



ATCAA

Amador Tuolumne
Community Action Agency

People Helping People

2020 Annual Report



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9:00am-4:00pm Monday thru Thursday

www.atcaa.org

Table of Contents

A Message from the Director-----	3-4
ATCAA Overview-----	5
ATCAA Current Board of Directors-----	6
ATCAA Current Management Team-----	7
Budget and Operations-----	8
Communications and Outreach-----	9
2018 Community Needs and Satisfaction Summary-----	11
ATCAA Services-----	12
Amador County Demographics-----	14
Tuolumne County Demographics-----	15
Community Services Block Grant-----	16
ATCAA 2020 Highlights-----	17
ATCAA Housing Resources-----	18
Tuolumne Prevention Programs-----	20
Amador Lifeline Program-----	21
ATCAA Food Bank-----	22
Home Energy Assistance Programs-----	24
Volunteer Income Tax Assistance-----	25
Family Resource Services-----	26
Early Childhood Service-----	28
Family Learning and Support Services-----	30
ATCAA 2020 Agency Awareness and Satisfaction Summary-----	31
ATCAA 2020 Community Needs Assessment Summary-----	33

A Message from the Director

HELPING PEOPLE, CHANGING LIVES

Managing in Times of COVID-19

What a difference a year of operating a Community Action Agency makes when challenged by a global pandemic.

In February 2020, ATCAA's customer support model included a significant amount of face-to-face direct services. Customers in need of housing or energy assistance kept the front lobby of our two Service Centers full as customers were admitted in order of arrival into offices to work directly with Intake workers: filling out applications for service and chatting about their day. Our 11 Head Start (HS) and Early Head Start (EHS) school rooms were teaming with children, volunteer parents, teachers, assistants, and family advocates. Our weatherization crew workers were assessing possible work at houses around the 3 counties we serve and installing energy-efficient and safety measures at customer's houses every day. Then in the 2nd week of March, the Governor issued a "Stay at Home" order to protect citizens from contracting the COVID-19 virus and our services nearly came to a grinding halt. But for the quick development and implementation of a new operating model, our services would have stopped. Here's how we did it.

In the week prior to the Stay-at-Home order, I issued some tentative guidelines to our Leadership Team for consideration and comment. Based on literature I was reading online about how other agencies were planning to shift their operational model, I challenged our leadership team to identify their needs to shift to a 100% remote service supplier for our customers, without compromising on the quality and accessibility of services. Then we held a Leadership Team meeting to discuss all proposals and needs. Here are just some of the implemented changes to our operating model.

- ✓ We informed the general public that we were closing our doors to the public and highlighted the details of our new remote service support. We informed our communities via our agency website, radio and news agency ads and flyers on our Service Center doors.
- ✓ We procured numerous computers, headphones and even upgraded home ISP services to allow as many of our staff to work from home, as possible. In part due to these changes, we were able to keep ~93% of our staff employed throughout the entire pandemic.
- ✓ We developed distance learning programs and YouTube story reading classes for our sheltered HS and EHS children, Teachers and family advocates interfaced with children and families every week. Where internet availability did not exist, we brought the weekly training plans to the families.
- ✓ We designed safety protocols, including adequate PPE and implemented screening checks enabling staff to work from their office and still be able to see customers, when required.
- ✓ We closed our Foodbank to the public and our 14 partner pantries and started an ordering process where pantry representatives called in their orders and we had it available for touchless pick up when they arrived. We maintained the same food pick up programs for the general public but now dispensed pre-assembled food baskets into open trunks of our customer's vehicles while wearing masks, gloves and shields. Food distribution at our foodbank increased nearly 20% this, despite the challenges of social distancing, reflecting an increasing need for this service in the community as the pandemic and accompanying economic impacts continued.

- ✓ To encourage our staff to use caution when they have flu-like symptoms or have been in contact with someone who does, we established a Paid Time Off fund using CSBG CARES funding that allows employees to take up to 80 hours of paid time off to quarantine (using CDC guidelines), rather than use their standard accrued PTO. They may also use this funding to get tested and vaccinated (up to 2 hours per event). This has mitigated possibilities of virus spread at work.

I could go on by identifying more creative operational models implemented within various departments, but it is really with informed leadership that we discussed and implemented strategies to keep our workplace safe and our customers served through the pandemic. Despite the Stay-at-Home orders, and with only a couple of exceptions, we have experienced virtually no slowdown in the services we provided in 2020 and will continue to provide in 2021.

Lastly, I want to thank our entire staff for their patience and flexibility in adapting to a remote service model. For some, the shutdown of schools posed a tremendous challenge by imposing in home learning, while working flexible schedules to get their work done. For some, the paradigm shift to Zoom or TEAMS meetings instead of face-to face was difficult technologically, but even more difficult due to the loss of physical interpersonal engagement. To our entire staff – Thank you!!

Sincerely,



Joe Bors, Executive Director



ATCAA OVERVIEW

HELPING PEOPLE, CHANGING LIVES

The Amador Tuolumne Community Action Agency was created in 1981 as a public, human service agency through a Joint Powers Agreement between the two counties of Amador and Tuolumne to improve the lives of residents in our foothill region. The services provided are based on local community assessments that identify the assets and needs of our communities.

Our vision is for residents in our community to be self-reliant, healthy, free from economic hardship, feeling sustained by the support of community and family, and able to achieve their maximum potential as engaged citizens promoting their own well-being.

The services we provide are based on local community assessments that identify the assets and needs of our community. Over the years, we have under-taken a variety of projects and programs based on these community needs and available funding.

Our Board of Directors consists of up to eighteen members from the private sector, public sector, and low-income representatives of our communities. This structure is unique to Community Action Agencies as its intent is to bring together leaders from each of these sectors to collaborate on responses tailored to local needs.

