

2026/2027  
Community Needs Assessment and  
Community Action Plan

Tehama County Community Action Agency



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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>	Tehama County Community Action Agency
<b>Name of CAP Contact:</b>	Honey Touvell
<b>Title:</b>	Program Manager
<b>Phone:</b>	(530) 528-4111
<b>Email:</b>	htouvell@tcdss.org

<b>Date Most Recent CNA was Completed:</b> (Organizational Standard 3.1)	02/20/2025
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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)

<b>Name:</b> Bekkie Emery	<b>Name:</b> Matt Hansen
<b>Title:</b> Executive Director	<b>Title:</b> Chairman, Tehama County Board of Supervisors
<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)

<b>Name:</b>	David Madrigal
<b>ROMA Title:</b>	Implementer
<b>Date:</b>	05/09/25

### 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	April 01, 2025
Date Public Comment Period opened	April 06, 2025
Date Public Comment Period closed	April 17, 2025
Date(s) of Public Hearing(s)	April 17, 2025
Location(s) of Public Hearing(s)	County Administration 727 Oak St Red Bluff, CA 96080
Where was the Notice of Public Hearing published? (agency website, newspaper, social media channels)	<ul style="list-style-type: none"><li>• Website</li><li>• Social Media</li><li>• Email blast</li></ul>
Number of attendees at the Public Hearing(s)	1



## 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 (NASCS).
- [Community Needs Assessment Tool](#) designed by the National Community Action Partnership (NCAP).
- National and state quantitative data sets. See links below.

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

Tehama County Community Action Agency (TCCAA) is funded to serve all of Tehama County, which is a very large county of approximately 2,951 square miles and has a population density of 22 people per square mile. Most of the county services are located along Interstate 5, which runs through the middle of the county, with the most populous towns being Red Bluff and Corning. Due to its geographic isolation, many people who live in the rural areas have to drive long distances to access services and programs. In Tehama County, 13.9% of the population live below the Federal Poverty Level (FPL), which has seen a 1% decrease since our last Community Needs Assessment.

There are many areas within our county that do not have readily available access to fresh fruits and vegetables due to the county's large land mass and the concentration of grocery stores in the larger towns of Red Bluff, Corning, and Los Molinos, which rural residents have to drive at least 30 minutes. Many communities exist far from the I-5 corridor, requiring residents to travel long distances to access public services. The ruralness of the county also plays a role in employment and secondary education.

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)

TCCAA developed a survey specifically for stakeholders in our community. The survey went out to the community in November 2025 and closed in January 2025. In total, we received 80 responses from the different sectors of the community. The sectors for the survey included faith-based organizations, community based organizations, public, private and education. Below are the responses from the different sectors regarding what they felt were needs in the community. According to the survey respondents, the highest needs overall were housing, childcare, mental health services, and youth programs. The quantitative data for the survey can be found in more detail in the Appendices section under "Community Needs Assessment."

#### A. Community-based organizations

The data gathered from this sector of the community can be seen below. Partnerships with community-based organizations are an integral part of the work we do. In order to get participation, we talked about our survey at every community meeting. Out of the 80 surveys that were completed, 40% were from this sector.

<b>Primary cause of unemployment in the county? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of childcare</li> <li>• Lack of encouragement to work</li> <li>• Not enough on the job training</li> </ul>
<b>Primary transportation barriers in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Automobile purchase too expensive</li> <li>• Lack of reliable vehicle</li> <li>• Bus services not available/reliable</li> </ul>
<b>What do you feel are the biggest problems facing youth (ages 5-17) in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of opportunities to develop skills needed as an adult</li> <li>• Not much to do away from school</li> <li>• Lack of adult role models</li> </ul>
<b>What do you feel are the biggest problems facing adults in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• High rent or mortgage</li> <li>• Availability of affordable quality childcare</li> <li>• Inability to pay all bills on time</li> </ul>
<b>Community's biggest weakness</b>	<ul style="list-style-type: none"> <li>• Bringing in new businesses or industries</li> </ul>

<b>in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Community involvement</li> <li>• Feeling of community</li> </ul>
<b>Community's biggest strengths in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Self-help groups</li> <li>• Support from elected officials</li> <li>• Support from government agencies</li> </ul>
<b>Most needed services in the county. (Top 5)</b>	<ul style="list-style-type: none"> <li>• Mental Health services</li> <li>• Childcare</li> <li>• Youth programs ages 5-12</li> <li>• Help for people who are unable to pay their electric/gas bills</li> <li>• Help for people seeking employment</li> </ul>
<b>B. Faith-based organizations</b>	
<p>The data gathered from this sector of the community can be viewed below. We reached out to individuals we knew were part of faith-based groups because, in the past, this had been a difficult sector in getting their feedback. We were able to get a good response rate and get their views on what they felt were needs in our community.</p>	
<b>Primary cause of unemployment in the county? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of childcare</li> <li>• Lack of encouragement to work</li> <li>• Not enough on the job training</li> </ul>
<b>Primary transportation barriers in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Automobile purchase too expensive</li> <li>• Lack of reliable vehicle</li> <li>• Bus services not available/reliable</li> </ul>
<b>What do you feel are the biggest problems facing youth (ages 5-17) in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of opportunities to develop skills needed as an adult</li> <li>• Not much to do away from school</li> <li>• Lack of adult role models</li> </ul>
<b>What do you feel are the biggest problems facing adults in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• High rent or mortgage</li> <li>• Availability of affordable quality childcare</li> <li>• Inability to pay all bills on time</li> </ul>
<b>Community's biggest weakness in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Bringing in new businesses or industries</li> <li>• Community involvement</li> <li>• Feeling of community</li> </ul>
<b>Community's biggest strengths in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Self-help groups</li> <li>• Support from elected officials</li> <li>• Support from government agencies</li> </ul>
<b>Most needed services in the county. (Top 5)</b>	<ul style="list-style-type: none"> <li>• Mental Health Services</li> <li>• Childcare</li> <li>• Youth programs ages 5-12</li> <li>• Help for people who are unable to pay their electric/gas</li> </ul>

	bills <ul style="list-style-type: none"> <li>• Help for people seeking employment</li> </ul>
C. Private sector (local utility companies, charitable organizations, local food banks)	
TCCAA works closely with many private sector agencies. With the bulk of our program related to housing, we work with many private landowners in order to get our clients housed. We also work with Pacific Gas & Electric (PG&E), Salvation Army and local food banks when clients need help with utilities or food assistance. Data from our partnerships was also helpful in the development of the Community Needs Assessment.	
<b>Primary cause of unemployment in the county? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of Encouragement to work</li> <li>• Wages are too low</li> <li>• Lack of childcare</li> </ul>
<b>Primary transportation barriers in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Bus services no available/reliable</li> <li>• Lack of reliable vehicle</li> <li>• Automobile purchase too expensive</li> </ul>
<b>What do you feel are the biggest problems facing youth (ages 5-17) in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of opportunities to develop skills needed as an adult</li> <li>• Violence/Bullying</li> <li>• Lack of adult role models</li> </ul>
<b>What do you feel are the biggest problems facing adults in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• High rent or mortgage</li> <li>• Availability of affordable childcare</li> <li>• Mental Health issues/stress</li> </ul>
<b>Community's biggest weakness in fighting poverty? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Bringing in new businesses or industries</li> <li>• Meeting the needs of outlying areas</li> <li>• Community involvement</li> </ul>
<b>Community's biggest strengths in fighting poverty? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Support from government agencies</li> <li>• Community involvement</li> <li>• Non-profit organizations</li> </ul>
<b>Most needed services in the county. (Top 5)</b>	<ul style="list-style-type: none"> <li>• Childcare</li> <li>• Mental Health services</li> <li>• Youth programs</li> <li>• Homeless services</li> <li>• Parenting skills</li> </ul>
D. Public sector (social services departments, state agencies)	
The data gathered from this sector of the community can be viewed below. TCCAA is a public agency, and most of the community meetings we participate in also have other county departments. Input from the Department of Social Services and Health Services Agency is	

important due to the population we serve on a daily basis.	
<b>Primary cause of unemployment in the county? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of encouragement to work</li> <li>• Lack of childcare</li> <li>• Lack of education</li> </ul>
<b>Primary transportation barriers in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of reliable vehicle</li> <li>• Automobile purchase too expensive</li> <li>• Bus services not available/reliable</li> </ul>
<b>What do you feel are the biggest problems facing youth (ages 5-17) in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Alcohol/drug abuse by family</li> <li>• Lack of adult role models</li> <li>• Not much to do away from school</li> </ul>
<b>What do you feel are the biggest problems facing adults in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• High rent or mortgage</li> <li>• Mental Health issues/stress</li> <li>• Alcohol/drug abuse</li> </ul>
<b>Community's biggest weakness in fighting poverty? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Bringing in new businesses or industries</li> <li>• Community involvement</li> <li>• Feeling of community</li> </ul>
<b>Community's biggest strengths in fighting poverty? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Non-profit organizations</li> <li>• Support from government agencies</li> <li>• Faith based organizations</li> </ul>
<b>Most needed services in the county. (Top 5)</b>	<ul style="list-style-type: none"> <li>• Mental Health services</li> <li>• Childcare</li> <li>• Homeless Services/Shelter</li> <li>• Youth programs ages 5-12</li> <li>• Help with budgeting money</li> </ul>
<b>E. Educational institutions (local school districts, colleges)</b>	
<p>The data gathered from this sector of the community can be viewed below. Out of the 80 respondents, 20% of the data collected from this survey was from this sector. In order to get input from this sector, we utilized board members as well as our email blast list, which consists of people in the education field.</p>	
<b>Primary cause of unemployment in the county? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of encouragement to work</li> <li>• Not enough help available to find a good paying job</li> <li>• Lack of childcare</li> </ul>
<b>Primary transportation barriers in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Lack of reliable vehicle</li> <li>• Automobile purchase too expensive</li> <li>• Gasoline prices</li> </ul>
<b>What do you feel are the biggest problems facing youth (ages 5-17) in the community? (Top 3)</b>	<ul style="list-style-type: none"> <li>• Alcohol/drug abuse by family</li> <li>• Lack of adult role models</li> <li>• Violence/Bullying</li> </ul>



<b>What do you feel are the biggest problems facing adults in the community?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Mental Health issues</li> <li>• Alcohol/Drug abuse</li> <li>• High rent/mortgage costs</li> </ul>
<b>Community's biggest weakness in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Community involvement</li> <li>• Binging in new businesses/industries</li> <li>• Self-help and Support groups</li> </ul>
<b>Community's biggest strengths in fighting poverty?</b> (Top 3)	<ul style="list-style-type: none"> <li>• Faith-based organizations</li> <li>• K-12<sup>th</sup> education</li> <li>• Community College</li> </ul>
<b>Most needed services in the county.</b> (Top 5)	<ul style="list-style-type: none"> <li>• Mental Health services</li> <li>• Youth programs ages 5-12</li> <li>• Homeless Services/Shelter</li> <li>• Parenting skills training</li> <li>• Childcare</li> </ul>

## 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)
Housing Assistance	F	Y	Y	Choose an item.	Y
Food Accessibility	F	Y	Y	Choose an item.	Y
Transportation	C	Y	Y	Choose an item.	Y
Mental Health Services	C	Y	N	Need met by local partner.	N
Youth Programs and Activities	C	Y	Y	Choose an item.	Y
Childcare	F	Y	N	Need met by local partner.	N
Obtaining Employment Documents	F	Y	N	Insufficient resources available	N

**Needs Identified:** 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.

**Level (C/F):** 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.

**Agency Mission (Y/N):** Indicate if the identified need aligns with your agency's mission.

**Currently Addressing (Y/N):** Indicate if your agency is addressing the identified need.

**If not currently addressing, why?:** If your agency is not addressing the identified need, please select a response from the dropdown menu.

**Agency Priority:** Indicate if the identified need is an agency priority.

**Table 2: Priority Ranking Table**

	Agency Priorities	Description of programs, services, activities	Indicator(s) or Service(s) Category
1.	Housing Assistance	Provide housing assistance to individual and families who are homeless or on the verge of being homeless. Services can include deposits, rental payments and financial support related to housing. Case Management will also help the person secure and maintain housing along with budget assistance. The programs that can assist with this include, Housing Support Program, Housing Disability Advocacy Program, CSBG Deposit Assistance Program and referrals to other community housing programs.	FNPI 4a. FNPI 4b. FNPI 4c. FNPI 4d. FNPI 4e. SRV 4b. SRV 4c. SRV 4d. SRV 4 l. SRV 4m.
2.	Food Accessibility	Continue annual tailgate food giveaways, internal CSBG food pantry, and local school food giveaways and disseminate information regarding food distribution by community partners.	SRV 5hh. SRV 5jj.
3.	Transportation	Free public transportation will end this fiscal year. We plan to resume our bus pass program and provide bus passes. We will continue to advocate on issues related to transportation through the Social Services Transportation Advisory committee.	SRV 7d,
4.	Youth Program and Activities	Continue our partnership with Positivity, Love Mentoring (PAL) to provide mentoring services to youth in our community.	FNPI 5c.

**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.

We make a difference in the lives of residents by expanding services, networking with community partners, increasing awareness of our agency, passionately fighting to end poverty and instilling hope in our community by guiding them to self-sufficiency.

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

Building a resilient community by providing opportunities to strengthen the lives of individuals and families.



## 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)

A survey was developed in order to assess the needs of low-income individuals in our community. This survey opened up to the public in November 2024, and it closed on January 20, 2025. In total, 194 individuals responded to the survey, which gathered important qualitative as well as quantitative data on the needs of our community. The survey consisted of 5 domains, which included education, employment, health, housing and income & asset building. Below are the top three needs from each domain. More information on this survey can be found in the Appendices section under “Community Needs Assessment.”

<b>Education</b> (Top 3 needs)	<ul style="list-style-type: none"><li>• Learning a trade or vocation</li><li>• Earning their GED or HS Diploma</li><li>• Improving reading skills</li></ul>
<b>Employment</b> (Top 3 needs)	<ul style="list-style-type: none"><li>• Obtaining work documents (ID, SS card, birth cert. etc.)</li><li>• Finding a job that pays a living wage</li><li>• Reliable transportation for employment</li></ul>
<b>Housing</b> (Top 3 needs)	<ul style="list-style-type: none"><li>• Paying for utilities</li><li>• Paying for rent or mortgage</li><li>• Affordable housing</li></ul>
<b>Health</b> (Top 3 needs)	<ul style="list-style-type: none"><li>• Families vision needs (testing, eyeglasses)</li><li>• Transportation to healthcare services</li><li>• Dental health (finding a provider, paying for services)</li></ul>
<b>Income &amp; Asset Building</b> (Top 3 needs)	<ul style="list-style-type: none"><li>• Making and managing a household budget</li><li>• Improving credit scores</li><li>• Saving money</li></ul>

### 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)

Tehama County Community Action Agency (TCCAA) Community Needs Assessment utilized community surveys as well as data from the U.S. Census Bureau and several online national databases to identify areas of poverty that exist in our county. TCCAA also utilized employment and unemployment data from the Employment Development Department, Plumas County Community Development Commission, California Department of Social Services, California Department of Education, and U. S. Bureau of Labor Statistics.

In addition, TCCAA collected local data from the Tehama County Department of Education. Data

from our surveys and data collected from other agencies provided information related to gender, age, and race/ethnicity and was used to implement anti-poverty programs. This information and data are analyzed to identify program priority areas and the process utilized for the strategic planning process.

