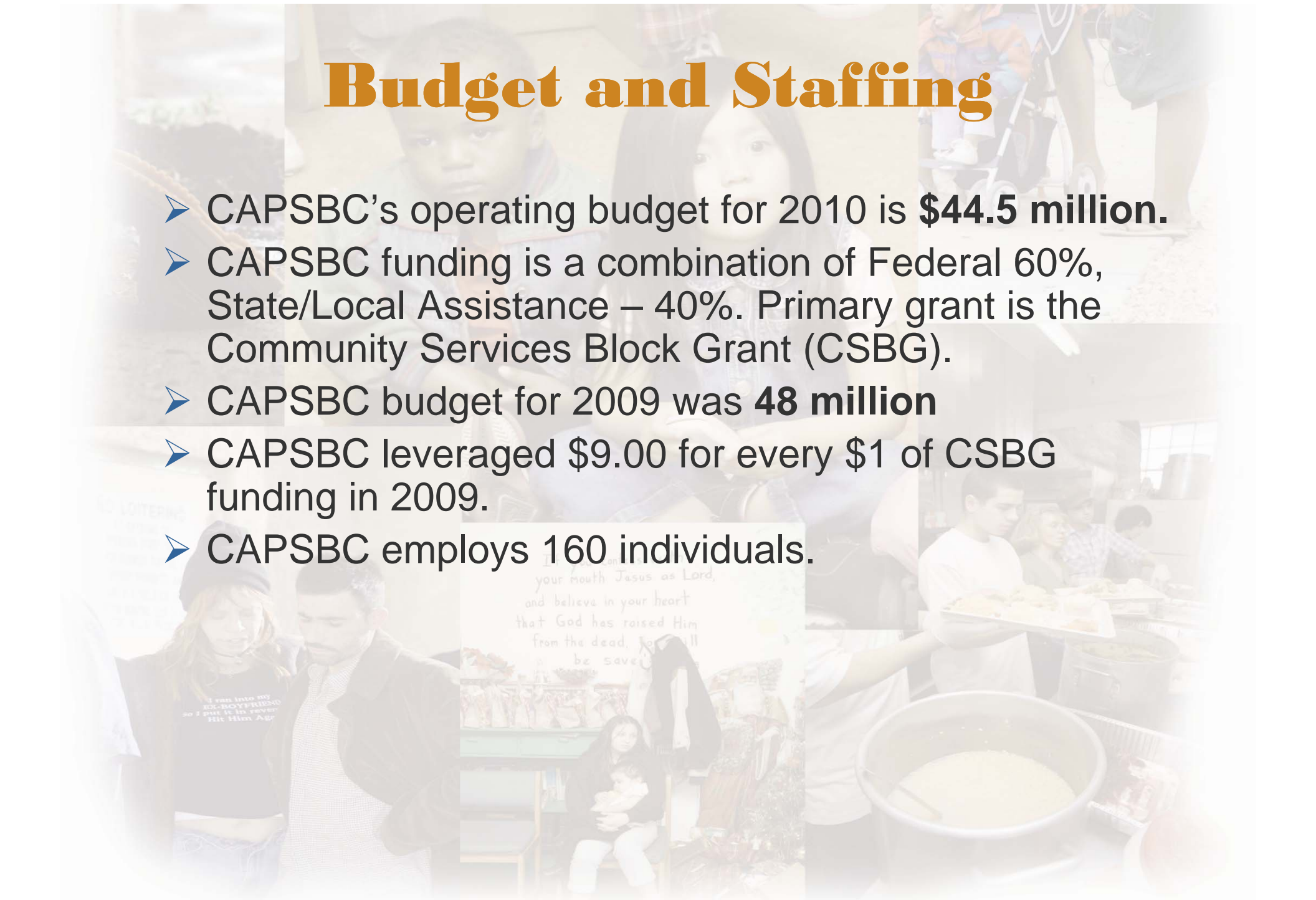
## PUBLIC SECTOR

- Selected by the Community Action Board from among elected public officials holding office on the date of selection.



# Budget and Staffing

- CAPSBC's operating budget for 2010 is **\$44.5 million**.
- CAPSBC funding is a combination of Federal 60%, State/Local Assistance – 40%. Primary grant is the Community Services Block Grant (CSBG).
- CAPSBC budget for 2009 was **48 million**
- CAPSBC leveraged \$9.00 for every \$1 of CSBG funding in 2009.
- CAPSBC employs 160 individuals.