AMADOR TUOLUMNE COMMUNITY ACTION AGENCY

A PUBLIC AGENCY DEDICATED TO

PROVIDING CRITICAL HUMAN SERVICES

Mission Statement

- ❖ **To help individuals in Amador and Tuolumne Counties toward self-sufficiency.**
- ❖ **To support local residents in becoming involved and contributing members of our community.**
- ❖ **To promote family and other supportive environments so that children, youth and elders can achieve their maximum potential.**
- ❖ **And, finally, to form partnerships and coalitions within the community to meet these needs.**

No person shall, on the ground of race, color, age, religion, marital status, ancestry, medical condition, genetic information, citizenship status, political affiliation/opinion, veteran status, request for medical leave, national origin, gender, sexual orientation, physical or mental disability or any other consideration made unlawful by federal, state or local laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any ATCAA program or service.

ATCAA Current Board of Directors

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BOARD OF DIRECTORS ROSTER BY SECTOR/ COUNTY

Chairperson, Lynn Morgan

Vice-Chair, Walt Kruse

Secretary/Treasurer, Frank Axe

The makeup of the ATCAA Board of Directors reflects both community leaders and representatives of the low-income community to assure that a wide range of community needs and views are presented. Election of Officers is held every odd numbered years and members are seated in February of even numbered years.

Director Name	Member Since	Representing	County
Private Sector Members			
Lloyd Schneider	2012	Schneider Learning Services	Tuolumne County
Lynn Morgan	2016	Amador Senior Center	Amador County
Jim Wilmarth	2019	Umpqua	Tuolumne County
Susan Ross	2019	Amador School Board	Amador County
Public Sector Members			
Kathleen Haff	2021	County Supervisor	Tuolumne County
Frank Axe	2017	Amador Board of Supervisors	Amador County
Colette Such	2020	City of Sonora Council Member	Tuolumne County
Jeff Brown	2019	Amador Board of Supervisors	Amador County
Daniel Anaiah Kirk	2021	Tuolumne County of Supervisors	Tuolumne County
Vacant eff. 4/15/2021			
Low Income Representatives			
Joni Drake	2016	TANF	Amador County
Serafina Thomas	2020	Head Start Policy Council Treasurer	Amador/Tuolumne
Walt Kruse	2017	Community Member	Tuolumne County
Mary Pulskamp	2019	Community Member	Tuolumne County
Vacant eff. 12/12/20			

Do you have the passion and desire to help your community? Interested in volunteering on the board or other capacity? Call ATCAA's Executive Director Joseph Bors at one of our service centers' numbers to set up a time to learn more about opportunities within ATCAA.

ATCAA Current Management Team

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Executive Director

Joseph Bors

Fiscal Officer

Bruce Giudici

Human Resources Manager

Cheri Cunningham

Head Start Director

Nancy Miner

Food Bank Director

Joseph Tobin

Energy Program Director

Craig Case

Lifeline Coordinator

Tonya Kraft

Family Resource Services Director

Pat Porto

**Youth Services and
Suicide Prevention Director**

Bob White

Communications Manager

Kristy Moore

Housing Director

Denise Cloward

Information Technology

Mark Eilrich

It is the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening, to everyone, the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity - The Equal Opportunity Act of 1964

Budget and Operations

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Since 1981, ATCAA has been the local Community Action Agency working with the unique needs of Amador and Tuolumne counties' isolated communities, providing programs that allow neighbors to help neighbors. As an exemplary "umbrella agency," ATCAA effectively and efficiently helps Amador and Tuolumne County families targeting low income each year.

In 2020, ATCAA operated under a budget in excess of 10 million dollars that included revenues from state and federal grants, private funds, and in-kind services. In addition to a staff of 135 that operates and manages numerous fiscally sound and model projects, ATCAA mobilized nearly 400 volunteers, representing varied segments of the community, who donated 13,462 hours to participate in community revitalization and anti-poverty activities. We gratefully acknowledge their help, as well as the financial support of local community organizations, schools, agencies, churches, businesses, and individuals.

Agency Audits are current and indicate clearly that the agency is capable of administering grant funds for projects. The agency has had no audit findings for the last 17 years.

In 2020 ATCAA used CSBG, and other Federal, State and Private sector allocated funds to support ATCAA programs and services that could be categorized within the following expenditure domains: Employment; Education and Cognitive Development; Income, Infrastructure, and Asset Building; Housing; Health and Social/Behavioral Development; Civic Engagement and Community Involvement; Linkages; and Agency Capacity Building

ATCAA Sources of Revenue

Federal	6,147,357
State	2,652,588
Private	2,071,029
In-Kind	1,686,021

ATCAA Compensation Summary

Wages, Holiday, PTO	3,971,075
Workers Comp	174,322
Retirement	128,154
Health	638,538
State/Federal Ins., Medicare	248,160

Amador Tuolumne Community Resources (ATCR)

In 1990, ATCAA formed Amador Tuolumne Community Resources (ATCR), a 501(c)(3) non-profit organization, to assist ATCAA in providing critical human services to our residents. ATCR is run by a five-seven member Board of Directors and is neither an endowed organization nor a grant making institution. Grant money and revenue raised passes directly to ATCAA for new and existing program support. ATCAA is responsible for all projects and fiscal duties. ATCR is a United Way affiliate and provides services funded through partnerships with United Way chapters of the Central Valley and Sacramento area. We participate in the annual state and federal employee campaigns.