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)

Causes of poverty in Tehama County are relevant to many of the same issues rural communities face. Residents outside of the county's main corridor don't have adequate access to education and employment opportunities, especially when transportation is an issue. The county has done a great job in implementing the 2-1-1 system, which has had a positive impact for people seeking services. Fires have had a huge impact on housing prices and the influx of people who have had to relocate, but also disproportionately affecting low-income families. Food insecurity is also an issue outside of the main cities, affecting people who live in the rural parts of the county.

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)

For the past decade, there has been an increased need for affordable housing, which has had an impact on the number of cost-burdened households. This correlates with the biggest needs from our Community Needs Assessment, which were paying for rent/mortgage and paying for utilities. Out of the 1,384 calls received by the agency in 2024, 58% were also directly related to these two top needs. Our website also saw a significant increase in views related to housing, with 5,257 or 64% regarding housing assistance.

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

Customer satisfaction surveys were distributed to consumers of various TCCAA programs, such as Family Stabilization, Housing Support, TC Bridges, CSBG Deposit Assistance Program, HomeSafe, Housing and Disability Advocacy Program. Surveys were also completed by participants of the Live Inspired for Tomorrow (LIFT) Tehama event and the Meals on Wheels Program.

Customers were asked to assess whether expectations of services were met and if additional needs could have been more sufficiently addressed. Customer feedback was presented, with additional information, to the Tripartite Board and used to map future planning. Customer insight was and is valuable to the board and shapes the broader approach as well as the detailed decision-making process in assessing and satisfying the needs of the population served. More information on customer satisfaction data can be found in the Appendices section under "Community Needs Assessment."



## 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)

TCCAA has established by-laws, which state that one-third of the board must either be low-income or represent the low-income population. Low-income board members have included people who are formerly homeless, low-income, and advocates of the poor.

The procedure for nominations is outlined in the TCCAA by-laws. In 2026-2027, continued review will be conducted with all board members to ensure the by-laws are a living document. Open Tripartite board positions are publicized through advertising, social media, the TCCAA website, and public announcements, as well as by referral to community organizations, religious organizations, and agencies serving the low income population. In compliance with California Code, interested potential board members are officially nominated and voted upon by the voting board members. Approved nominees' names are presented and approved by the Tehama County Board of Supervisors.

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 Community Needs Assessment will be sent out to the board for review and will be an action item for the following board meeting. During that meeting we will have a discussion around what needs were discovered and how that will apply to the Community Action Plan. The board will then approve the Community Needs Assessment and it will form part of the Community Action Plan.

## 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)

A pre-screen assessment is completed with all clients to determine eligibility for our services or programs. Ineligible clients are referred to outside programs or to Tehama 2-1-1. If a client is eligible, a Characteristics Data Form is completed to collect demographic information. TCCAA provides four types of services: Direct, Case Managed, Advocacy, and Referrals & Outreach. Depending on program requirements and services provided, check-ins are completed either monthly or quarterly. Information gathered is inputted into our case management software, then utilized for the Family National Performance Indicators (FNPI's) or to assess program performance. Services delivered are performed by our internal programs or with TCCAA's contracted vendors.

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?

Roughly 90% of the population in Tehama County is either English or Spanish speaking. We have one bilingual in the agency, which has been helpful in providing services in Spanish. The program manager is also Spanish-speaking and helps when staff are out of the office. In cases where we have a client that speaks a language other than Spanish or English, we do have the language line available. Our programs work with all genders and ages, and we strive to provide an environment in which the services we provide are suitable to all recipients.

## 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)

Coalition	Participants	Methods used to coordinate services/funding
Tehama County Continuum of Care (TCCOC)	TCHSA, Board of Supervisors, TCDSS, TCCAA, Poor and the Homeless (PATH), Tehama County Department of Education, Empower Tehama (Domestic Violence), Red Bluff City Council Representative, and Corning City Council Representative.	TCCOC is a collaboration of organizations that provides assistance to residents of Tehama County who are experiencing homelessness, are at risk of becoming homeless, or are in need of housing or other assistance. Collaborating allows the members of TCCOC to provide better and more efficient care than any one organization could provide on its own.
Administrative Oversight Team (AOT)	Tehama County Board of Supervisors, NCCDI (Head Start) Economic Development, Job Training Center (JTC), TCCAA, First 5 Tehama, Northern Valley Catholic Social Services, Empower Tehama (Domestic Violence), TCHSA, Employment Development Department, Faith Community Representative, Child Care and Referral Agency, School Readiness, Corning Adult Education, Child Support and Shasta College.	The mission of the AOT group is to bring together public and private resources in a collaborative effort to eliminate employment barriers and to create jobs. During these meetings, each agency shares what they are doing and, if possible, ways we can collaborate.
Food Share	Public Health, Empower Tehama, Villa Columba, PATH, Gleaners, Food for the Hungry, 1 <sup>st</sup> Christian Church, Lord's Table, RTR Church, and Salt Ranch	Food Share is a collaboration of CBOs whose focus is community food resources and nutrition education.



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)		
Agency	Program	Service
TCDSS	Housing and Disability Advocacy Program (HDAP) <b>(Internal TCCAA Program)</b>	The Housing and Disability Advocacy Program provides housing case management services for individuals who are receiving Social Security or are in the process of submitting their Social Security application. The program provides funding for preventing homelessness as well as helping clients get into housing.
TCDSS, Child Protective Services (CPS)	TC Bridges Program (TC Bridges) <b>(Internal TCCAA Program)</b>	TC Bridges (formerly known as Wraparound) is a voluntary, strength-based approach that helps youths and their families become stable. Bridges is driven by 10 principles and is delivered through activities in four concurrent phases. Bridges ultimately is not a program; it's a process.
TCDSS, CalWORKs Employment Services	Housing Support Program (HSP) <b>(Internal TCCAA Program)</b>	The Housing Support Program follows Rapid Rehousing and Progressive Engagement models. HSP services are provided to families with children who are receiving public assistance and are eligible for CalWORKs. Families enrolled in HSP are assessed based on their level of crisis and their level of vulnerability.
TCDSS, CalWORKs Employment Services	Family Stabilization Program (FSP) <b>(Internal TCCAA Program)</b>	Family Stabilization is a voluntary, strength-based approach, that helps CalWORKs families who are in crisis become stable. Stability is achieved through team meetings where the family and the FSP team collaboratively create an individualized plan that is based on the family's specific needs.
Live Inspired for Tomorrow (LIFT) Event	Community Event	A one-day event that provides low-income and homeless individuals with services.
PATH	Homeless Shelter	Provides a winter shelter to homeless residents in our county.

Area Agency on Aging	Meals on Wheels Tehama County (Internal TCCAA Program)	Program provides healthy hot meals for elderly clients at two congregate sites and through four home delivery routes.
PAL Mentoring Program	PAL Mentoring	This program provides free mentoring opportunities and experiences for youth in Tehama County. They employ a curriculum focused on prevention and leadership through the use of games, art, and sports. STEAM and STEM activities, field trips, and community service projects and events.

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)

Linkages between TCCAA and partner agencies, subcontractors, and community organizations are well established. Being a small, tight-knit community brings a lot of collaboration from agencies that provide services to low-income and homeless individuals. This allows us to focus on needs that are unmet or populations that are not being served. TCCAA provides client referrals to services and funding to many of these organizations. Additionally, many of the listed organizations provide services or volunteer time to support vulnerable citizens in the county. Programs involve partnerships with other agencies providing similar services to minimize duplication and maximize effectiveness.

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 TCCAA budget is comprised of multiple funding streams that support projects and programs available to low-income families, to include

- Meals on Wheels Tehama County funded through Area Agency on Aging
- Tehama County Bridges Program funded through TCDSS
- Housing Support Program (HSP) funded through TCDSS
- Housing and Disability Advocacy Program (HDAP) funded through TCDSS
- Family Stabilization Program (FSP) funded through TCDSS

Most of the agency funding comes from the Tehama County Department of Social Services through contracts in order to administer several programs that are available to low-income families or homeless individuals. CSBG still remains very crucial to the work we do here in Tehama County; this funding helps fill gaps in services determined through our CNA and provides administrative



support.

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

In the event CSBG funds were to be decreased, the Tripartite Board and the Board of Supervisors would need to consider the following alternatives:

- Reduction across the board to Tehama County CSBG-funded programs
- Reduced CSBG funding will impact the agency through a decreased ability to financially support projects such as Live Inspired For Tomorrow (LIFT), VITA and any agency subcontracts.
- Increase in the number of grant applications to fund programs/intensify other grant acquisition efforts through grant application writing.

TCCAA continues to seek additional funding through partnerships with the community.

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 Tehama County Bridges Program (TC Bridges) works closely with high-risk youth and their families. TC Bridges works collaboratively to provide flexible services to meet the needs of the families. Needs may include job skills, mentorship, life skills training, and housing navigation. Resources are provided for after-school activities in the community to keep kids focused on sports or activities of interest.

TCCAA contracts with the PAL Mentoring program. The program provides a curriculum focused on prevention and leadership through the use of games, art, sports, STEAM and STEM activities, field trips, and community service projects and events. The program also promotes family engagement through hosting parent meetings and/or events for the families to participate together.

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)

In 2026-2027, TCCAA expects to continue to expand our collaboration with local community partners in order to identify programs or services for youth in the different communities within our county. We expect this effort to help families find safe activities for their children, which are

especially needed during the summer months.

The TC Bridges Program (TC Bridges) works on a daily basis with youth and their families through program coordination and referrals from Child Welfare Services (CWS). The TC Bridges Program works collaboratively with high-risk youth and their families to provide flexible services to meet their needs. Needs may include job skills, entrepreneurship, mentorship, life skills training, mediation, and housing navigation.

TCCAA will continue our partnership with the PAL Mentoring program. The program provides free mentoring opportunities and experiences for youth in Tehama County. They employ a curriculum focused on prevention and leadership through the use of games, art, and sports. STEAM and STEM activities, field trips, and community service projects and events.

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)

TCCAA works with low-income individuals through the CalWORKS Work Experience Program as a worksite where participants obtain skills in an office environment. Once participants successfully complete a four-month work experience program, they transition into subsidized employees through the Job Training Center (JTC), the county's WIOA recipient. Through the service delivery of HSP and FSP, with a focus on self-sufficiency through employment, referrals, and support are provided to engage in employment activities. Activities include but are not limited to job searching, job applications, job retention, and resume building.

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)

Each year TCCAA partners with the North State Food Bank to hold tailgate food giveaways in the towns with the least access to services in the county. These events provide food for more than 800 families per year.

TCCAA continues to administer the Meals on Wheels Tehama County Program. This program provides hot meals to the low-income elderly population. CSBG funding augments the Area Agency on Aging grant to support the program in underfunded areas. Through funding received from the American Rescue Plan Act (ARPA) we have been able to serve nutritionally balanced frozen meals to seniors on our waiting list, which has helped them tremendously.

The agency has a small food pantry, which is able to support people who need an emergency food box. This service is provided through CSBG funding.

Self Help Home Improvement Project Inc. (SHHIP) who administers the LIHEAP funding for our County does not have an office located in Tehama County. We are able to answer basic questions and refer people to the program. We also help those who need the service complete applications.



SHHIP is also updates us on program changes.

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?

In order to allow Tehama County residents access to the program, we have an electronic application on our website, provide paper applications for clients who visit our office, and assist clients with completing the LIHEAP or energy assistance application. Clients are able to contact the office in person, by phone, or through [CAALInfo@tcdss.org](mailto:CAALInfo@tcdss.org), which is monitored daily.

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)

TCCAA will use funds to support community innovative initiatives that support parenting skills and family events. Currently, our agency has two programs in place to support families specifically—Tehama County Bridges and Family Stabilization. These are case-managed programs focused on outcomes. Case managers work directly with families to improve family dynamics and parent-child relationships. The programs ensure families are afforded the tools and support to overcome barriers that impede self-sufficiency.

TCCAA continues to support domestic abuse prevention, promotes resources awareness and nutrition education programs. Fliers and parenting class schedules are posted at the agency, and referrals to programs and other agencies are made as appropriate.

TCCAA will continue to develop innovative programs based on community needs by contracting with partner agencies whose strengths are related to the identified needs.

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)



TCCAA reviews community needs assessment data and identifies gaps in service and opportunities to establish linkages to close gaps and/or enhance current services. In 2026-2027, TCCAA will also reinforce existing linkages with community organizations and work to forge new linkages with other partners as we implement new programs.

Through the linkages within our agency programs and as well with outside agencies, TCCAA will continue to forge relationships with other agencies in order to provide our clients with the best service possible. In order to determine whether linkages are working and are having a positive outcome for our clients, assessing the relationship with other service providers will allow us to change our strategy if needed.

TCCAA will also work on a local and regional basis with other CSBG-eligible entities and community partners to ensure that gaps in services are identified and addressed immediately.

## 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.

TCCAA utilizes a Standard Agreement with every agency it contracts with, which outlines the contract term, scope of work, and a budget. The scope of work outlines the responsibilities of each party and what reporting information TCCAA will require from the subcontractor. The scope of work also states, “this project is funded through Community Services Block Grant funding which, aims to operate community-based programs that are designed to reduce poverty, revitalize low-income communities, and empower low-income families and individuals.” Most agreements with subcontractors are for short-term projects that require minimal monitoring. TCCAA maintains strong working relationships and open and ongoing communication with vendors and partner agencies. Depending on the project, the TCCAA Supervisor or Program Manager will visit the site to perform an onsite evaluation to ensure the subcontractor is fulfilling project responsibilities in accordance with the scope of work.

Agencies that contract with TCCAA are required to provide specific reporting information, per the terms of the agreement, within 45 days of the end of each project, program, or event. This ensures the contractor has sufficient time to gather the required information. The program analyst reviews the subcontractor reports to ensure they are aligned with the Scope of Work.

## 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)

In order to effectively evaluate a program(s), you need to define the program objectives. Utilizing the ROMA framework, evaluation can be done by following the 5-step process and using logic models to assess the program's efficiency and whether it's meeting outputs and outcomes. If it is not meeting outcomes, you need to adjust your logic model or procedures in order to achieve the results. The data sources can be obtained from our case management software, which is collected during the duration a client is participating in our programs. The annual report is also a good predictor of how our programs are meeting the needs of the community based on services or outcomes completed.

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)

From Table 2, we will be evaluating the Housing Support Program. For this calendar year, we expect to house 18 individuals (outcome). We will review the program quarterly to make sure we are on track to meet this goal, and during the monthly meeting, we will discuss what is going great and areas of improvement. At the end of the calendar year, we will look at what was achieved, what could be improved, or changes that need to be made to the procedures.

### 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



# Public Hearing Notice

- **Who:** Tehama County Community Action Agency
- **What:** Unmet Needs in Tehama County for People in Poverty
- **Topics:** Housing, Youth Programs, Food Access, Transportation and Emergency Services
- **When:** April 17, 2025 beginning at 4:00 p.m.
- **Where:** Tehama County Administration Building (Board Chambers)  
727 Oak Street, Red Bluff CA 96080

The **2025-2026 Community Action Plan and Community Needs Assessment** can be viewed at the agency website  
[www.tehamacountycaa.com](http://www.tehamacountycaa.com)

If you have any written comments you want to submit, please send them to [htouvell@tcdss.org](mailto:htouvell@tcdss.org) or by mail, to:

Tehama County Community Action Agency  
P. O. Box 8362  
Red Bluff, CA 96080

Comment period will be from April 7th, 2025 to April 17, 2025. For More Information, Please Call (530) 527-6159.