# American Recovery and Reinvestment Act (ARRA)

CAPSBC is a recipient of the ARRA dollars:

- ARRA DOE Local Plan
  - Allocation \$8.9 Million
  - Homes Weatherized 1,931
  - Jobs Created 23
- ARRA CSBG Local Plan
  - Allocation \$4.1 Million
  - Jobs Created (26 internal and 57 external)
  - Services provided by CAPSBC
  - Contracts with delegate agencies community-based organization
- ARRA Lead Hazard Control \$1,164,736
- ARRA TEFAP \$ 196,691
- ARRA EFSP \$ 78,359
- ARRA Earned Income Tax Credit \$ 50,000
- ARRA County of San Bernardino (HPRP) \$ 701,813





# Family Development

## Purpose

- To improve the quality of life for low-income families and individuals.
- To empower low-income clients to overcome barriers to self-sufficiency.
- To identify and provide resources to low-income families in the areas of affordable housing, employment, educational opportunities and self determination.
- To advocate for low-income families.

**Vision:** Empowering people to make positive life choices that lead to self-sufficiency.

**Mission:** To provide the tools and support needed to help people strengthen their families and their communities.

## Services include:

- Case Management-Passport
- Emergency Assistance
- Transitional Housing – Obershaw House
- Children/Youth Programs





# Inland Empire Individual Development Accounts (IEIDA)

## Purpose

- To provide the opportunity for medium to low-income individuals acquire one of three assets:
  - Purchase a Home
  - Continue Post-Secondary Education
  - Start a small business
- To assist medium to low-income individuals achieve economic self-sufficiency.

## Services include:

- Provide Case-Management services to insure program guidance, support, and effective aftercare.
- Conduct monthly workshops on the following subjects:
  - Financial Literacy,
  - Small Business Entrepreneurship,
  - Homebuyer Education and
  - Life Skills
- Conduct community outreach to elevate the awareness of the E.I.T.C. program and provide referrals for income tax preparation.

**Vision:** Assisting medium to low-income working families to realize the dream of economic self-sufficiency.

**Mission:** To provide the opportunity for economic growth, achievement and success through education, positive reinforcement, and guidance.