Communications and Outreach

Amador and Tuolumne County

HELPING PEOPLE, CHANGING LIVES

ATCAA's Communications team provides cause-driven communication, education and outreach for ATCAA's programs, services, initiatives and fundraising endeavors using targeted strategies across varied digital and print platforms. The Communications team promotes, supports and advances the mission, vision and sustainability of ATCAA by consistently delivering professional, accurate and timely messaging, branding and advocacy.

ATCAA's Communications team:

- Deepens and refines all aspects of communications—from print and digital presence to external relations. The team seeks opportunities to help drive the conversation and increase awareness of the organization's work.
- Provides leadership and expertise for disseminating information regarding agency services, projects and programs.
- Work across departments to develop, maintain and disseminate press releases, PSA's, blog posts, op-eds, news articles, videos, social media posts and toolkits, advertisements, announcements, photos and videos for partner sharing, outreach to client-base and engage earned and paid media outlets.
- Designs or oversees the design of creatives for agency programs and initiatives including but not limited to design and copywriting for media, commercials, articles, fliers, posters, brochures, digital collateral and other creative materials.
- Develops and executes digital strategies for the organization's goals and programs including opportunities to inform and engage through online tools.
- Develops and conducts micro-targeting, geo-targeting and traditional targeting for online and traditional campaigns as well as other specific 1:1 in person outreach such as event and program outreach.
- Develops and maintains content for all ATCAA owned websites and multiple social media platforms for ATCAA and for funded partner initiatives and ATCAA related departments. Sites developed and maintained include:
 - ATCAA.org | Social @ATCAASince1981
 - YESPartnership.net | Social @YESPartnership
 - CentralSierraCOC.org | No social accounts
 - MyCalEITC.org | Social @myCalEITC
 - TCCensus.org | Social @TuolumneCountyCounts

In addition, the team actively pursues and manages grant fund education and outreach initiatives that fit within the scope of ATCAA's vision and mission. In 2020, ATCAA managed the California Earning Income Tax Credit Education and Outreach Grant as well as state funded Census Outreach for Tuolumne County.



CalEITC (California Earned Income Tax Credit Education and Outreach)

ATCAA has competed for and been awarded the CalEITC grant since it became available from the State in 2016. In 2019, we were awarded \$110,000 to engage with income-eligible rural residents about the credit and how they can claim it. In 2020, with the onset of the pandemic the contract was amended to \$220,000 and extended through June of 2021.

In Amador and Tuolumne counties alone, over \$1,400,000 in EITC, CalEITC, and YCTC credits were received by those who need it most.

The Earned Income Tax Credit (EITC) is widely recognized as one of the nation's most powerful resources for improving the economic stability of low-to-moderate income individuals and families. The California EITC (CalEITC) and its federal counterpart provide refundable cashback credits to qualifying working Californians when they file their tax return.

The EITC program developed partnerships and gained recognition for rural outreach efforts at the State level and with the Governor's office. They were applauded by State Census and EITC officials for an innovative idea to distribute messaging on food bags to help with crisis rather than asking front-line essential workers to deliver our messaging; this model was implemented and used throughout the state. Whether under the federal or state program, EITC delivers a much-needed income boost to those struggling to make ends meet, helping people meet basic needs, while at the same time encouraging work.



Census 2020 Education and Outreach

Amador Tuolumne Community Action Agency was funded for Education and Outreach for both the Census 2020 and the California Earned Income Tax Initiatives. Due to COVID, workplans to reach our targeted communities were ultimately scrapped and innovative solutions were pivoted into place. This included geo-targeted digital strategies, messages placed on essential supplies, website banner sharing, organic growth on emerging social platforms and the use of meeting platforms such as Zoom and FB Live to virtually engage audiences. Strategies used, lessons learned, and new audiences acquired were then applied to other CSBG supported programs that ATCAA manages by the Communications Manager. The cost savings and effectiveness of switching to virtual vs. in person meetings, events and 1:1 canvassing as well as digital sharing vs. distributing printed collateral cannot yet fully be evaluated until the COVID crisis is behind us, but the sheer efficiency of digital outreach should prove to be a significant cost savings to many other traditional methods. Our partner-base broadened to include the teachers in all our Elementary Schools who were interacting with parents, thus serving as trusted messengers sharing our CSBG supported program information. Thousands of jobs were lost due to COVID sending residents into or further into poverty through no fault of their own. We used digital communication strategies to let low-income residents know about our programs and services and how to get help.

ATCAA 2018 Customer Needs and Satisfaction Summary

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Customer and Community input are valued by ATCAA as critical to future planning and setting goals for continual quality targeting service and enhancements. ATCAA customers include the full community with a focus on low-income and vulnerable populations, ATCAA client base, our Community Partners, and ATCAA staff, Board of Directors and volunteers. Every two years ATCAA completes a **Community Action Plan (CAP)**, which includes a Community Needs Survey, in order to lay out strategic goals and follow a clear plan to achieve desired results.

In 2018, ATCAA collected a total of 1,671 surveys and conducted 3 focus groups, all of which included clients, community groups, stakeholders, and community partners seeking information on greatest needs.

In no particular order, the top 6 needs identified were as follows:

- Affordable Housing/Rentals
- Medical/Dental/Mental Health Services
- PG&E/Propane
- Food/Food Stamps
- Transportation Services
- Affordable Childcare

Additionally, ATCAA conducted extensive satisfaction surveys from its stakeholders and clients. Multiple service areas were included in the stakeholder survey and ATCAA's client survey was able to capture the awareness of the agency. A cumulative agency-wide satisfaction was also derived from the survey responses. Priority was placed on developing and conducting well-rounded surveys and to collect data from both service counties.