#### THE PROMISE OF COMMUNITY ACTION

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.



# Tripartite Board Public Hearing

Minutes

April 17, 2025

4:00pm-5:00pm

Tehama County Administration Building

## 1) CALL TO ORDER

This Public Hearing of the Tripartite Board of the Tehama County Community Action Agency was called to order at 4:00pm by Director Alaina Imhoff.

**Board Members Present:** Director Alaina Imhoff and Director Laura Sullivan.

**Staff Present:** TCCAA Program Manager Honey Touvell and TCDSS Administrative Secretary Meggan Baker and TCDSS Program Manager David Madrigal.

**Community Members Present:** None.

## 2) PUBLIC HEARING COMMENT PERIOD

David Madrigal shared the impacts on the aging seniors of Tehama County after the HomeSafe Program has gone away due to funding.

There are currently 14 counties that have expended their allocations and 28 more will be expended by the end of the fiscal year. This is a big issue for the county because there is no other program that caters specifically to this population with regards to housing. Affordable housing in smaller counties is hard to find. With this program going away, clients have been referred to other agencies who do not cater to this specific population, but rather focus on the general population in regards to housing. This makes it hard because many of the agencies are not able to work on preventing homelessness or paying for past due mortgage bills. With not having this program in place, many seniors are being displaced from their homes, adding to the homeless population that already exists in Tehama County. David expressed that he would be asking the Tripartite Board for letters of support in the future for moving forward with the program.

## ADJOURNMENT

There being no further comments, Director Alaina Imhoff adjourned the meeting at 4:02 p.m.

*Respectfully Submitted, Meggan Baker, Administrative Secretary*







## 2025 Community Needs Assessment



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## EXECUTIVE SUMMARY

This past year marked the 60<sup>th</sup> anniversary of Community Action, which was established in 1964 under the Economic Opportunity Act. The focus of Community Action was to fight poverty at a local level and create strategic initiatives to combat local issues. Community Action works to engage participation from low-income community members, eliminate causes of poverty, plan and implement strategies to fill gaps in services, and participate in community-level initiatives that focus on the less fortunate and lead families to self-sufficiency. In 2015, the U.S. Department of Health and Human Services released Information Memorandum 138, which created the Organizational Standards, and within those standards, 11 out of 52 were directly tied to the Community Needs Assessment.

Between November 2024 and February 2025, Tehama County Community Action Agency (TCCAA) planned and conducted a community needs assessment. TCCAA has used the same methodology every other year to conduct a community needs assessment and has created a report in 2019, 2021, 2023, and 2025. The plan includes detailed demographics and the most up-to-date data on poverty, employment, education, housing, homelessness, health and nutrition, as well as other community indicators. This consisted of engagement from community stakeholders, data collected from surveys, and ultimately analyzing data to find potential gaps in services. Based on the information collected and analyzed through this community assessment and comparing it to previous year's assessments, we have learned that the overall needs for our county have not changed much. We still continue to have the same overarching issues throughout the community and are slowly and collaboratively working to address them. The results from the plan will guide the agency in its operation over the next three years.



## INTRODUCTION

On June 27, 1968, the Tehama County Board of Supervisors submitted a letter to the Office of Economic Opportunity, which indicated its intent to develop a Community Action Agency. Since its inception, TCCAA has provided valuable services and assistance to low-income families in our county. The main focus of CAA agencies is to provide direct services and supports to low-income families and individuals, as well as promoting partnerships and interagency collaborations to meet gaps in services.

Continuous assessments of our area of operation are integral in making sure the existing programs and services are still being met, along with predicting potential needs and creating the necessary strategic initiatives.

### **Mission**

Building a resilient community by providing opportunities to strengthen the lives of individuals and families.

### **Vision**

We make a difference in the lives of residents by expanding services, networking with community partners, increasing awareness of the agency, passionately fighting to end poverty and instilling hope in our community by guiding them to self-sufficiency.

## **Community Needs Assessment Overview**

The Community Service Block Grant requires the agency to complete a detailed analysis of the community in service areas that receive this funding. TCCAA performed this 2025 Community Needs Assessment to better understand the gaps in services that exist in Tehama County. This assessment is completed every three years to assess and identify if there were significant changes in the community, which affect low-income families. This information can be used to better plan program implementation and to address any findings.



## METHODOLOGY

The main objective in conducting the needs assessment was to assess the following:

1. Identify whether our programs were meeting the needs of our community.
2. Identify what partnerships we can potentially develop to meet the gaps in services.
3. Understand the needs of low-income residents of Tehama County.
4. Get a broader understanding of the causes and conditions of poverty in our community.

As part of our data collection efforts, we developed two surveys to gather data from different sectors of our community. The Low-Income survey was developed to gather information from low-income residents as well as the homeless population. The stakeholder's survey was used to gather information from different sectors as outlined below.

Domains used for the Low-Income survey were Education, Employment, Housing, Health, and Income & Asset Building. This tool allowed us to determine potential gaps in services in our community as well as potential outreach efforts. The survey was provided in both English and in Spanish. The bulk of these surveys were completed on November 21, 2024, during our annual Live Inspired for Tomorrow (LIFT) event. In total, 217 surveys were completed.

Domains used for the Stakeholders survey were unemployment, transportation, problems facing youth, problems facing adults, community resources, and weaknesses & strengths in the community fighting poverty. This survey was sent out to the following sectors in the community: private, public, educational institutions, faith-based, non-profits and community-based organizations. The surveys were collected in the month of December, and in total, 80 were completed by different individuals from the sectors mentioned above.

The surveys provided both qualitative and quantitative data. Our internal customer satisfaction survey also provided insight into our clients experience while participating in our programs or utilizing the services provided.

While our primary focus was collecting local data, we also utilized secondary data from the U.S. Census Bureau American Community Survey, as well as other sources, in order to create the entire Community Needs Assessment.

### **Data Gathered**

- Case Management Database Reports

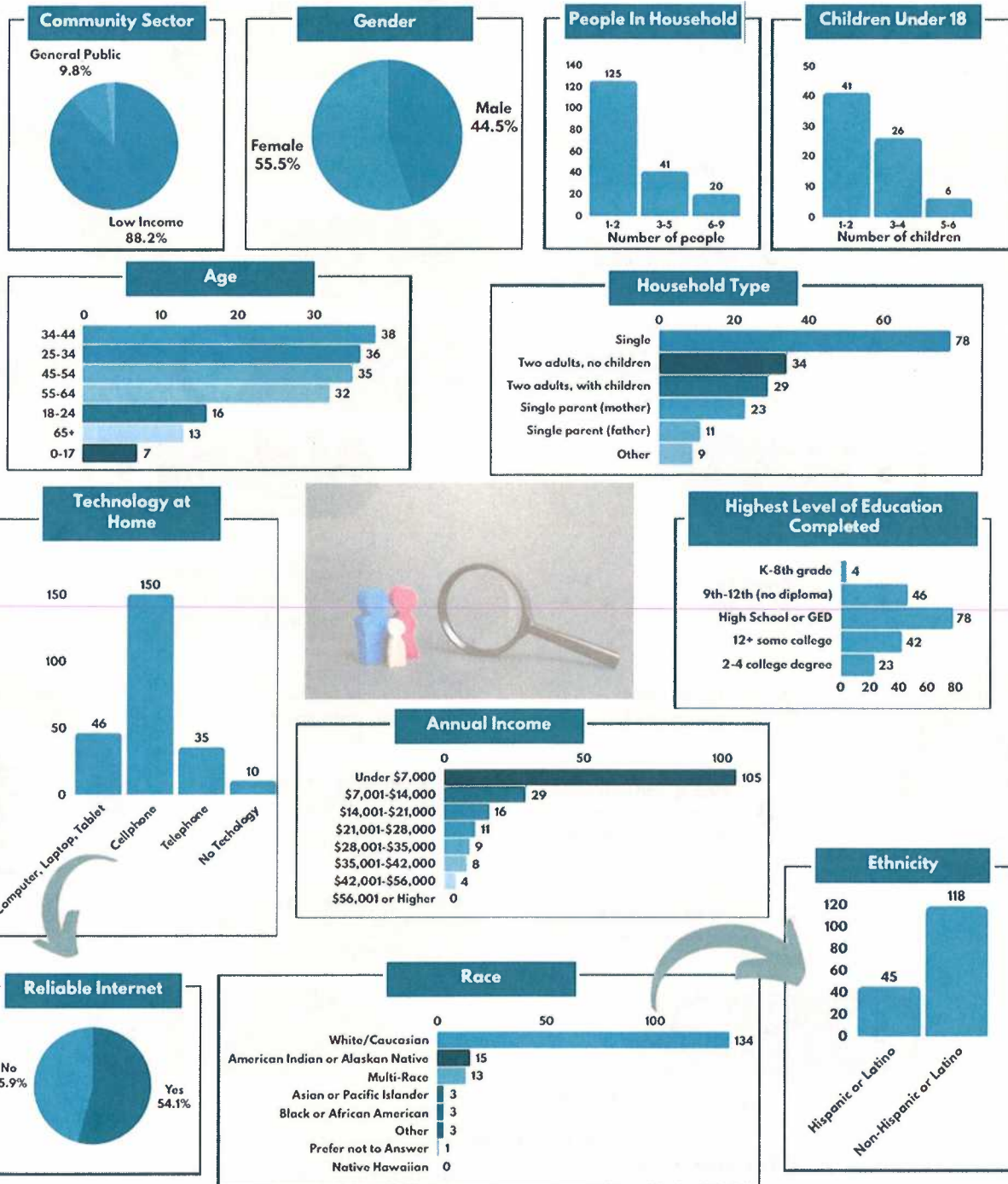
- Customer satisfaction survey data
- Survey monkey for online surveys
- Online research of statistical data from government resources
- Data from previous Community Needs Assessments
- Data from local community and non-profit agency needs assessments

Utilizing Results Oriented Management and Accountabilities (ROMA) planning and assessment phases to produce this assessment, enabled us to gauge the conditions that exist in our community, determine gaps in services, and prioritize the programs we administrate to better serve our community. Having a ROMA Implementer as well as two supervisors who received their ROMA Representative Certification, we are better able to continue our framework for continuous growth, which allows us to analyze the success of our programs and implement changes as needed.



# LOW INCOME SURVEY DATA

## Demographics

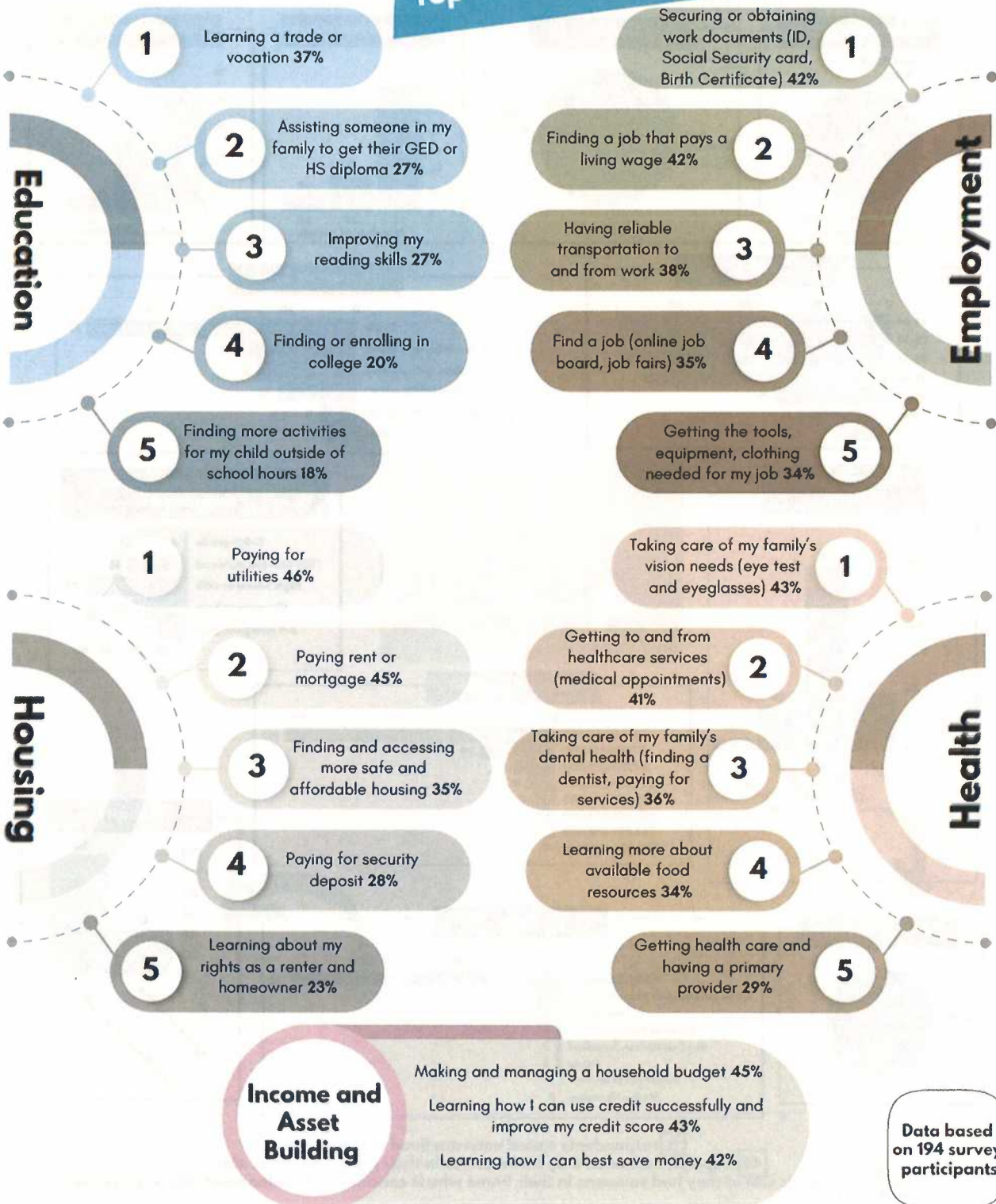


11 respondents stated veterans lived in their home.  
 46 respondents stated they had a senior in their home (60 yrs or older).  
 82 respondents stated they had someone in their home who is considered disabled (mentally or physically).



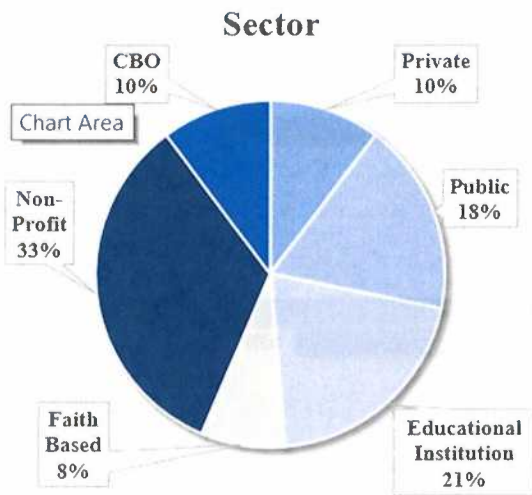
## I need help with...