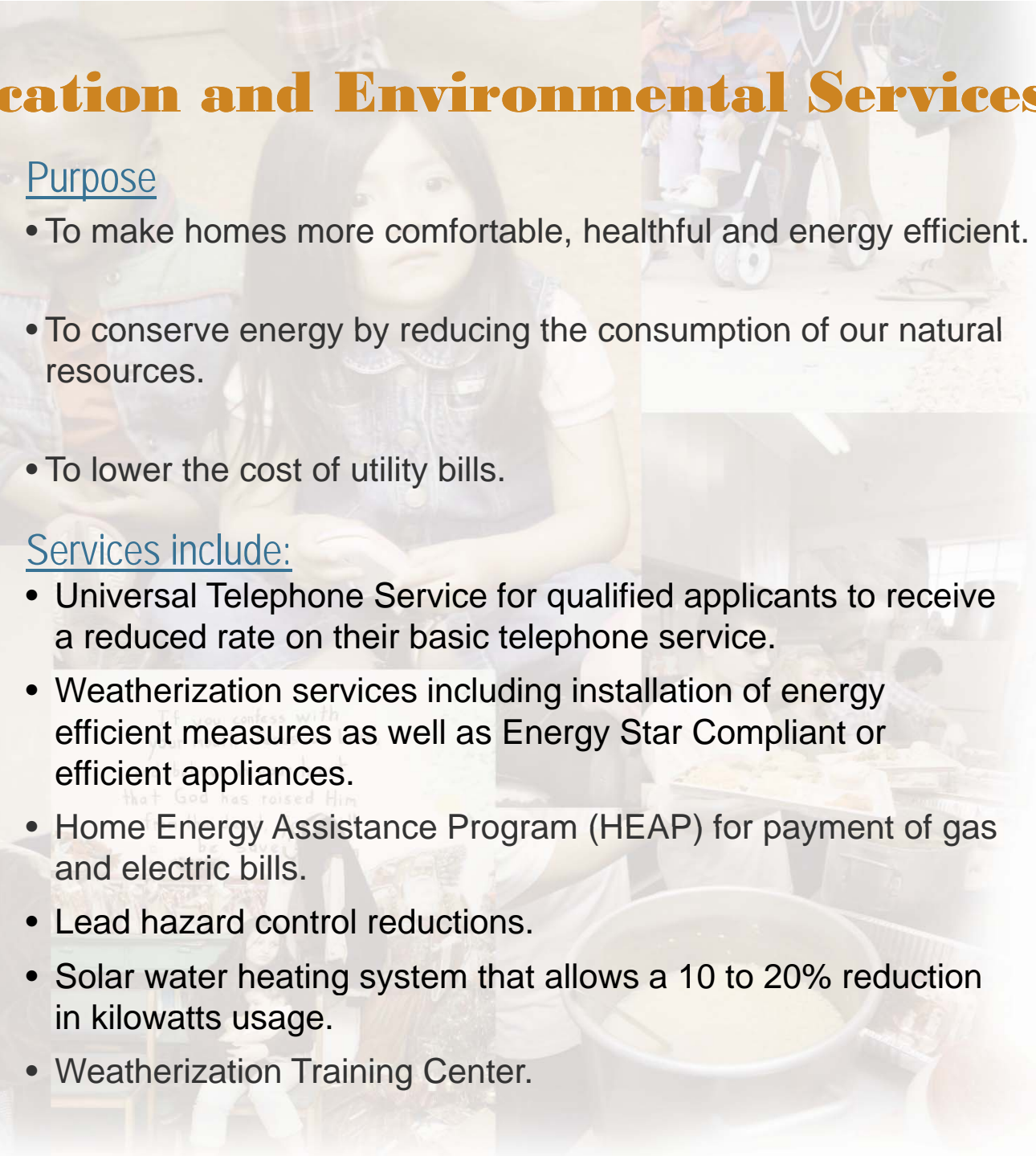


# Energy, Education and Environmental Services

## Purpose

- To make homes more comfortable, healthful and energy efficient.
- To conserve energy by reducing the consumption of our natural resources.
- To lower the cost of utility bills.

## Services include:

- Universal Telephone Service for qualified applicants to receive a reduced rate on their basic telephone service.
  - Weatherization services including installation of energy efficient measures as well as Energy Star Compliant or efficient appliances.
  - Home Energy Assistance Program (HEAP) for payment of gas and electric bills.
  - Lead hazard control reductions.
  - Solar water heating system that allows a 10 to 20% reduction in kilowatts usage.
  - Weatherization Training Center.
- 

**Vision:** Providing environmentally safe homes through quality customer service and education to ensure a higher standard of living and hope for the future.

**Mission:** To support the low-income community through profit ventures, investments, conserving natural resources and expanding program assistance.



**Vision:** Providing environmentally safe homes through quality customer service and education to ensure a higher standard of living and hope for the future.

**Mission:** To support the low-income community through profit ventures, investments, conserving natural resources and expanding program assistance.



## CAPSBC Weatherization Training Center

### Basic Weatherization, Duct & Shell Sealing & CASIF Training

#### Basic Weatherization:

- Introduction to Home Energy Conservation
- Insulation Energy Savings & Installation
- Window & Door Weather-stripping
- Other Energy Saving Measures to Reduce Utility Costs
- Safety Practices

#### Duct & Shell Sealing:

- Air Conditioning & Heating Duct System Leakage Testing
- Title 24 Standards
- Blower Door/Air Filtration Analysis
- Safety Practices and Carbon Monoxide Testing of Appliances
- Setting up & Operating Duct Blaster & Blower Door Equipment



CAPSBC's Weatherization Training facility in San Bernardino is the only one in Southern California! It accommodates students who can travel by auto and return home without requiring an overnight stay. There are several contractors and subcontractors, along with the general public, who can benefit from this training.