Stakeholder Survey Results

88%	Strongly agree that ATCAA services benefit the community
88%	Would recommend ATCAA services to other organizations
80%	Were satisfied with the overall partnership between their organization and ATCAA

Client Survey Results

47.3%	Were informed about ATCAA from a family member or friend
30.2%	Were referred to ATCAA by another agency
96.7%	Reported being satisfied with ATCAA services/programs

ATCAA Services

HELPING PEOPLE, CHANGING LIVES

ATCAA provides assistance to individuals and families in seven program areas that offer a variety of services to the vulnerable members of our community. These programs and services are designed to address the needs identified in our 2018 Community Needs Assessment.

Housing

- Veteran Housing
- Continuum of Care <https://www.centralsierracoc.org/>
 - Homeless Management Information Systems (HMIS)
 - Homeless Shelter
 - Non-Congregate Shelter Related to COVID-19
 - Rapid Rehousing
 - Housing Relocation and Stabilization
 - Homeless Emergency Aid
- Home Inspections
- Rental Assistance
- Landlord/Tenant Liaison
- Smart Money Classes
- Non-Congregate Shelter Related to COVID-19

Food

- Emergency Food Assistance Program
- Farmers Market Program
- FFK Program (Food for Kids)
- Summer FFK Program (Food for Kids)
- Transitional Youth Program
- HFB Program (Holiday Food Basket)
- Neighborhood Partner Pantries

Energy

- Low-Income Home Energy Assistance Program (LIHEAP)
 - Energy Bill Assistance
 - PG&E payments
 - Propane payments
- Home Weatherization Assistance
- PG&E CARE (California Alternate Rates for Energy) Program
 - Clients can sign up through ATCAA for discounts on their PG&E bills
- PG&E LIEE Program
 - Refrigerator Replacement Program
- Water Conservation Program

Family Resource Services

- CHAT (Child Abuse Therapy Program)
- IDA (Individual Development Account)
- Parent Mentoring at Early Head Start and Head Start
- Positive Parenting & Life Skills Class
- Literacy Support: Learning By Links

Youth/YES Partnership

- Friday Night Live
- Club Live
- Boys Club
- Girls Circle
- Alcohol and Drug Primary Prevention
- Suicide Prevention

Early Childhood Education

- Head Start
- Early Head Start
- Promotores de Salud
- Family Learning Center
 - English as a second language
 - Financial Literacy
 - Citizenship
 - GED preparation classes
 - Parenting Groups
 - Health and Nutrition classes

Additional Community Services

- Community Services Block Grant
- Coach and Learn (computer literacy)
- Volunteer Income Tax Assistance
 - Earned Income Tax Credit
- Outreach and Social Media
- Census 2020
- Clothing Drive
- Information and Referral
- Lifeline Services

Amador County Demographics (est.2019)

HELPING PEOPLE, CHANGING LIVES

POPULATION 38,429

BY GENDER

- Male 54%
- Female 46%

BY AGE

- Persons under 5 years 4%
- Persons 5-24 years 17%
- Persons 25-59 43%
- Persons 60+ 36%

BY RACE

- **Hispanic or Latino (any race)** 14%
- White 87%
- Black or African American 2%
- American Indian and Alaska Native 1%
- Asian only 1%
- Two or more races 5%

Percentage of persons whose income in the past 12 months is below the poverty level

- All people 10%
- Under 18 years 14%
- 60 years and over 8%

EMPLOYMENT STATUS

- Population 16 years and over 33,303
- In labor force 44%
 - Employed 41%
 - Unemployed 3%
 - Armed Forces <1%
- Not in labor force 56%
- Veterans 12%

*People with jobs are employed. People who are jobless, looking for a job, and available for work are unemployed. The labor force is made up of the employed and the unemployed. People who are neither employed nor unemployed are not in the labor force.

Tuolumne County Demographics (est.2019)

HELPING PEOPLE, CHANGING LIVES

POPULATION 54,045

BY GENDER

- Male 52%
- Female 48%

BY AGE

- Persons under 5 years 4%
- Persons 5-24 years 19%
- Persons 25-59 42%
- Persons 60+ 35%

BY RACE

Hispanic or Latino (any race) 12%

- White 88%
- Black or African American 2%
- American Indian and Alaska Native 2%
- Asian 1%
- Two or more races 4%

Percentage of persons whose income in the past 12 months is below the poverty level

- All people 13%
- Under 18 years 14%
- 60 years and over 9%

EMPLOYMENT STATUS

- Population 16 years and over 45,972
- In labor force 48%
 - Employed 46%
 - Unemployed 2%
 - Armed Forces 0
- Not in labor force 52%
- Veterans 12%

*People with jobs are employed. People who are jobless, looking for a job, and available for work are unemployed. The labor force is made up of the employed and the unemployed. People who are neither employed nor unemployed are not in the labor force.



Community Services Block Grant Amador and Tuolumne County HELPING PEOPLE, CHANGING LIVES

Our **Community Services Block Grant (CSBG)**, administered by the states, provides core funding to reduce poverty, revitalize low-income communities, and to empower low-income families to become self-sufficient. CSBG is a federal, anti-poverty block grant which funds the operations of a state-administered network of local agencies. ATCAA is part of this important network and continually complies with the CSBG Organizational Standards: a comprehensive set of standards developed to outline the way in which business is to be conducted. The purpose of the organizational standards is to ensure that all agencies have appropriate organizational capacity, in both critical financial and administrative areas, as well as areas of unique importance to the mission of the Community Action Network.

ATCAA has a long history of successfully developing and sustaining a broad range of exemplary community services and has been a lead, and often primary, community provider for the local programs that address poverty in both Amador and Tuolumne counties. The agency by design and Federal, State and local recognition, is a broad-based community organization -- its board of directors, by mandate, includes tripartite representation from the low-income community, local public sector, and private sector stakeholders. This structure is unique to Community Action Agencies as its intent is to bring together leaders from each of these sectors to collaborate on responses tailored to local needs.