### Top 5 needs in each category

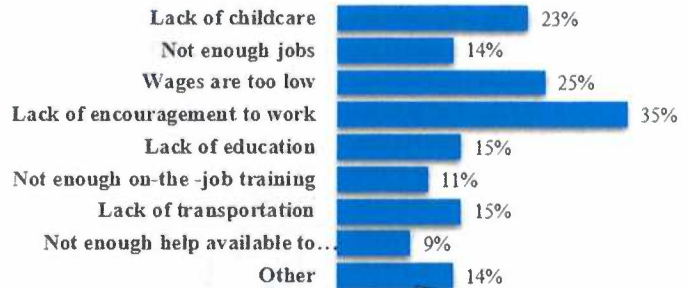




## Stakeholders Survey Data

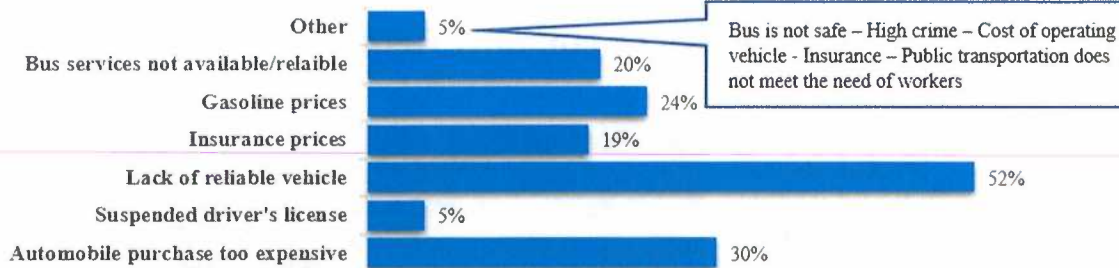


### Causes of Unemployment



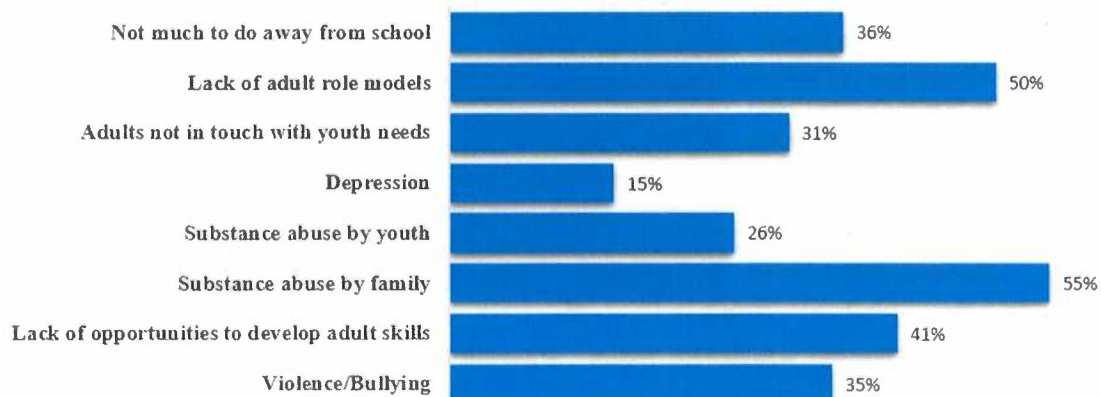
Unqualified due to drug or mental health issues – Lack of encouragement – Lack of motivation – Not wanting to work – Rely on public assistance – Incentives for new businesses – Affordable childcare – Lots of handouts – No transitional housing – Teen homelessness

### Transportation Barriers



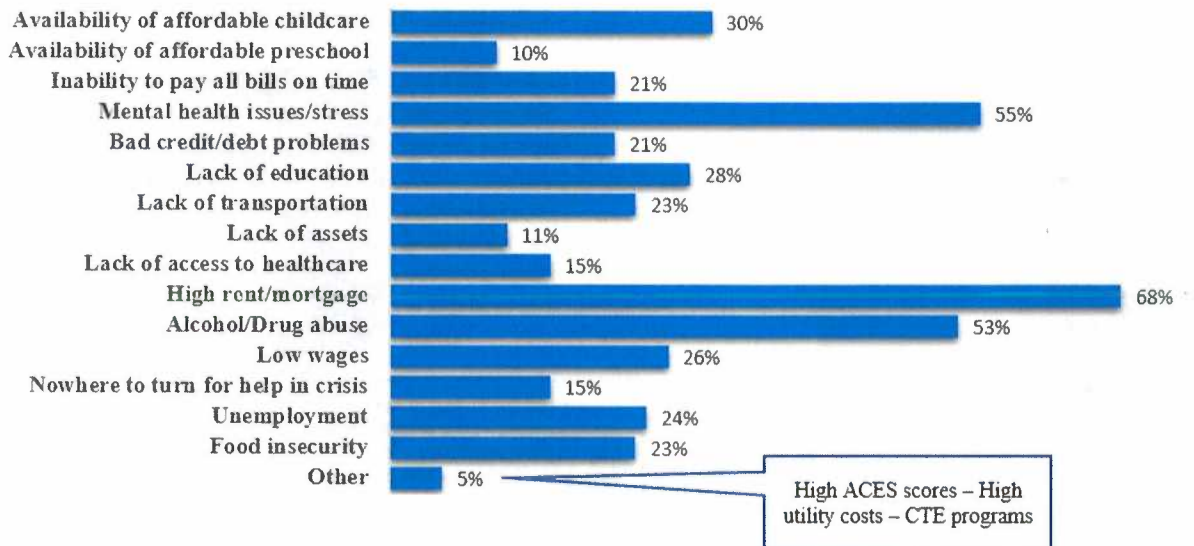
Bus is not safe – High crime – Cost of operating vehicle – Insurance – Public transportation does not meet the need of workers

### Problems Facing Youth (Ages 5-17)

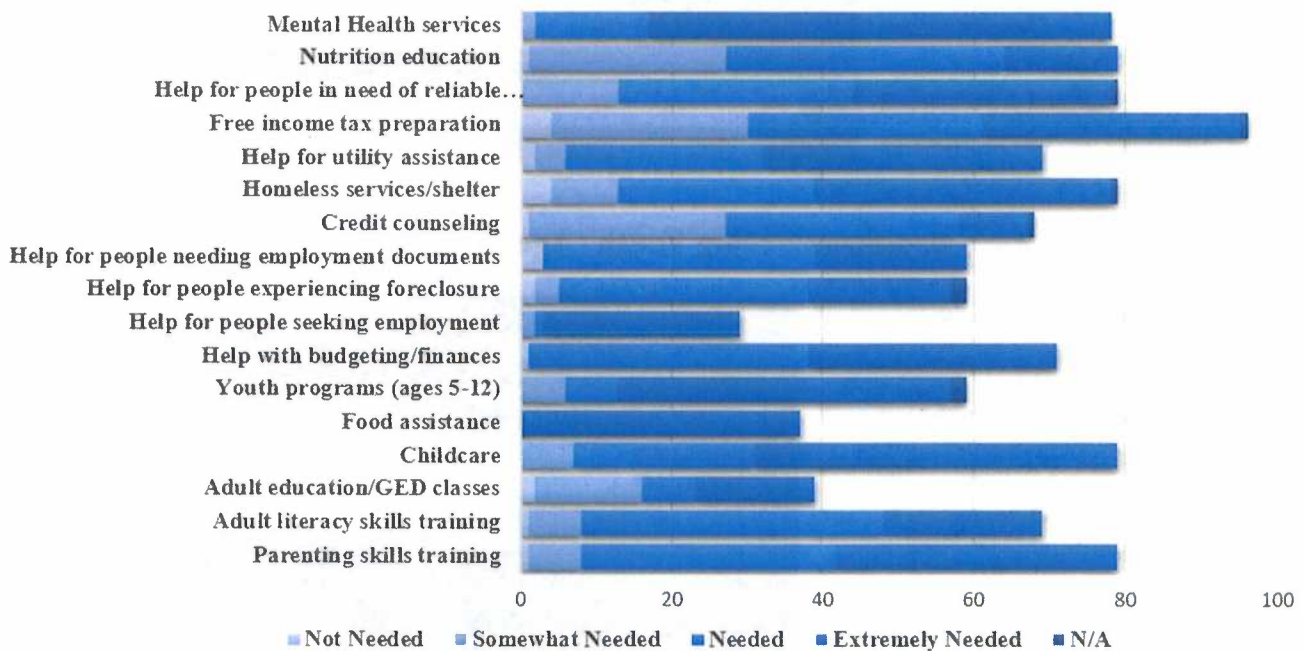


Moral integrity – High ACES scores – Social media – Screen obsession – Lack of moral values – Lack of funds for activities – Gang activity – Lack of MH services – Parental accountability

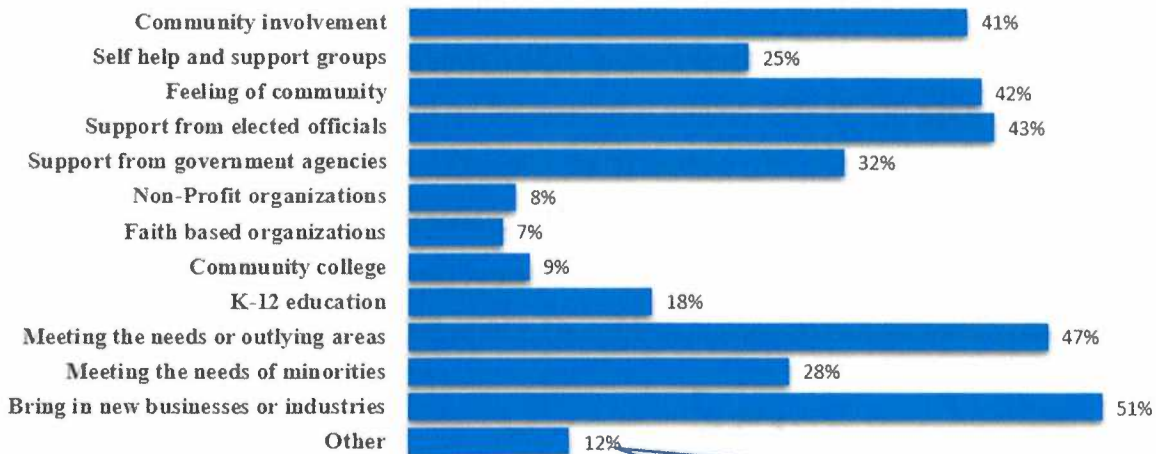
## Biggest Problems Facing Adults



## Most Needed Community Resources

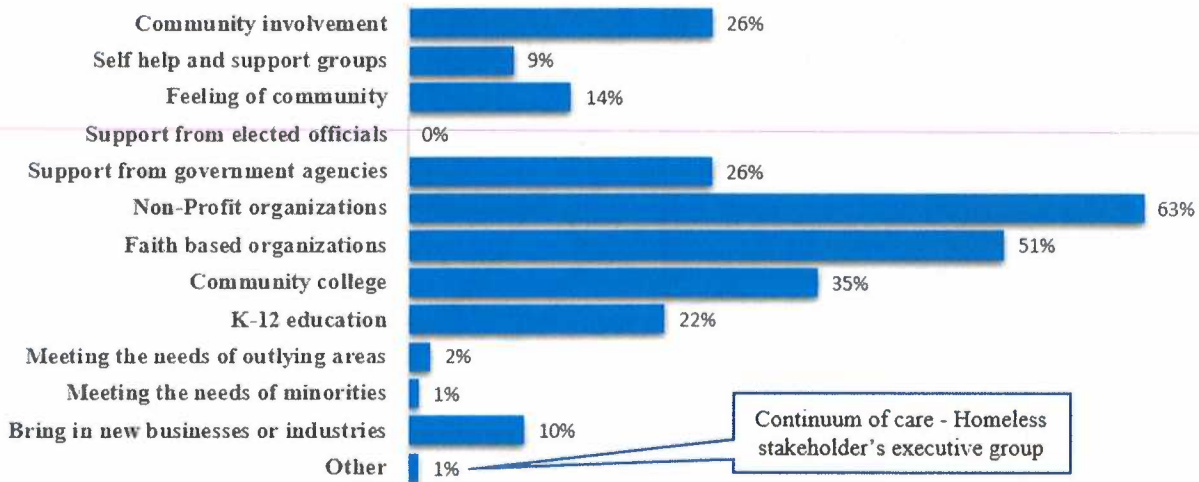


## Community's Biggest Weaknessess in Fighting Poverty



Intrinsic values to work – Need higher wage industries – Substance abuse prevention – More cost free club activities for children – Community reluctance to make fighting poverty a priority – Availability of drugs – Lack of affordable housing – Mental Healthcare

## Community's Biggest Strengths in Fighting Poverty



Continuum of care - Homeless stakeholder's executive group

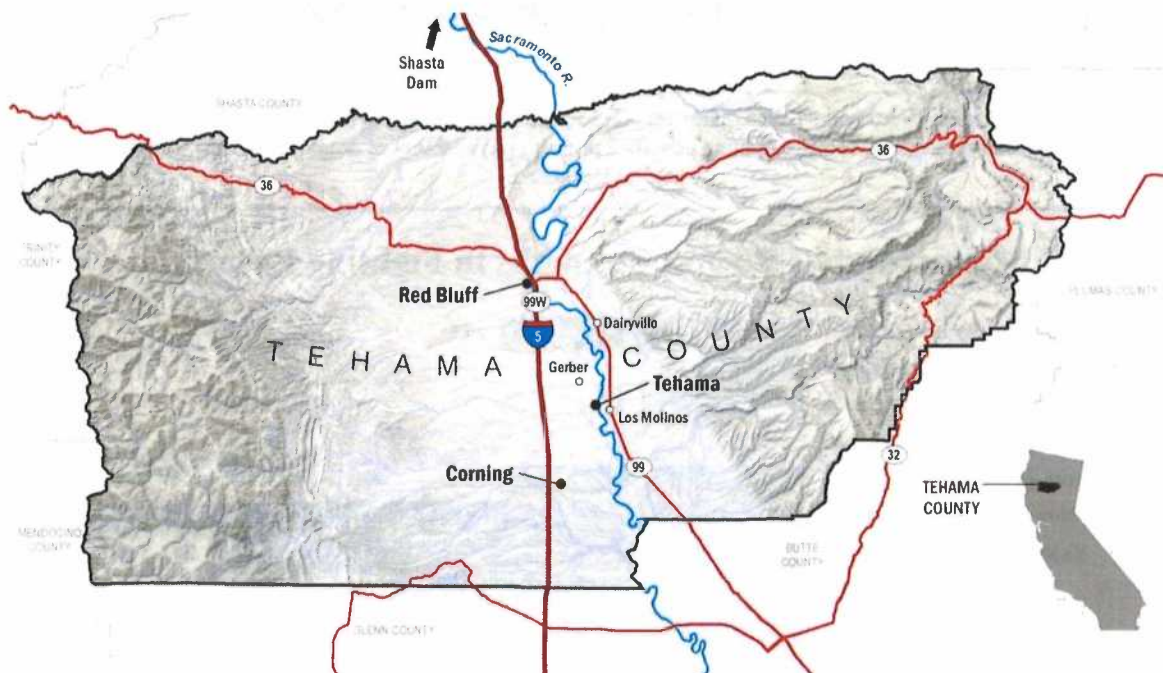
### Comments submitted by participants (needs)

- Parenting classes, especially for teen parents
- Quality and affordable reliable childcare, which is key in stability (work and provide for family)
- We don't need to dump more money in assisting homeless
- Grow young people into intelligent and hardworking adults who care about their community
- Money management skills so people spend within their means
- More family friendly events, free of substance abuse and projects for kids and youth to get involved in. Positive role models
- People have little self-worth and need motivation to strive for more
- Rent and utility assistance
- Drug and alcohol prevention
- Homeless prevention-catching people up on rent before they are homeless
- On the job training, volunteer work

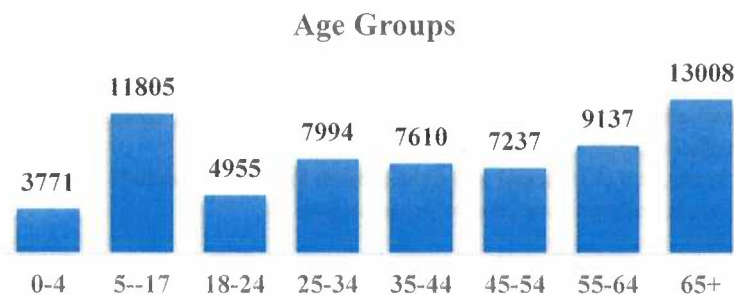


## DEMOGRAPHICS PROFILE OF TEHAMA COUNTY

Tehama County is located in the northern part of the California Central Valley. The county is comprised of 2,949.14 square miles, according to the U.S. Census Bureau, with a population density of 22 persons per square mile compared to the state average of 253. The county is intersected by Interstate 5 and Highway 36 going East and West. The county has three main cities: City of Red Bluff, City of Corning, and the City of Tehama, with several unincorporated municipalities throughout the county. The economy in the county is mostly comprised of ranching, farming, timber, with agriculture being the biggest industry. Over the past 13 years, the population has only grown 4.7%, increasing from 62,575 persons in 2010 to 65,520 in 2023 for an increase of 2,945 persons.