#### To Sign Up for a Class:

You may register on line at [www.capsbc.org/eeeswxtraining.html](http://www.capsbc.org/eeeswxtraining.html)

or

Contact: **Janette Hazelton**  
(909) 723-1627  
jhaze@capsbc.sbcounty.gov

#### PLEASE CALL FOR AVAILABILITY OF CLASSES

Community Action Partnership  
of San Bernardino County  
Energy, Education, and Environmental Services (EEES)  
(909) 723-1620 Fax (909) 723-1629  
696 S. Tippecanoe Ave, San Bernardino, CA 92415-0610

#### SCHEDULE OF CLASSES

Basic Weatherization	Duct & Shell Sealing/Blower Door	CASIF Training
Feb. 1-5, 2010	Jan. 25-29, 2010	Jan. 11-15, 2010
Mar. 1-5, 2010	Feb. 8-12, 2010	Feb. 22-26, 2010
Mar. 15-19, 2010	Mar. 22-26, 2010	Mar. 8-12, 2010
Apr. 12-16, 2010	Apr. 19-23, 2010	Apr. 5-9, 2010
Apr. 26-30, 2010	May 17-21, 2010	May 3-7, 2010
May 10-14, 2010	Jun. 21-25, 2010	June 7-11, 2010
May 24-28, 2010		
Jun. 14-18, 2010		

(Class dates are subject to change based on number of participants)

Classes are from 8-4 pm, Monday-Friday

CAPSBC Weatherization Training Center

678 S. Tippecanoe Ave





# Food Bank

## Purpose

- To maintain and supply a network of non-profit agencies with USDA commodities, surplus and salvaged food.
- To reduce the level of hunger in the county's low-income population, and improve the nutritional value of the diets of the clients.
- To distribute food with the assistance of over 1,000 volunteer task force.

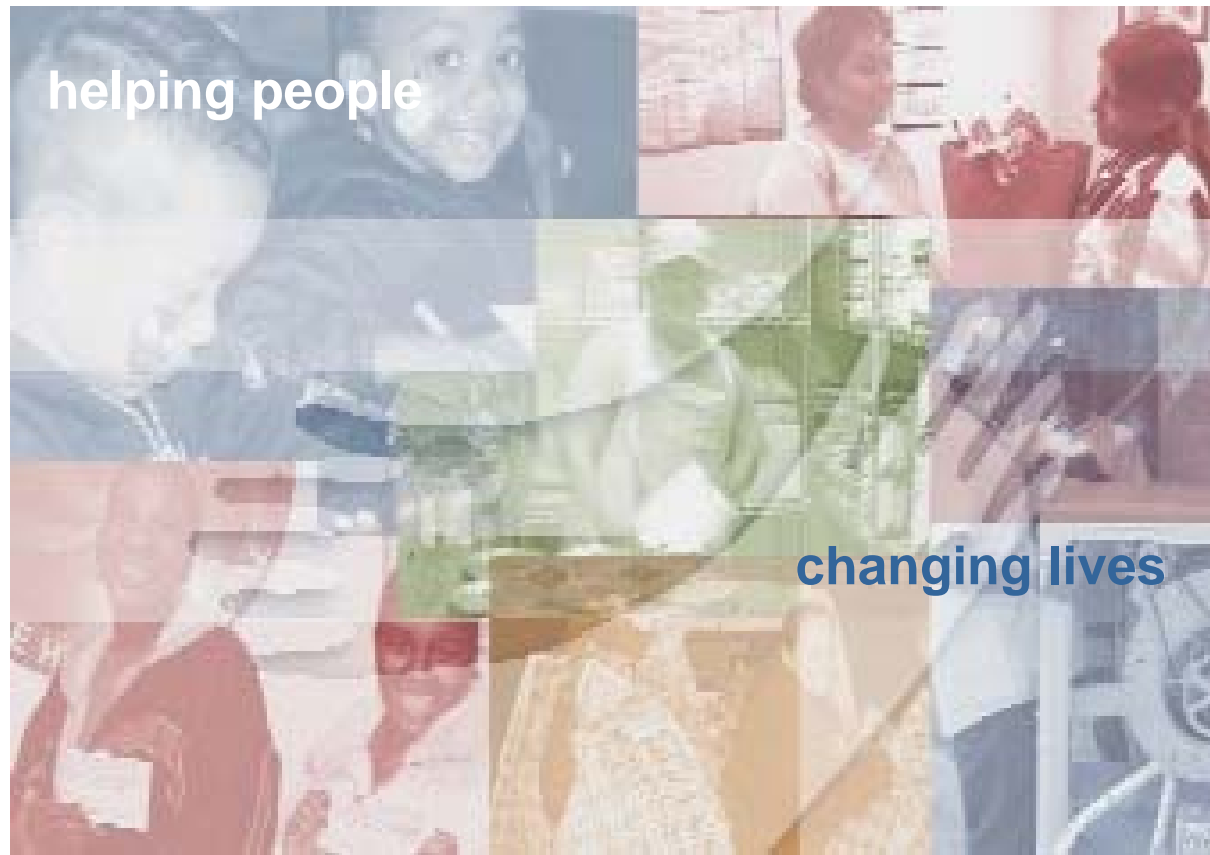
## Services include:

- Supplement the diets of a minimum of over 20,000 households monthly with USDA/Salvaged Foods through a network of 138 distribution sites.
- Distribute a minimum of 300,000 pounds of USDA and salvaged food each month.
- Supplement food for 22 soup kitchens to serve a minimum of 45,000 meals per month.