By virtue of its receipt of CSBG funding and consequently, the governance of the entire agency by the tripartite board, all activities fall under the CSBG umbrella. These activities are represented within this report and in our biennial Community Action Plan (CAP): a plan that identifies and assesses poverty related needs and resources in the community, based on feedback from local partner, low-income, and the general public, and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty, aiding their transition into self-sufficiency.

ATCAA gratefully acknowledges the support of federal, state and local partner agencies such as other non-profit organizations, schools, faith-based groups and private companies, as well as all staff and volunteers who are focused on helping poor and disadvantaged individuals and families in our communities.

For the complete Community Action Plan please visit the ATCAA website at www.atcaa.org

ATCAA 2020 Highlights

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ATCAA provided assistance to over 6,000 individuals and nearly 3,000 households in 2020. Below is a sampling of the number of services ATCAA provided to the vulnerable members of our community.

Children Enrolled in Early Head Start and Head Start	331
Eligibility Determinations	2,252
Individuals Receiving Case Management	888
Food Boxes/Bags, Groceries and Lunches distributed	58,290
Information and Referral Requests Answered	7,778
Individuals Receiving Tax Preparation Assistance	238
Individuals Receiving Housing Placements (including shelter)	619
Individuals Receiving Rent and Deposit Payments	850
Services Provided for Parenting Education	119
Individuals Receiving Financial Literacy Education	132
Individuals Receiving Benefit Coordination and Advocacy	1,532
K-12 Support Services	40
Health Services, Screenings and Assessments Provided	1,210
English Literacy Education Services	28
Number of Home Improvements Made	306
Individuals Receiving Home Weatherization Services	259
Individuals Receiving Utility Assistance	2,194



ATCAA Housing Resources

Amador and Tuolumne County

HELPING PEOPLE, CHANGING LIVES

ATCAA's Housing Resource programs, primarily funded through State and Federal Competitive Grants, do more than provide shelter to homeless children and families. Clients are linked to resources to assist with job training, housing search, financial literacy education, utility assistance, rental assistance, counseling, and other services that will help them become more self-sufficient.

ATCAA Homeless Shelters, one in each county, provided temporary shelter to a total of 114 adults and 50 children as well as food, employment assistance and referrals to other area programs.

The Amador shelter is a 5-room, 22-bed shelter and the Sonora shelter is a 6-room, 27-bed shelter, both dedicated to families, and single men and woman. The average length of stay for a shelter resident is 3 months with some families staying as long as 6 months as it is more difficult for families to find housing than for a single person to find a room or a bed.

Since the onset of COVID-19 both shelters increased whole house sanitation methods to twice a day, implemented dedensification of the men's and woman's dorms allowing only half capacity providing necessary social distancing. They have increased safety and screening protocols with PPE and a dedicated quarantine room (when available) for new clients or clients that may test positive as well as requiring all residents who leave the shelter to sanitize upon reentry. As a result of strong leadership, swiftly implemented protocols, and compliant residents, none of our shelter clients have tested positive for the virus.

Smart Money programs offered financial literacy courses to 94 individuals that included budget and debt management, credit scores, fair debt collections, reducing housing expenses, making money work for you and living easier.

Rapid Rehousing is a homeless prevention program that assisted 221 qualified individuals and families (143 adults and 78 children) with rental and utility assistance, housing referrals, one-on-one support, budgeting classes and counseling assistance. This program partners with CalWorks and collaborates with partner agencies through the Continuum of Care.

Varley Place: ATCAA is the building owner and property manager of Varley Place, opened in 2018, and now works with VASH (Veterans Affairs Supportive Housing), a program that is a joint effort between the Department of Veterans Affairs (VA), Housing and Urban Development (HUD) and Stanislaus local Housing Authority to provide permanent supportive housing to homeless veterans and their families. There are 12 units; three 3-bedroom units, three 2- bedroom units and six 1-bedroom units totaling 33 beds. The veteran's house at Varley Place is home to high-needs and vulnerable individuals and families. All families and individuals are continuing to receive on going supportive case management. Tenants are now able to stabilize both their mental /physical health needs, give back to their community, and stay safely permanently housed.

Housing Resources Outcome Highlights:

- 129 individuals achieved and maintained capacity to meet basic needs
- 163 individuals obtained safe and affordable housing
- 260 individuals obtained safe temporary shelter
- 330 individuals obtained permanent housing
- 44 individuals were able to obtain employment
- 121 individuals improved their physical health
- 36 increased their nutrition skills through the shelter

ATCAA is the lead agency for the **Central Sierra Continuum of Care (CoC) CA-526**, that covers Amador, Tuolumne, Calaveras and Mariposa, and contracts out multiple housing contracts across the CoC.

Each year the Housing Program, as part of the CoC, conducts an annual Point-in-Time (PIT) count. The PIT count is a count of sheltered and unsheltered people experiencing homelessness that HUD (Department of Housing and Urban Development) requires each CoC nationwide to conduct in a single night in January. HUD requires that CoCs conduct an annual count of homeless persons who are sheltered in emergency shelters, transitional housing, and Safe Havens. CoCs must also conduct a count of unsheltered homeless persons at least every other year. The unsheltered count is intended to demonstrate the unmet need.

The 2020 PIT count was conducted on January 29, 2020 and results indicated there were a total of 147 sheltered individuals and 687 unsheltered individuals across the CoC service area, with 6% of the unsheltered population being under the age of 18.

Project Roomkey Amador

The COVID-19 pandemic brought on many challenges and opportunities in 2020. One opportunity was to provide a modified version of Project Roomkey that offers transportation, a minimum of two weeks of quarantined lodging, and wraparound services for eligible clients in Amador County. ATCAA was able to serve 52 adults and 20 children through this program.