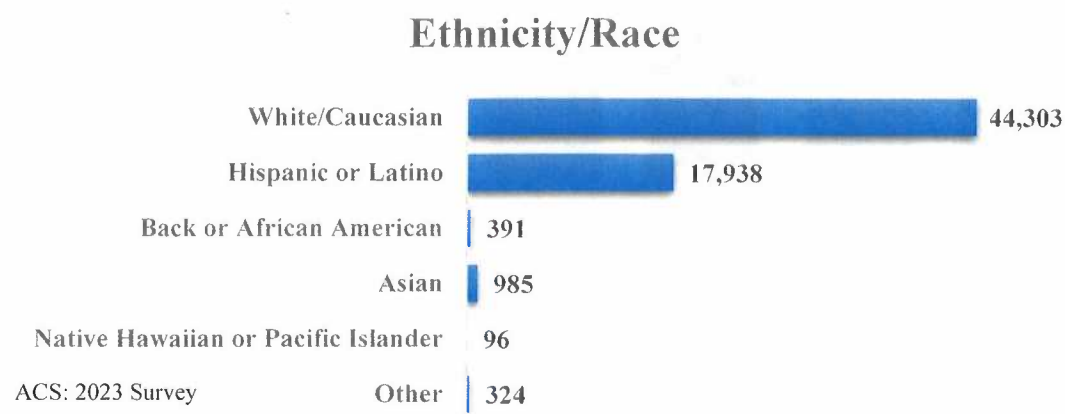
According to the American Community Survey, 50.27% of the population in Tehama County is female and 49.73% are male. Population by age within the report is shown below.



ACS: 2023 Survey



Racially, approximately 69% of the population is White, 28% are Hispanic or Latino, 2% are Asian and Black or African American, Native Hawaiian, Other are under 1%. According to the Census, the Hispanic or Latino population has increased the most, with 2,532 individuals since 2019.



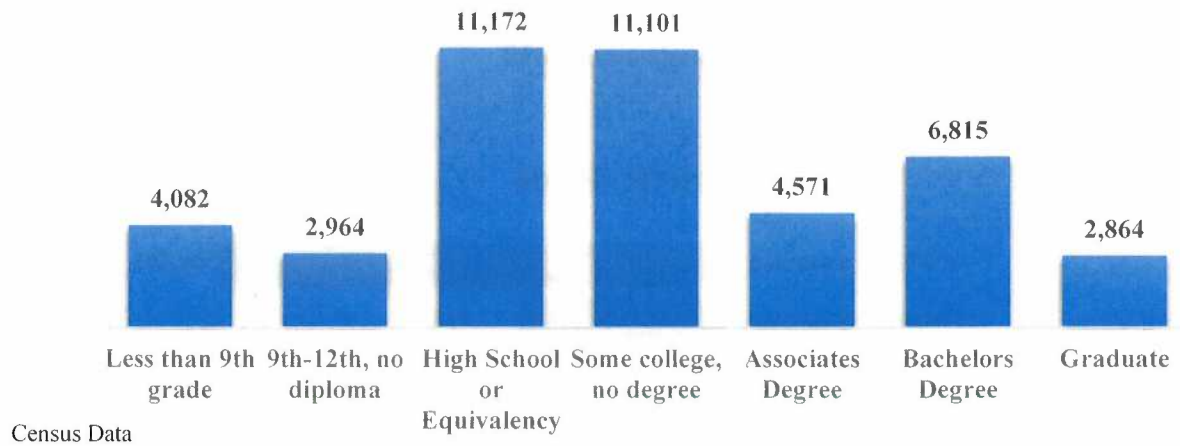
**EDUCATION**

Chronic absenteeism continues to be an issue locally, with a rate of 17.8% of K-12<sup>th</sup> grade students being deemed chronically absent. Whites and Hispanics make up 90.2% of the total absentees in the school system.

According to the McKinney-Vento definition, there are 747 homeless students out of the 11,462 enrolled in the school system. According to an article by the Learning Policy Institute, what separates students experiencing homelessness from their peers are the challenges of their circumstances, often due to the cumulative effects of poverty and the instability and disruption of education and social relationships associated with high mobility. All these factors play a part in absenteeism, graduation, mental health, and future success.

Education is an important factor in obtaining a livable wage. According to [measureofamerica.org](https://www.measureofamerica.org), there are 900 disconnected youth between the ages of 16-24 who are not in school or employed.

## Education 25 years or older

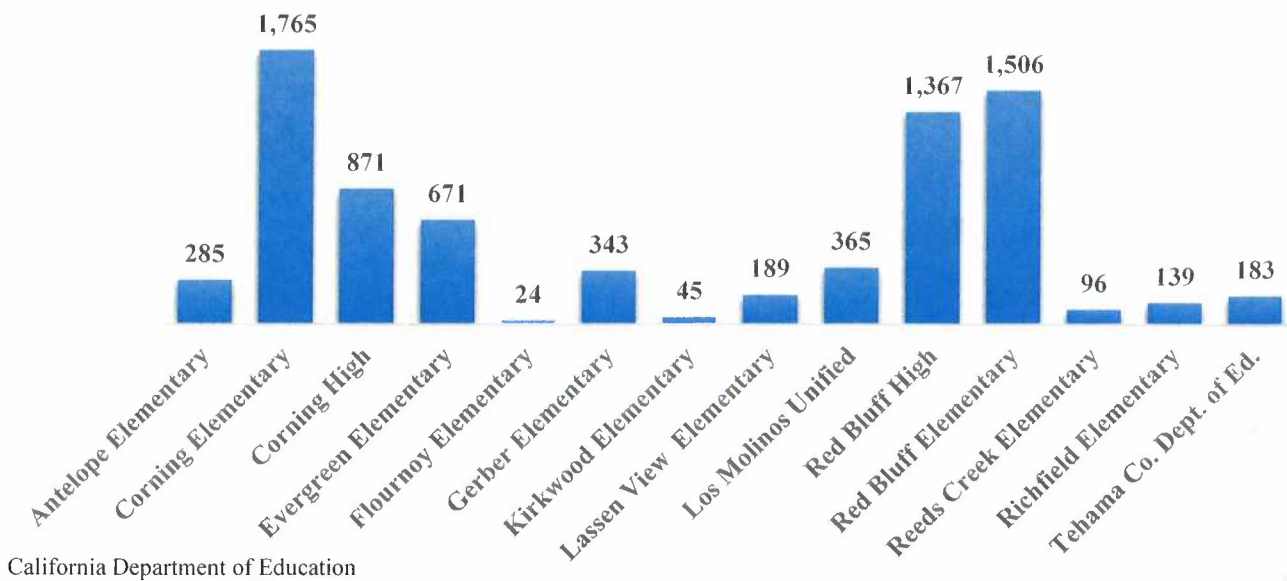


In Tehama County, 18.1% have a college bachelor's degree, compared to the state average of 35.8%, which is nearly double, and the national average is much higher at 34.3%. In the area of educational attainment, 30.1% of the population only attained a high school diploma, compared to the state average of 20.4%, which then shows dramatic increases in bachelor's and graduate degrees. On average, those who had obtained their high school diploma or equivalency earned over \$8,000 more per year, and as of 2023, there were 611 individuals who did not earn their high school diploma in the age range of 18-24 years. (Census Data)

## HEALTH AND NUTRITION

Nutrition plays a vital role in adolescence and has an impact on educational achievement and cognition. In Tehama County, 7,949, or 74%, of school-age children participate in the Free or Reduced Meal program. According to the California Food Policy Advocates, 16,000, or 38% of the population, are affected by food insecurity in our county. As of December 2024, there are 7,279 households receiving CalFresh benefits.

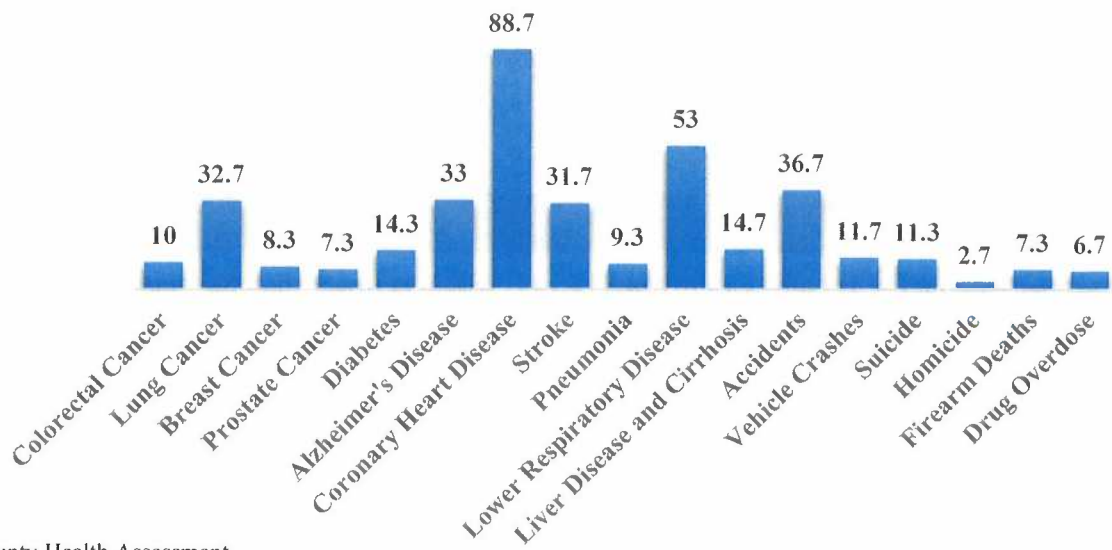
## Free or Reduced Meals by School Districts



California Department of Education

According to the Tehama County Community Health Assessment, Tehama County is ranked among the least healthy counties in California for health risk behaviors. Almost one in five adults in the county are current tobacco smokers, twice as high as the California smoking rate. One in four adults are physically inactive, and only 51% of Tehama residents have adequate access to exercise opportunities, compared to 93% of Californians.

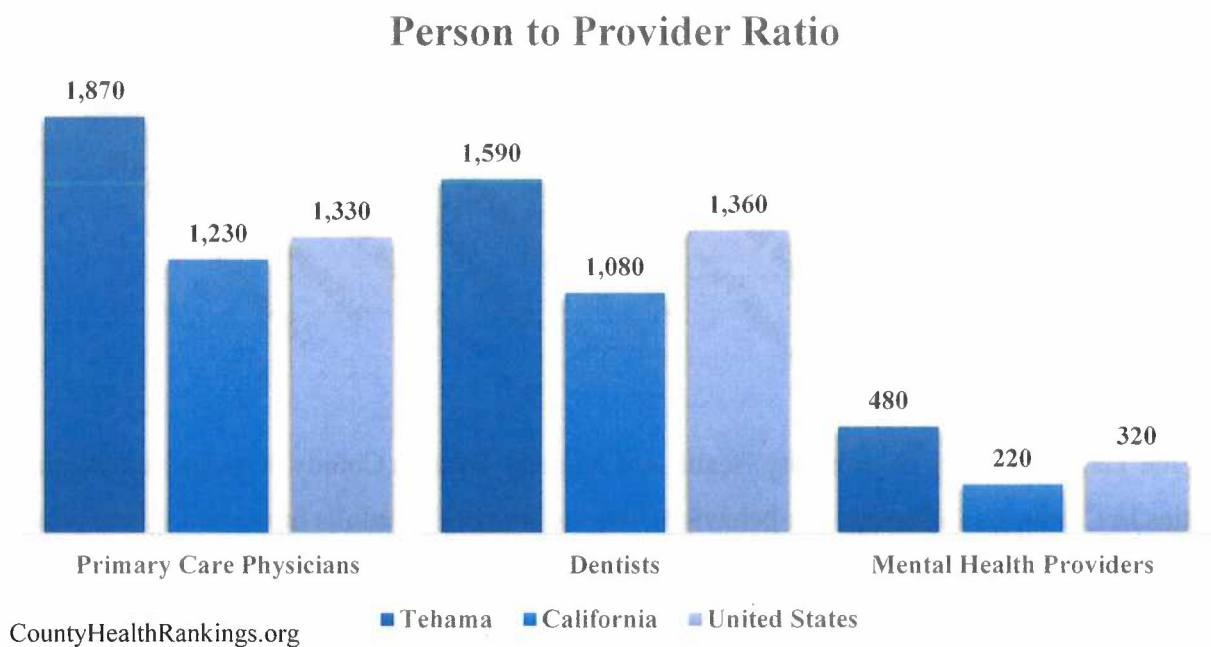
## Cause of Death



Tehama County Health Assessment

The ratio of primary health providers to the population is important for several factors. Having more care providers decreases emergency room visits and/or hospitalizations. It also provides better health outcomes, in

which people don't have to wait long periods of time for appointments and can be seen quickly. The graph below shows Tehama County is lower than the state and national averages in primary, dentist, and mental health providers.



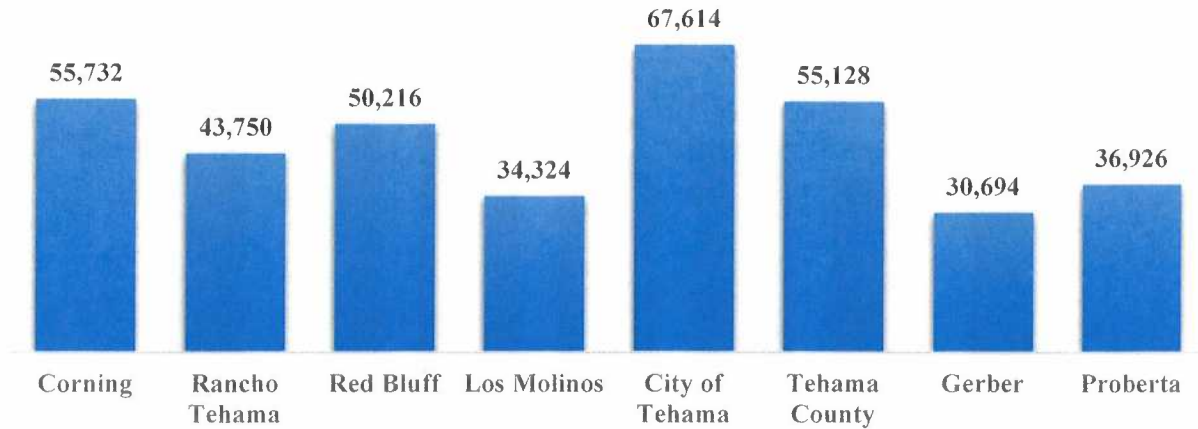
One of the issues identified in the Community Health Improvement Plan was the lack of broadband internet to the outlying areas of the county, which makes it difficult for people to utilize telehealth services. According to the Internet Services Providers report, 85% of households in Tehama County had access to the internet and 45%, had access to broadband, most of which are located within the cities and incorporated municipalities of the county.