**Vision:** Every person should have access to nutritious food and be free from hunger.

**Mission:** To combat hunger and malnutrition by distributing food to the needy and to advocate for supportive policies and legislation that will eliminate hunger.

# CAPSBC Strategic Plan



community action partnership of  
sanbernardino county



# COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY

## Strategic Planning Framework

### VISION

Fulfilling the promise of Community Action—building healthy communities in the spirit of dignity and hope, free from poverty.

### MISSION

Working in partnership with the San Bernardino County communities to support low-income residents in achieving self-sufficiency.

### GOALS

#### **Goal 1: Focused Programs**

CAPSBC focuses its programs and services to address critical barriers to self-sufficiency for low-income people.

#### **Goal 2: Access**

Low-income people in the County can access the broad range of services they need to achieve stability and become more self-sufficient.

#### **Goal 3: Visibility**

Low-income people, partner organizations, policy makers and the general public are knowledgeable about CAPSBC's mission and services.

#### **Goal 4: Advocacy**

CAPSBC is recognized throughout the County as a strong and effective advocate for low-income people.

#### **Goal 5: Organizational Capacity**

CAPSBC has enhanced organizational capacity to support its clients to achieve self-sufficiency.

### STRATEGIC PRIORITIES

Strategic Partnerships

CAPSBC Branding

Policy Advocacy

Programs and Services

Funding

Performance Measurement

Staff Engagement

Board Structure and Composition

Organizational Infrastructure

### STRATEGIES

### PERFORMANCE MEASURES

# Strategic Plan Goals

**Goal 1: Focused Programs** - CAPSBC focuses its programs and services to address critical barriers to self-sufficiency for low-income people.

**Goal 2: Access** - Low-income people in the County of San Bernardino can access the broad range of services they need to achieve stability and become more self-sufficient.

**Goal 3: Visibility** - Low-income people, partner organizations, policy makers and the general public are knowledgeable about CAPSBC's mission and services.

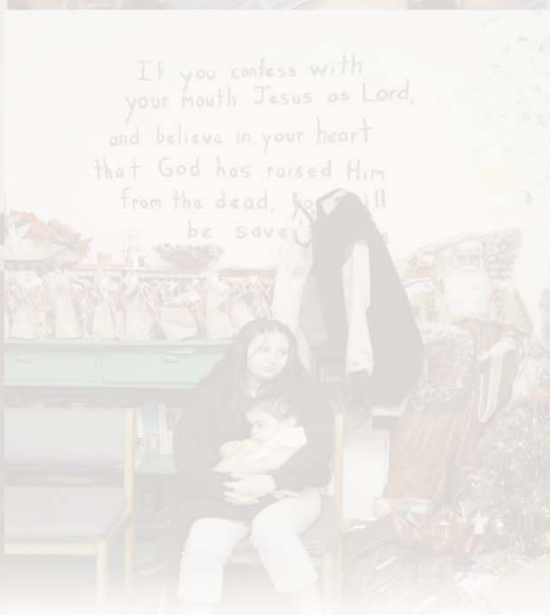
**Goal 4: Advocacy** - CAPSBC is recognized throughout San Bernardino County as a strong and effective advocate for low-income people.

**Goal 5: Organizational Capacity** - CAPSBC has enhanced organizational capacity to support its clients to achieve self-sufficiency.



# CAPSBC Technology

- VO-IP Telephone System
- Information Management System
  - Great Plains/Microsoft Dynamics
  - Central Intake



## In Summary . . .

Community Action Agencies have five mandates:

- (1) to fight poverty;
- (2) to promote self-sufficiency;
- (3) to feed the hungry;
- (4) to improve social services; and
- (5) to engage the community and the private sector through all of its programs

Each year, through all of its programs, CAPSBC is able to meet these challenges, as it has done over the past forty four years.