Eligible clients were individuals without any form of shelter, contract traced and not able to return to their only housing situation, or COVID positive. Clients moved into situation were prioritized in local Coordinated Entry for permanent housing placement or local shelter beds as needed once recovered.

ATCAA Housing Resources also works with other community organizations such as Behavioral Health Services, Social Services, First 5 Tuolumne and First 5 Amador, County Probation offices, Central Sierra Continuum of Care, Sonora Area Foundation, Amador Community Foundation, local newspapers, radio, and television stations.

Funding for Housing Resources programs comes through fundraisers, grants and local donations from individuals, businesses, community organizations, foundations, federal, state and county funding.



Tuolumne Prevention Programs

Tuolumne County

HELPING PEOPLE, CHANGING LIVES

The YES Partnership is a community-wide coalition dedicated to supporting youth and families by promoting resilience and preventing suicide, substance use and child abuse. The Partnership was established in January 1986 in response to several teenage suicides in Tuolumne County, and works in collaboration with local organizations, parents, and teens to create a drug, tobacco, and suicide-safe community through the following (3) strategies.

Increasing Resilience among youth by:

- ✚ Developing youth assets
- ✚ Engaging youth leadership opportunities
- ✚ Supporting and providing positive adult interaction with youth.

2020 Program Highlights:

- ATCAA and the YES Partnership implemented the Club Live program at Gold Rush Charter School in Sonora
- The program launched STEP (Students Together Encouraging Potential), a peer-based mentoring program at Columbia Elementary School.
- The second annual *Hope and Honor Walk* for Suicide Prevention and Awareness was held on September 12th with approximately 50 VIRTUAL participants!
- In the Fall of 2020, Living Works Start, an online suicide prevention training course was launched and in just a few short months 51 people enrolled in and completed the course by the end of December.
- The YES Partnership and the Tuolumne County Sheriff's Department celebrated the 10th anniversary of the RX Take Back Day program in Tuolumne County on October 24. To date there has been 6,602 pounds of prescription drugs collected for proper disposal.
- ATCAA, in collaboration with YES Partnership, provided services to over 200 individuals through the following Tuolumne Prevention Programs:
 - Friday Night Live (FNL)
 - Friday Night Live Club Live (CL)
 - Friday Night Live Mentoring (FNLM)
 - EPIC Youth Coalition
 - Mental Health First Aid (MHFA)
 - Youth Mental Health First Aid (YMHFA)
 - LivingWorks Start
 - LivingWorks safeTALK (Suicide Alertness For Everyone-Tell, Ask, Listen, Keep Safe)
 - Living Works ASIST (Applied Suicide Intervention Skills Training)
 - Boys Council
 - Girls Circle

For information regarding any of the ATCAA Prevention Programs please contact Bob White, Prevention Programs/YES Partnership Director at (209) 533-1397 x226 or rwhite@atcaa.org.



Amador Lifeline Program

Amador and Calaveras Counties

HELPING PEOPLE, CHANGING LIVES

For nearly four decades, the Amador Lifeline Program has assisted seniors, the disabled, individuals with chronic illnesses, in rehabilitative care and with Hospice, to feel safer living alone and to live a more active, independent lifestyle. The Lifeline Program is monitored 24 hours a day, 365 days a year through the Philips-Lifeline Response Center.

Through the pandemic, our Lifeline Program remained open and operational, assisting 225 individuals, many with disabilities and/or chronic illnesses, to maintain independence and security through the use of a Philips Lifeline communicator unit. Amador Lifeline offers various communicators including wireless units, an auto alert help button with automatic fall detection, and the new GoSafe mobile button that tracks an individual anywhere they go across the country.

The COVID pandemic certainly impacted the Amador Lifeline program, from new clients not wanting anyone to enter their home, to installer/technicians not wanting to enter homes either, due to health risks. The program continued due to the loyalty of two installer technicians who stepped up to the plate, and even an ATCAA employee who volunteered their time learning how to install equipment and exchange help buttons.

Volunteer help is invaluable to the program and provides such services as weekly office assistance, client installations and technical calls, monthly telephone courtesy calls, and one who sends greeting cards to our clients. During a routine wellness call to a client, one of the Lifelines volunteers discovered that the client had no food in their home. This volunteer went above and beyond, shopping twice a week for the client and assisting in obtaining a new caregiver for better care.

The Christmas holidays are a very busy time for Amador Lifeline, each year they remember our vulnerable and low-income clients with Christmas gifts provided by the Sierra Belles organization and the American Sewing Guild/Gold Country Chapter. Individuals in both Amador and Calaveras counties receive these gifts of remembrance, lifting spirits and letting them know that someone cares. It has been a very successful program for about 10 years.

As part of the Amador Lifeline outreach efforts, brochures are distributed at pharmacies, the hospital, senior center, health care providers, and convalescent homes. Lifeline staff provide presentations to professional and charitable organizations throughout the year and interviews over the local radio and television stations. Lifeline articles appear in the local newspaper and various community newsletters. Amador Lifeline staff continue to speak about lifeline services and instruct workshops within the community on “Fall Prevention” and “How to Get Up From A Fall.”

Funding is provided through fundraisers, grants, and donations from individuals, businesses, community organizations, and foundations. ATCAA-Amador Lifeline partners with Sutter Amador Hospital; and the MACT Board which provides tribunal medical clinics in order to assist their vulnerable clients with reduced and shared-cost lifeline services



ATCAA Food Bank Tuolumne County

HELPING PEOPLE, CHANGING LIVES

The ATCAA Food Bank is dedicated to providing nutritious food for our clients that both fills their stomachs and nourishes their health. They solicit, transports, and distribute donated foods to individuals, families, and community-based emergency food pantries in Tuolumne County.