**INCOME AND POVERTY**

The median household income for Tehama County is \$57,144, which is lower than the state average of \$84,912 and the national average of \$69,434. Below is the median income for several cities and municipalities in the county. The city with the highest median income is the City of Tehama, which is surprising, but at the same time it's the smallest city, with the smallest rate of growth, while Gerber/Proberta have the lowest median income.



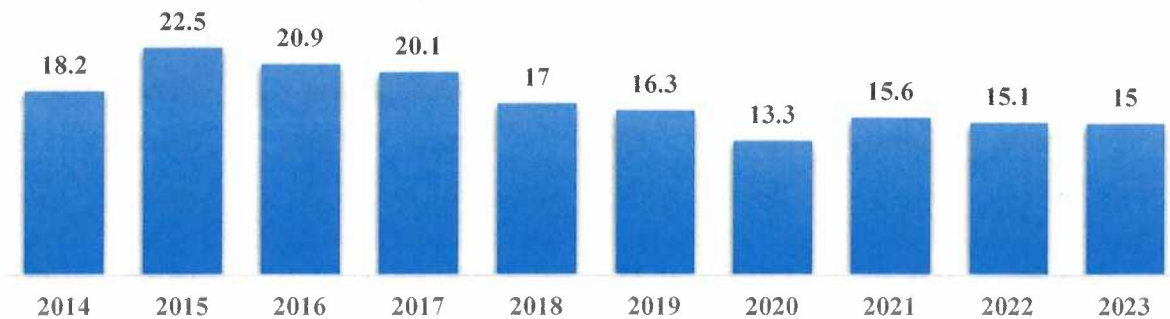
## Median Income



ACS: 2023 Survey

The following chart shows the percent of people in poverty in Tehama County over the past 10 years. As of 2023, 13.9% of the population live below the poverty level, and 34.9% of children under the age of five live under the federal poverty level. This also correlates with the number of children who are on free or reduced school lunches.

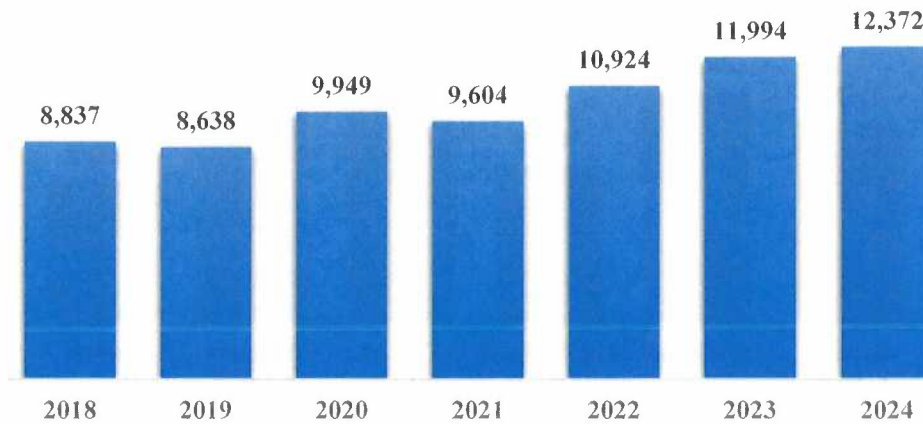
## Percent of People in Poverty (American Community Survey)



ACS: 2023 Survey

According to the Census, 12.5% or 3,103 households receive SNAP benefits. In past assessment years, the number of recipients of SNAP benefits has increased by 40%, or 3,535 individuals. According to the CA Legislative Analyst Office, first, starting in 2019-2020, Supplemental Security Income recipients became eligible to receive CalFresh benefits. The COVID pandemic health crisis also added millions of households who increased the caseloads. Finally, the maximum benefit amounts for both programs increased in the last five years.

## Tehama County CalFresh (SNAP) Recipients



CalFresh Participation and Benefit Issuance Report

### HOUSING

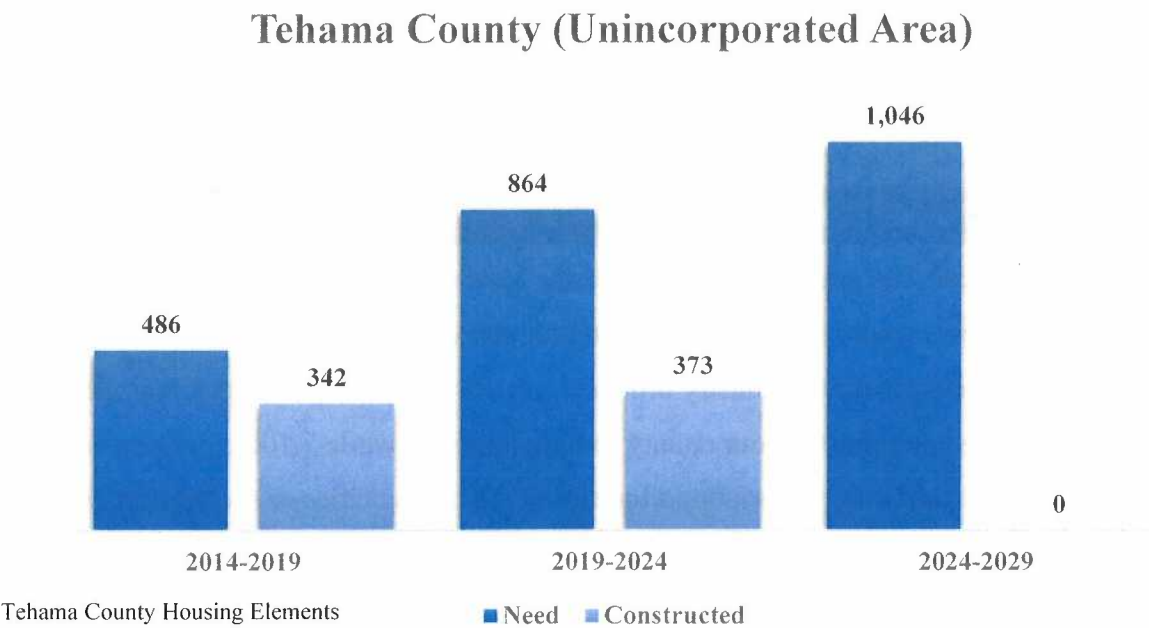
One of the biggest housing issues in the county is the lack of affordable housing and people spending more than a third of their income on housing. According to the recent Tehama County Housing Element, 11,462 housing units were built before 1989 in the unincorporated part of the county, and the Building Department estimates that about 60% of those homes are in need of some type of rehabilitation. From 2010 to 2019, only 1,004 units were built.

2024-2029 Housing Needs								
	City of Red Bluff		City of Corning		City of Tehama		Tehama County	
	Percent	Units	Percent	Units	Percent	Units	Percent	Units
<b>Very Low</b>	22.9%	91	26.8%	50	18%	2	25.2%	264
<b>Low</b>	14.8%	59	12.9%	24	36%	4	15.8%	166
<b>Moderate</b>	14.8%	59	16.1%	30	.9%	1	16%	167
<b>Above-Moderate</b>	47.5%	189	44.1%	82	36%	4	43%	449
<b>Total</b>		398		186		11		1,046

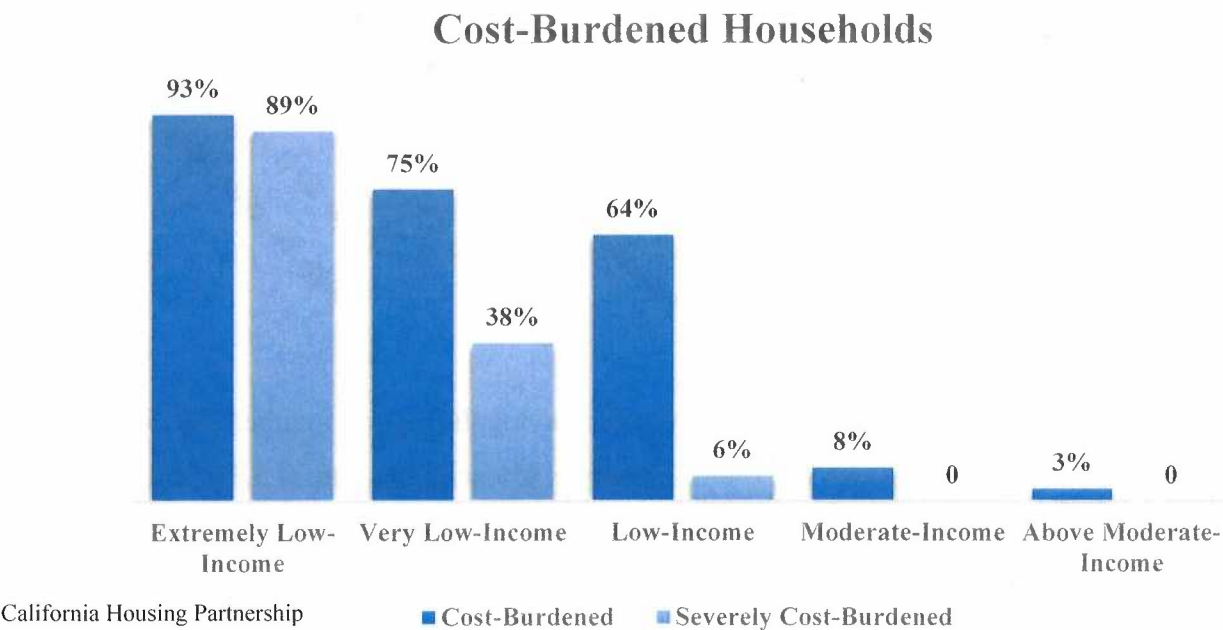
Tehama County Housing Element

As shown in the graph above with data from the four Housing Elements, in order to keep up with the “estimated” needs of the county, 1,046 units of different income thresholds will need to be constructed by 2029. Another interesting data point from the housing element is the number of homes needed versus how many were actually

constructed. Below is a graph that shows data from the two previous Housing Elements (2014-2019 & 2019-2024). In the unincorporated area of the county, they failed to meet the need for homes by 635 over a period of 10 years.



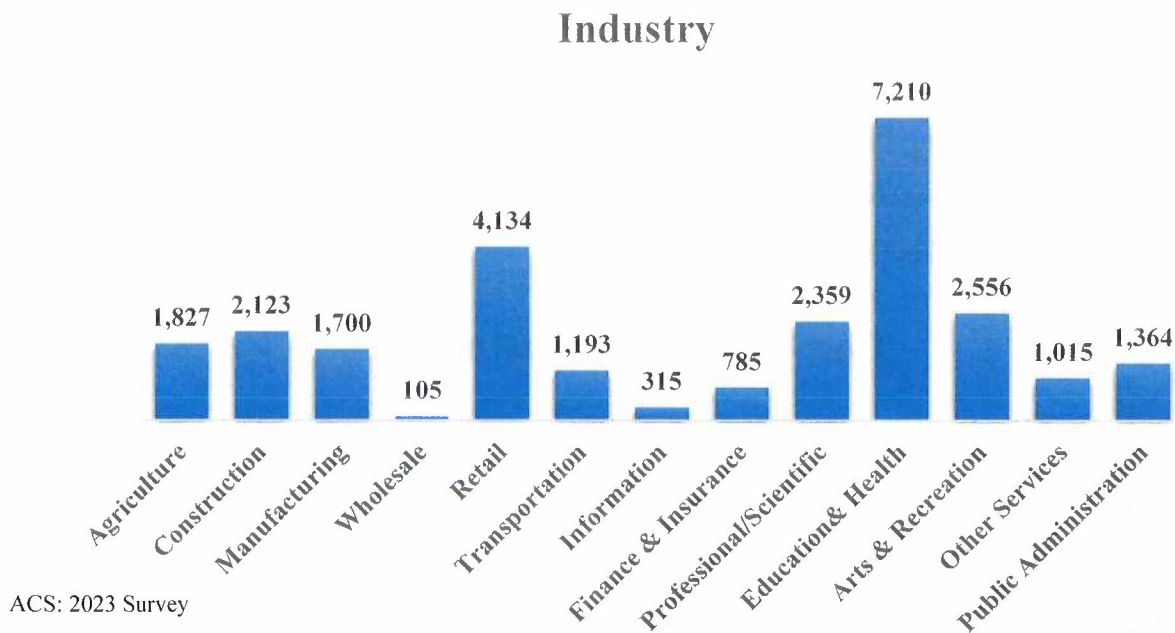
According to the California Housing Partnership, 2,229 low-income renters do not have access to an affordable home, with 89% of extremely low-income households paying more than half of their income on housing, which far exceeds the amount set by the Fair Housing Act in 1968.



The Department of Housing and Urban Development sets fair market rates every year, and these rate hikes have impacts on working families and add to the already cost-burdened housing market. According to the California Housing Partnership, renters need an income of \$3,147, or \$18.16 an hour, in order to afford the average county asking rent of \$944/month.

**EMPLOYMENT AND UNEMPLOYMENT**

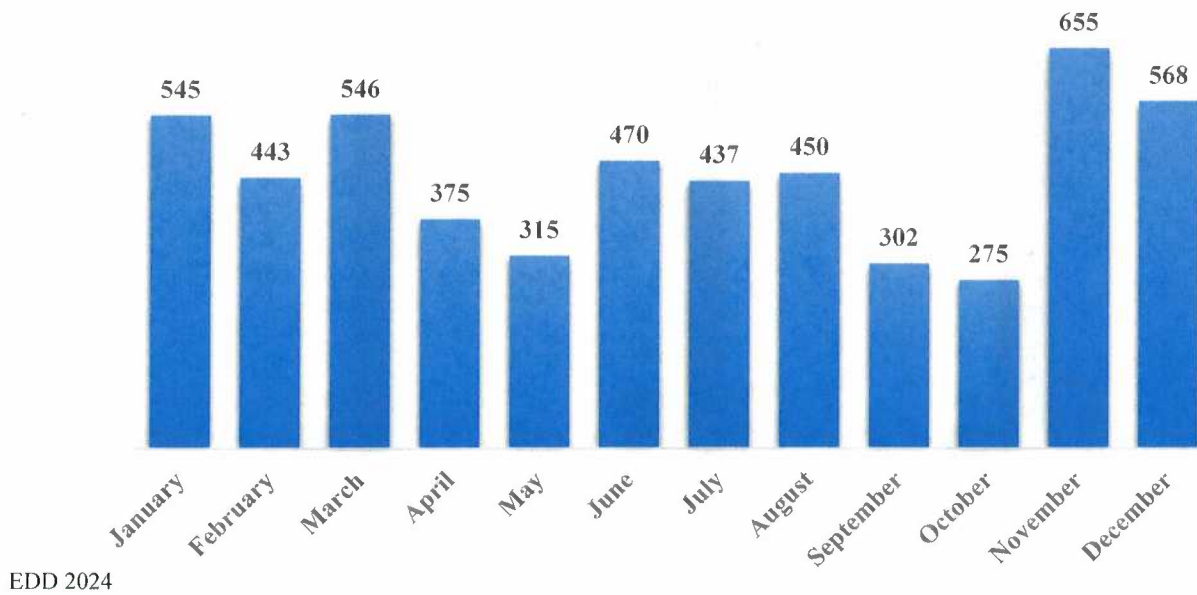
According to the 2023 American Community Survey, there are 26,686 people employed above the age of 16. Below is the graph, which shows employment across several industries. According to the Tehama County Department of Agriculture, the agricultural industry brings in over 200 million dollars per year. EDD commuting data showed that 3,494 people commute into our county for employment, while 7,106 commute out of our county for employment. This has to do with more work opportunities in the nearby cities or specialized employment with careers that don't exist within our county.