The Food Bank currently distributes food to 14 pantries throughout Tuolumne County and offers food distribution for the following programs: Senior Farmers Market, Farmers Market, Emergency Food Assistance, and Food for Kids.

In 2020, the Food Bank gleaned 771,702 pounds of donated food and distributed a total accumulation of 1,068,783 pounds of food throughout our community to approximately 2000 individuals each month. In November, to help fill holiday food baskets, 1,000 turkeys were donated to ATCAA Food Bank from Diestel Family Ranch in Sonora.

The Food Bank program had 351 local volunteers who unselfishly spent a collective 8,025 hours serving those in need on a regular basis. Many volunteers receive training and hands on job skills that can ultimately help them to obtain employment.

The ATCAA Food Bank is always striving to improve services and sustainability of the program to better serve the community.

To keep our Food Bank operational, we have an Emergency Backup Generator Project that is currently underway, allowing for the installation of a 48kW generator, intended to keep their perishables safe. They also have portable backup generators that can be distributed to their partner pantries so they may remain operational as well.

PG&E provided the Food Bank with a backup battery that is rechargeable and will power computers and phones for a short amount of time and they have a backup power supply for their security system in the event of a power failure. The Food Bank has procured additional shelf stable foods that will help get them through natural disasters as well. The Food Bank has also procured a new refrigerator truck and walk-in freezer.

The ATCAA Food Bank facilitated a program PG&E to get food boxes out to customers in need during PSPS events. PG&E has ATCAA listed on their website as a resource partner. When customers lose their power, they can come pick up a box of food from the Food Bank that they have prepared (\$40 value) as long as their zip code matches the list that is provided to them by PG&E. The customer must be eligible through one of PG&E's low-income programs, unless otherwise stated; for example, during a recent past storm that caused power outages due to fallen trees and high winds, PG&E welcomed any of their customers, not just low-income clients.

ATCAA Food Bank Wellness Policy:

Purpose: ATCAA's vision is for residents to be self-reliant, healthy, free from economic hardship, feeling sustained by the support of community and family, and able to achieve their maximum potential as engaged citizens. As the ATCAA Food Bank, we hope to turn away from caloric fundamentalism (the belief that those needing food simply need calories) and distribute nutritious foods for our clients, to both fill their stomachs and nourish their health. In an effort to strategically fight both hunger and poor health in our community, ATCAA Food Bank is proud to share our Wellness Policy and Nutrition Guidelines. These guidelines detail our intentional shift toward procuring and distributing nutritious food for our families. We will make all efforts to ensure that foods are appealing, culturally appropriate, and follow the most recent Dietary Guidelines for Americans. As part of our efforts to encourage community health, ATCAA will empower staff, volunteers, and recipients with nutrition education.

Funding support for the Food Bank is provided through such sources as fundraisers, grants, and donations from individuals, businesses, community groups, and foundations. Examples are Sonora Area Foundation, the Emergency Food Assistance Program, and Mother Lode Food Project.



Home Energy Assistance Programs

Amador, Calaveras, and Tuolumne Counties

HELPING PEOPLE, CHANGING LIVES

Utility Assistance

ATCAA's Utility Assistance Program helps low-income individuals and families apply for electricity and propane bill payment assistance provided by the Low-Income Home Energy Assistance Program (LIHEAP), which is sponsored by the Federal Department of Health and Human Services.

LIHEAP CARES Program

At the end of March, Congress passed, and the President signed the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), which increased LIHEAP funds. Discussions with and comments from all LIHEAP Service Providers resulted in a decision by CSD to use the CARES Act funds to directly address the COVID-19 crisis by providing additional funding to 1) help agencies prepare for addressing the crisis as well as future crises, and 2) allow agencies to provide additional Utility Assistance payments to qualifying clients. Subsequently, CSD amended eligibility guidelines to focus on the Federal HHS requirement that funds be directed to those clients who were newly unemployed as top priority before using our usual Priority Point system. ATCAA has adopted this criterion and added it to our system of prioritizing clients. In 2020, ATCAA authorized an additional \$400 to the normal \$400 propane payments, and an additional authorization for PG&E assistance equal to each client's calculated baseline payment amount.

Weatherization

ATCAA's Home Weatherization services, offered to qualifying households, lowers energy bills through home improvements and energy saving education: sponsored by LIHEAP and the Federal Department of Energy's Weatherization Assistance Program. A comprehensive set of energy-saving measures is available to reduce the energy needed to heat and cool each home and to ensure appliances are safe and energy efficient.

PG&E Programs

ATCAA contracts with PG&E to administer a number of energy-related programs for low-income households, such as CARE, the California Alternate Rates for Energy program, FERA, the Family Electric Rate Assistance (FERA) program and LIEE, the Low-Income Energy Efficiency program.

Water Conservation Assistance

ATCAA's Water Conservation Assistance, offered to qualifying households, provides solutions to conserve water and lower water bills. Measures include installation of low flow faucets, showerheads, toilets and updating energy saving appliances.

In 2020, the Energy and Water Conservation programs improved the quality of life of approximately 2,400 individuals that included utility payment assistance to 2,194 individuals and weatherization of 259 homes. Additionally, 146 individuals experienced improved health and safety, and 160 individuals had improved energy efficiency and/or energy burden reduction in their home.

**Free Tax
Preparation****VITA****Volunteer Income Tax Assistance**

HELPING PEOPLE, CHANGING LIVES

VITA (Volunteer Income Tax Assistance)

ATCAA runs a free IRS Volunteer Income Tax Assistance (VITA) program and operates VITA sites in both Jackson and Sonora. In 2020, ATCAA provided free VITA tax services to 238 individuals.