In 2024, there were 5,381 unemployment claims, with November having the highest number at 655 claims (EDD). As of November 2024, the unemployment rate in Tehama County is 6%, with the state at 5.3% and the national average at 4.0%. The unemployment rate in the past year has stayed at an average of 6.4% and has been relatively stable since July of 2021. Currently, Tehama County is ranked 37<sup>th</sup> among the 58 counties in the state.



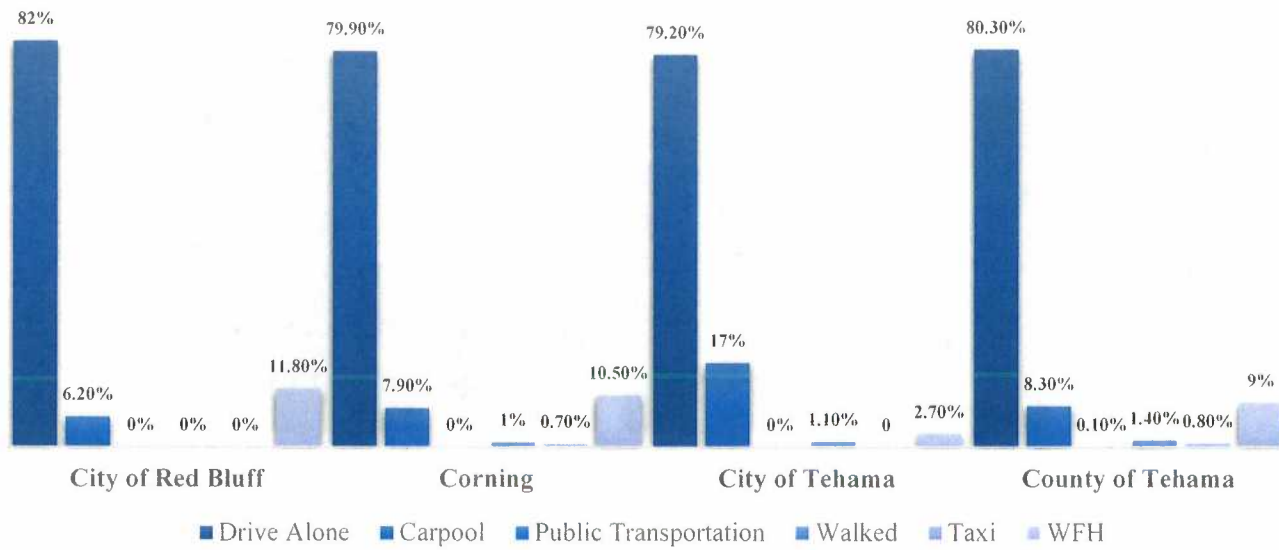
## 2024 Unemployment Claims (EDD)



### TRANSPORTATION

In December 2024, the Tehama County Board of Supervisors adopted the 2025 Regional Transportation Plan, in which it stated that the California Statewide Local Streets and Roads Needs Assessment has reported Tehama County's average PCI to be 50 in 2020. This put the region's roadways in the "poor" category, which is a slight decrease from the Pavement Condition Index in 2018. Intercounty travel via public transportation has always been an issue, and in the past year, there was a connection hub with the Redding Areas Bus Authority (RABA), which connected with Tehama in Anderson, and made travel out of county more accessible. Currently there is also a connection to Glenn County, which runs Monday through Friday. Currently there is no public transportation to outlying areas of the county, such as Vina, Paskenta, Flournoy, Paynes Creek, Mineral, and you can get to Butte County, but need to access several bus routes. Rancho Tehama has limited bus services on Wednesdays and Fridays.

## Commuter Methods



2025 Regional Transportation Plan

Tehama Rural Area Express provides dial-a-ride transit services for seniors over 55 years old and for persons with disabilities. Limited public transportation does create issues for people who want to continue their education beyond 12<sup>th</sup> grade if online classes are not available. These connections are also important with regard to people accessing medical services outside the county, where they can find specialized services.

## HOMELESS

The Point-in-Time count is completed every odd year, during the last week in January. This one-day event reaches out to homeless individuals in our community who are in the streets, parks, shelters, jail, and public spaces. As of January 2024, there were 423 homeless individuals in the county. According to the Tehama County 10-year plan to end homelessness, 157 persons were surveyed: 89 respondents stated they had a mental health illness, and 47 of those with a mental illness said they have a serious mental illness. Out of those respondents, 88 also stated they had a disability, and 47 stated they had a substance abuse disorder.

2019-2024 TCCOC Point-in-Time Counts						
	2019	2020	2021	2022	2023	2024
Emergency Shelter	47	50	16	34	19	22
Transitional Housing	26	35	33	39	38	55
Unsheltered	215	215	218	218	214	247

<b>Total</b>	<b>288</b>	<b>300</b>	<b>267</b>	<b>291</b>	<b>271</b>	<b>324</b>
--------------	------------	------------	------------	------------	------------	------------

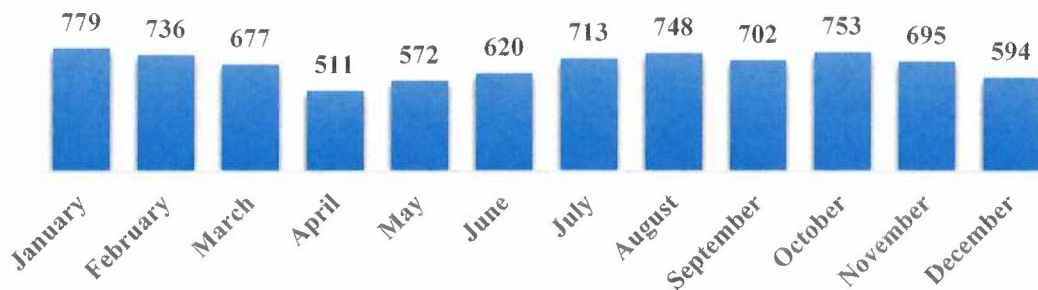
Tehama County Continuum of Care

Homelessness is a multifaceted problem affecting all communities in California. Little to no income, substance abuse, mental health problems, bad credit, and disabilities make it hard to house people who are homeless in an already tough housing market. The opening of the local shelter (PATH Plaza) will be instrumental in helping people with resources in order to get them back on their feet.

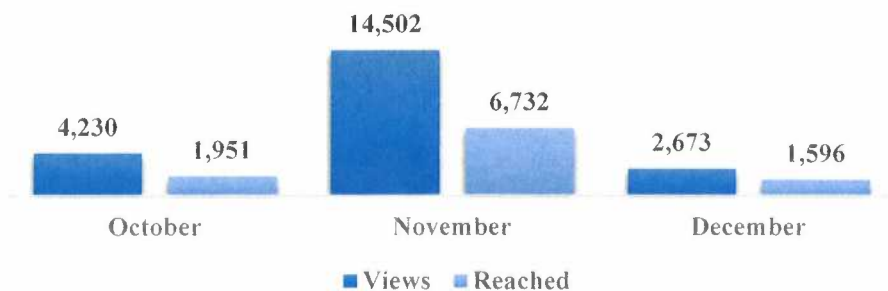
### TCCAA MAINLINE, FACEBOOK AND WEBSITE TRAFFIC

During 2024, our website had 8,100 views, with 5,257 of them regarding housing assistance. The second graph shows data from our Facebook page, and most of the traffic happened in November, in which we had several events happen (Facebook only allows 3 months of data). The last graph shows all 2024 incoming calls for information requests to the agency. In total there were 1,348 phone calls received.

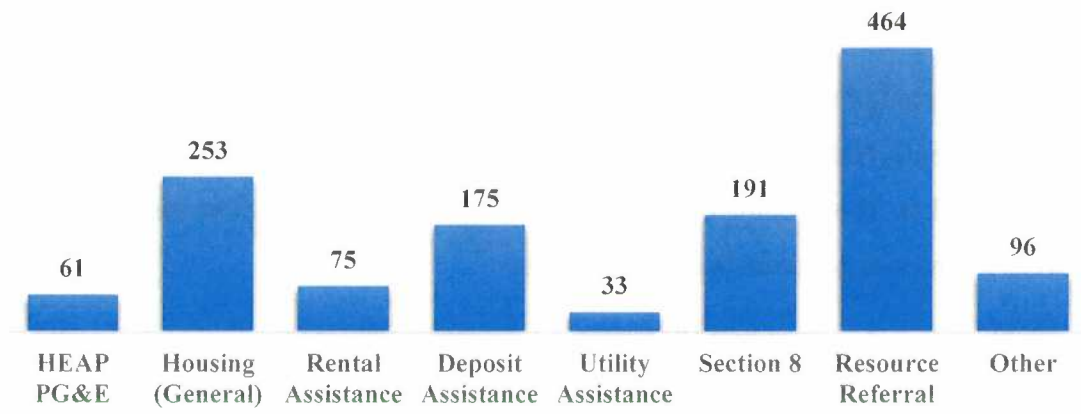
#### Website Views



#### Facebook



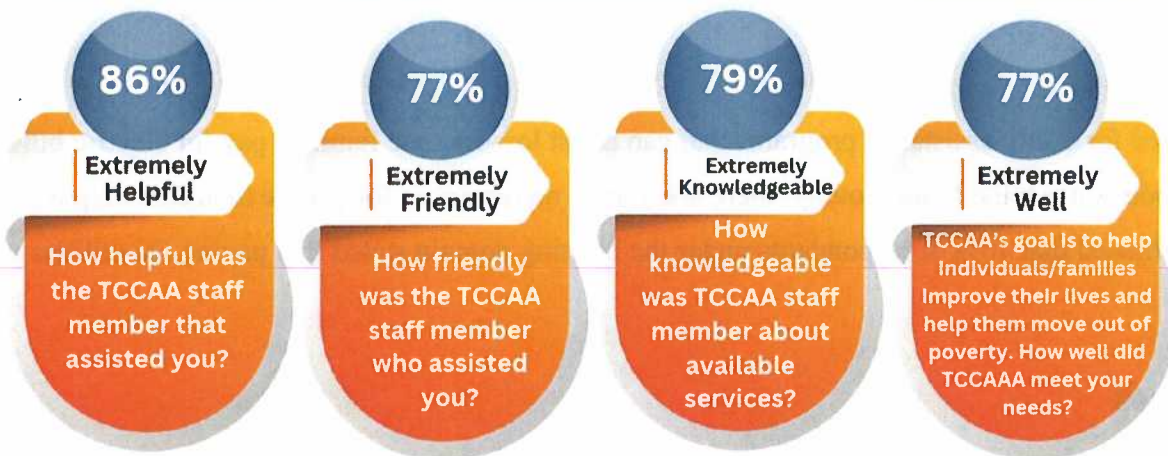
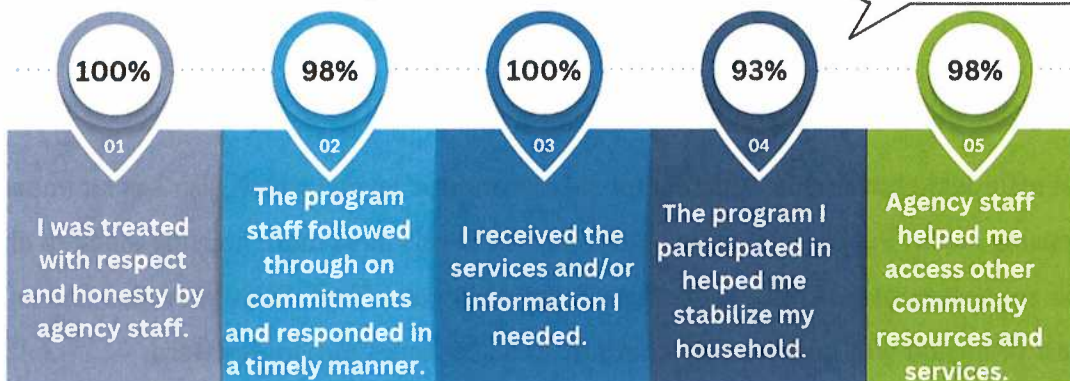
## Phones





## TCCAA Customer Satisfaction Survey Results

Customer experience based on 92 respondents



"The TC Bridges team was very considerate and respectful towards my family and me."

Staff went above and beyond at a difficult time, I certainly hope they are commended.

I really appreciate what you have done for me.

I was so impressed with my workers abilities to navigate my situation and find a suitable living solution for my sons and me. She is amazing.

I could not have asked for a better partner or support person. At every turn, I was supported and heard. The best part was the child was heard, which built an important relationship and was an invaluable resource when behaviors got tricky.

"Staff went above and beyond all my expectations. I always felt supported and appreciated. She had vast knowledge of different programs that could help me in my situation. She always figured it out."

✓ The rest of the responses all fell within the second category. Very- helpful, friendly, knowledgeable, and well.

## KEY FINDINGS

Based on what we have learned from this assessment, the current issues are still relevant to what our focus has been over the past 10 years. Our population has increased slightly in the past 10 years, our housing issues are still the top issue and with the costs of utilities increase, we see a continued increase in inquiries regarding this service.

### **Key Finding #1**

The rising cost of affordable housing is affecting all socioeconomic levels, which also has an impact on the availability of housing stock. People who have higher income levels have more housing stock to choose from, while people who are cost-burdened only have a small pool they can afford. Fires have also had an impact on housing in the past years and will undoubtedly continue to be an issues moving forward.

### **Key Finding #2**

There is a need for utility assistance programs that can assist low-income families pay for electric bills and potentially their water bills. In our county, there are almost no resources for people to access help with utilities. Our survey showed that 46% of respondents under the housing domain stated that paying for utilities was a needed service.

### **Key Finding #3**

Securing or obtaining work documents for employment (ID, Social Security Card, and Birth Certificate, Typing report) has come up during surveys, strategic planning, as well as conversations around low-income needs.

### **Key Finding #4**

Access to Mental Health, Drug & Alcohol and general healthcare services (dental, vision) consistently comes up in the surveys and while doing research on relevant needs in our community. Since I have been part of the Community Health Improvement Plan for Public Health and this will not be something we pursue or focus on, since there are initiatives that they are working on which encompass these issues.

### **Key Finding #5**

Food accessibility is something that has come up in surveys and assessments as well. Due to the counties land mass and communities outside of the main corridor, there are food deserts that exist in rural areas. According to the community needs assessment 38% of the county's residents are affected by food insecurity.

## CONCLUSION

Based on the data collected and showcased in this report, conditions of poverty still exist in Tehama County. Tehama County Community Action Agency will continue to provide programs and services to meet the needs and gaps in services in order to help low-income residents achieve self-sufficiency. The data we collected confirmed many of the assumptions as well as unmet needs we knew existed and evidenced this information through this assessment.

In order to identify our community's biggest strengths to address barriers in the county, a survey question was asked, and stakeholders believed the top three sectors to help address the poverty-related issues locally include non-profits, faith-based groups, and community colleges, while help from governmental agencies and community involvement were close behind. Developing partnerships is the most effective tool in the fight against poverty. Over the next two years, we plan to continue to utilize this information to not only come up with solutions to the key findings but also better understand how we can continue to help our community.

## DATA SOURCES

1. Census and ACS Data - <https://data.census.gov>
2. The McKinney-Vento Homeless Assistance Act – <https://nche.ed.gov>
3. Measure of America – <https://measureofamerica.org>
4. 2023 Community Health Assessment – <https://tehamacohealthservices.net>
5. Health Data – <https://countyhealthrankings.org>
6. Internet Service Provider Reports – <https://ispreprots.org>
7. CalFresh Reports – <https://cdss.ca.gov>
8. HUD Fair Market Rents – <https://huduser.gov>
9. 2025 Regional Transportation Plan – <https://tehamartpa.org>
10. Tehama Unemployment Rates – <https://labormarketinfo.edd.ca.gov>
11. Point-In-Time Count – <https://tehamacoc.org>
12. Tehama County Housing Element – <https://tehama.gov>
13. City of Corning Housing Element – <https://corning.org>
14. City of Red Bluff Housing Element – <https://cityofredbluff.org>
15. City of Tehama Housing Element – <https://cityoftehama.us>
16. Affordable Housing Needs Report – <https://chpc.net>
17. Free or Reduced Meals- CA Department of Education - [www.cde.ca.gov](http://www.cde.ca.gov)



## Community Action Agency Survey 2024

### 1. Community Sector (Please select one)

- ☐ Low Income
- ☐ General Public
- ☐ Other (please specify)

### 2. Gender

- ☐ Male
- ☐ Female
- ☐ Other (please specify)

### 3. In what ZIP code is your home located? (enter 5-digit ZIP code; for example, 00544 or 94305)

### 4. How many people live in your household?

- ☐ 1-2
- ☐ 3-5
- ☐ 6-9
- ☐ 10+

### 5. Household Type (please select one)

- ☐ Two adults, no children
- ☐ Single
- ☐ Single Parent (mother)
- ☐ Single Parent (father)
- ☐ Other (please specify)

6. Age

- ☐ 0-17
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 44-54
- ☐ 55-64
- ☐ 65+

7. Number of children under the age of 18?

- ☐ 1-2
- ☐ 3-4
- ☐ 5-6
- ☐ 7+

8. Number of seniors in your household age 60 or older?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+
- ☐ None of the above

9. Ethnicity?

- ☐ Hispanic or Latino
- ☐ Non-Hispanic or Latino

10. What is your race? (Please select all that apply.)

- ☐ American Indian or Alaskan Native
- ☐ Asian or Pacific Islander
- ☐ Black or African American
- ☐ Native Hawaiian
- ☐ White / Caucasian
- ☐ Multi-Race
- ☐ Prefer not to answer
- ☐ Other (please specify)

11. What is the highest level of school that you have completed?

- ☐ K-8th Grade
- ☐ 9th-12th Grade (did not graduate)
- ☐ High school diploma or GED
- ☐ 12+ some college or post-secondary school
- ☐ 2-4 year college degree

12. Annual household income range?

- ☐ Under \$7,000
- ☐ \$7,001-\$14,000
- ☐ \$14,001-\$21,000
- ☐ \$20,001-\$28,000
- ☐ \$28,001-\$35,000
- ☐ \$35,001-\$42,000
- ☐ \$42,001-\$56,000
- ☐ \$56,001 or higher

13. Is anyone in your household considered disabled (mentally or physically)?

- ☐ Yes
- ☐ No

14. Is anyone in your home a veteran?

- ☐ Yes
- ☐ No

15. What technology do you have in your home?

- ☐ Telephone
- ☐ Cellphone
- ☐ Computer, Laptop, Tablet
- ☐ None of the above

16. Do you have reliable internet access at your home?

- ☐ Yes
- ☐ No

17. What is your current living situation?

- ☐ Homeowner (house, condo, trailer, or other home)
- ☐ Rental (house, apartment, trailer or room)
- ☐ Someone else's house, apartment, trailer or room
- ☐ Homeless (shelter, street/outdoors, park)
- ☐ Transitional Housing
- ☐ Sober living house
- ☐ Other (please specify)

18. **EDUCATION**

I need help with..... (check all that apply)

- ☐ Improving my ability to read
- ☐ Improving my ability to speak English
- ☐ Assisting someone in my family to get their GED or completing high school
- ☐ Learning a trade or vocation (for myself or someone in my household)
- ☐ Finding and/or enrolling in college (for myself or someone in my household)
- ☐ Finding activities for my child to help them get ready for school
- ☐ Developing parenting skills to support my child (such as effective discipline, setting limits, managing conflict)
- ☐ Finding more activities for my child outside of school hours (such as afterschool and summer programs)
- ☐ Securing childcare for my child when I am at school
- ☐ Helping my child with their classroom behavior
- ☐ Other (explain)



## 19. **EMPLOYMENT**

I need help with..... (check all that apply)

- ☐ Securing or obtaining new ID, birth certificate, or copy of social security card
- ☐ Finding a job (such as assessing online job board, job fairs)
- ☐ Finding a job that pays a living wage
- ☐ Securing a job (such as resume writing, interview coaching)
- ☐ Getting the tools, equipment or clothing needed for my job
- ☐ Having reliable transportation to and from work
- ☐ Caring for my family and children while I am working (such as childcare)
- ☐ Developing the skills and values to be successful at work
- ☐ Finding employment that will hire someone with a criminal record
- ☐ Exploring career opportunities beyond the ones i know
- ☐ Receiving benefits/assistance and also maintaining or advancing in my job
- ☐ Other (explain)

## 20. **HOUSING**

I need help with..... (check all that apply)

- ☐ Paying my rent or mortgage
- ☐ Paying for utilities
- ☐ Paying for security deposit
- ☐ Learning about and accessing homeownership assistance programs and services
- ☐ Learning about and accessing home repair services
- ☐ Learning how to reduce my household energy costs
- ☐ Finding and accessing more safe and affordable housing
- ☐ Learning about my rights as a renter and homeowner
- ☐ Other (other)

## 21. **HEALTH**

I need help with..... (check all that apply)

- ☐ Getting to and from healthcare services (such as medical appointments)
- ☐ Taking care of my family's dental health (such as finding a dentist, paying for services)
- ☐ Taking care of my family's hearing needs (such as getting hearing tests and hearing aids)
- ☐ Taking care of my family's vision needs (such as getting eye tests, eyeglasses)
- ☐ Getting health care and having a primary care provider
- ☐ Getting affordable health insurance
- ☐ Making sure my family's has healthy eating habits
- ☐ Learning more about available food resources (such as food pantries and food assistance programs)
- ☐ Learning about and accessing resources to care for an aging parent
- ☐ Accessing mental health care for myself or another adult (such as counseling, substance abuse treatment)
- ☐ Getting special needs services and resources for my child
- ☐ Paying for prescription medications
- ☐ Access to telehealth services
- ☐ Other (explain)

## 22. **INCOME AND ASSET BUILDING**

I need help with..... (check all that apply)

- ☐ Making and managing a household budget
- ☐ Learning how I can use credit successfully and improve my credit score
- ☐ Learning how I can best save money
- ☐ Learning how I can best protect my money and prevent from being scammed
- ☐ Getting other legal advice and counsel
- ☐ Other (explain)

23. Are there any other comments about community needs you would like to share?

For office use only:  
Participant # \_\_\_\_\_

## Stakeholders Community Needs Assessment Survey 2025

### 1. What community sector do you represent?

- |   |  |
|---|--|
| <input type="radio"/> Private Sector          | <input type="radio"/> Faith Based                  |
| <input type="radio"/> Public Sector           | <input type="radio"/> Non-Profit                   |
| <input type="radio"/> Educational Institution | <input type="radio"/> Community Based Organization |
| <input type="radio"/> Other (please specify)  |  |

### 2. How long have you worked in this sector?

- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> 1 year or less | <input type="checkbox"/> 11-20 years |
| <input type="checkbox"/> 1-5 years      | <input type="checkbox"/> 20+ years   |
| <input type="checkbox"/> 6-10 years     |                                      |

### 3. What do you feel is the primary causes of unemployment in the community? (Check only one)

- |  |  |
|--|--|
| <input type="checkbox"/> Lack of childcare             | <input type="checkbox"/> Lack of education                                   |
| <input type="checkbox"/> Not enough jobs               | <input type="checkbox"/> Not enough on-the-job training                      |
| <input type="checkbox"/> Wages are too low             | <input type="checkbox"/> Lack of transportation                              |
| <input type="checkbox"/> Lack of encouragement to work | <input type="checkbox"/> Not enough help available to find a good paying job |
| <input type="checkbox"/> Other (please specify)        |  |

### 4. What do you feel is the primary transportation barrier in the community? (Check only one)

- |   |  |
|---|--|
| <input type="checkbox"/> Automobile purchase is too expensive | <input type="checkbox"/> Insurance prices                    |
| <input type="checkbox"/> Suspended driver's license           | <input type="checkbox"/> Gasoline prices                     |
| <input type="checkbox"/> Lack of reliable vehicle             | <input type="checkbox"/> Bus services not available/reliable |
| <input type="checkbox"/> Other (please specify)               |  |

5. What do you feel are the biggest problems facing youth (ages 5-17) in the community?

(Check up to three)

- |  |   |
|--|---|
| <input type="checkbox"/> Not much to do away from school         | <input type="checkbox"/> Alcohol/Drug abuse by youth                                |
| <input type="checkbox"/> Lack of adult role models               | <input type="checkbox"/> Alcohol/Drug abuse by family                               |
| <input type="checkbox"/> Adults not in touch with needs of youth | <input type="checkbox"/> Lack of opportunities to develop skills needed as an adult |
| <input type="checkbox"/> Depression                              | <input type="checkbox"/> Violence/Bullying  |
| <input type="checkbox"/> Other (please specify)                  |   |

6. What do you feel are the biggest problems facing adults in the community? (Check up to three)

- |  |   |
|--|---|
| <input type="checkbox"/> Availability of affordable quality child care | <input type="checkbox"/> Lack of access to health care      |
| <input type="checkbox"/> Availability of affordable preschool          | <input type="checkbox"/> High rent/mortgage costs           |
| <input type="checkbox"/> Inability to pay all bills on time            | <input type="checkbox"/> Alcohol/Drug abuse                 |
| <input type="checkbox"/> Mental health issues/stress                   | <input type="checkbox"/> Low wages                          |
| <input type="checkbox"/> Bad credit/debt problems                      | <input type="checkbox"/> Nowhere to turn for help in crises |
| <input type="checkbox"/> Lack of education                             | <input type="checkbox"/> Unemployment                       |
| <input type="checkbox"/> Lack of transportation                        | <input type="checkbox"/> Food insecurity                    |
| <input type="checkbox"/> Lack of assets                                |   |
| <input type="checkbox"/> Other (please specify)                        |   |



7. Identify which of the following community resources you feel are most needed in Tehama County. Indicate whether each resource listed are 1=Not at all useful, 2=Not so useful, 3=Somewhat useful, 4=Very useful, 5=Extremely useful

	Not Needed	Somewhat Needed	Needed	Extremely Needed	N/A
Parenting skills training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Literacy skill training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Education/GED Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Programs ages 5-12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with budgeting money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people seeking employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people experiencing home foreclosure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people needing employment documents (ID, Driver's License, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credit Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless Services/Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people who are unable to pay their electric/gas bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free income tax preparation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for people in need of reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutrition Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. What do you see as your community's biggest **weaknesses** in fighting poverty? (Check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Community Involvement            | <input type="checkbox"/> Faith Based Organizations           |
| <input type="checkbox"/> Self Help and Support Groups     | <input type="checkbox"/> Community College                   |
| <input type="checkbox"/> Feeling of Community             | <input type="checkbox"/> K-12 Education                      |
| <input type="checkbox"/> Support from Elected Officials   | <input type="checkbox"/> Meeting the needs of outlying areas |
| <input type="checkbox"/> Support from Government Agencies | <input type="checkbox"/> Meeting the needs of minorities     |
| <input type="checkbox"/> Non-Profit Organizations         | <input type="checkbox"/> Bringing in new business/industries |
| <input type="checkbox"/> Other (please specify)           |  |

9. What do you see as your community's biggest **strengths** in fighting poverty? (Check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Community Involvement            | <input type="checkbox"/> Faith Based Organizations           |
| <input type="checkbox"/> Self Help and Support Groups     | <input type="checkbox"/> Community College                   |
| <input type="checkbox"/> Feeling of Community             | <input type="checkbox"/> K-12 Education                      |
| <input type="checkbox"/> Support from Elected Officials   | <input type="checkbox"/> Meeting the needs of outlying areas |
| <input type="checkbox"/> Support from Government Agencies | <input type="checkbox"/> Meeting the needs of minorities     |
| <input type="checkbox"/> Non-Profit Organizations         | <input type="checkbox"/> Bringing in new business/industries |
| <input type="checkbox"/> Other (please specify)           |  |

10. Are there any other comments about community needs you would like to share?

## Tehama County Community Action Agency

### 2024 Customer Satisfaction Survey

Please help us improve our programs by answering some questions about the services you have received from our agency. We are interested in your honest opinions and feedback, whether they are positive or negative. Please answer all questions. We also welcome comments or suggestions. Thank you very much; we really appreciate your help.

- ☐ Housing Support Program
- ☐ Wraparound
- ☐ Homesafe
- ☐ CSBG Deposit Assistance
- ☐ Social Security Program

- ☐ Housing & Disability Advocacy Program
- ☐ Family Stabilization
- ☐ VITA Tax Services
- ☐ Other: \_\_\_\_\_

1) I was treated with respect and honesty by agency staff. I felt heard by staff?

- ☐ Yes ☐ No ☐ N/A

2) The program staff followed through on commitments and responded in a timely manner?

- ☐ Yes ☐ No ☐ N/A

3) I ultimately received the services and/or information I needed?

- ☐ Yes ☐ No ☐ N/A

4) The program I participated in helped stabilize my household?

- ☐ Yes ☐ No ☐ N/A

5) Program staff helped me access other community resources/services if needed?

- ☐ Yes ☐ No ☐ N/A

6) How helpful was the Community Action Agency staff member that assisted you?

- ☐ Extremely helpful ☐ Very helpful ☐ Somewhat helpful ☐ Not so helpful

7) How friendly was the Community Action Agency staff member who assisted you?

- ☐ Extremely friendly ☐ Very friendly ☐ Somewhat friendly ☐ Not so friendly

8) How knowledgeable was the Community Action staff about available services?

- ☐ Extremely knowledgeable ☐ Very knowledgeable ☐ Somewhat knowledgeable ☐ Not at all knowledgeable

9) Community Action Agency's goal is to help individuals/families improve their lives and help them move out of poverty. How well did Community Action meet your needs?

- ☐ Extremely well ☐ Very well ☐ Moderately well ☐ Not at all

Additional comments or suggestions?

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