Tax preparation and filing is provided by volunteers who are certified by the IRS to provide tax counseling and preparation services, many of whom have accounting backgrounds in their professional lives. This service is offered to qualifying residents who have a simple return, make under \$57,000 per household and meet other criteria at no cost to the client.

ATCAA partners with the United Way California Capital Region's VITA Coalition who helps fund the program, allowing ATCAA to benefit from the knowledge, experience, and resources of the Coalition including assisting with the training of staff, volunteers and providing equipment and supplies when needed. VITA also partners with local entities such as banks and other non-profit organizations to help expand the program's reach.



Family Resource Services

Amador County

HELPING PEOPLE, CHANGING LIVES

ATCAA Family Resource Services (FRS) is a comprehensive child abuse prevention and family strengthening program that provides a range of services for children and families in Amador County. These services are designed to enhance caregiver skills and competencies as well as increase wellness and resiliency for parent, caregivers, children and teens.

In 2020, ATCAA Family Resources provided comprehensive services for 104 individuals and families.

CHAT (Child Abuse Therapy) served 38 children affected by trauma, child abuse, domestic violence, and/or bullying: 16 children were able to demonstrate improved physical health, 38 demonstrated improved mental and behavioral health and well-being and 38 individuals were able to demonstrate improved skills related to the adult role of parents/ caregivers and an increased sensitivity and responsiveness in their interactions with their children. Additionally, licensed Marriage & Family Therapists provided 231 volunteer hours in intensive family therapy services.

Positive Parenting and Life Skills program provided services and support for 23 incarcerated parents/caregivers to help them prepare for reunification with their children and family upon release: 20 participants showed improved skills related to the adult role of parents/ caregivers and 12 demonstrated increased sensitivity and responsiveness in their interactions with their children.

IDA Foster Youth program served 5 youth in 2020. This program offers financial education, support and guidance for current, former or aging out foster youth. It helps them earn and have matched dollar for dollar, their individual savings plan, leading to a more secure and stable financial future as they transition to young adulthood. With the support of this program, all youth were able to maintain their capacity to meet basic needs, 2 increased their net worth, 5 were able to obtain employment and 5 were able to maintain safe and affordable housing.

ATCAA Family Resource Services is dedicated to promoting literacy. From time to time these programs may change but the goal is always the same: to deliver quality, fun, and age-appropriate literacy support to children and youth.

Learning By Links

The goal of our Learning By Links (LBL) program was designed to re-engage student's interest in learning, using non-academic activities and projects, thereby promoting literacy and learning skills. Since students were not in the classroom during this pandemic, there has been a critical need for students to regain an interest in learning, in order to improve their basic literacy skills and grade level milestones, which are foundations of successful education. Most were lacking opportunities for stimulating ways to explore topics that would re-engage them with the learning process.

Students participated in weekly activity pages, which allowed them to earn incentives that ranged from small handheld puzzles and anxiety reducing fidget items, to complete STEM project kits and games.

LBL was funded through a grant from the Sierra Health Foundation, to address compelling needs due to COVID-19. The ACUSD was grateful to partner with us because ATCAA has successfully provided support to students in their Extended Learning Program (ELP) with other literacy-based programs. ELP is a non-academic setting. Yet the site supervisors chose to guide the activity pages with students because they saw their enthusiasm for fun learning opportunities, which resulted in continued interest in topics, new play ideas, and cooperation. This met all of our intended goals to re-engage student's interest in learning and promoting literacy and learning skills.

The success of this program benefited from the support of CSBG funds which were used for administrative support for cost accounting and program reporting.

Funding to support Family Resource Services is provided by Amador County Sheriff's Office, Cal OES, United Way CA Capital Region, and donations from individuals, businesses, and local community groups.



Early Childhood Services Amador and Tuolumne County

HELPING PEOPLE, CHANGING LIVES



ATCAA Early Head Start and Head Start Preschool offer child enrichment, education, health, nutritional and developmental services as well as parent education and involvement opportunities.

ATCAA offers Head Start preschool and State Preschool programs to prepare children for kindergarten, and Early Head Start for pregnant women and children aged birth to three. Children may be enrolled at a Center or in a Home-Based Program.

Children receive free medical and dental screenings, have healthy meals and snacks, and enjoy playing indoors and outdoors in a safe setting. Services are offered to meet the special needs of children with disabilities and provide supportive services for families to help them break the cycle of low literacy and poverty.

We offer many opportunities for parents to become involved in our program. The Policy Council and the ATCAA Board of Directors work closely in a joint governance model to assure the Early/Head Start Program is serving the children in our communities in the best possible ways. We collaborate with other agencies such as First Five Commissions, Child Abuse Prevention Councils, Nutrition Fitness Council, Parent Advisory Groups and many others to bring services to families.

As a result of COVID-19 and government mandates, ATCAA Head Start and Early Head Start were required to close their doors for in-person services in mid-March and began to provide distance learning services for children while continuing to offer ongoing support and resources for families.

By the end of October 2020, all ATCAA Early Head Start and Head Start programs had reopened for in-person services and continued to provide distance learning services for children if families preferred. Despite the disruption caused by COVID-19, Early Head Start and Head Start programs enrolled and offered services to 331 children and their families in 2020.

In addition, the Head Start program provided supportive services to assist 7 parents/caregivers to obtain a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.

Early/Head Start emphasizes good health: physical and mental

- Children receive physical, vision, hearing, and dental screenings by skilled health professionals. We assist families to access follow-up treatment, if necessary;
- We assure that their immunizations are up to date;
- Each day children receive healthy meals & snacks, along with education on nutrition, physical exercise and dental care;
- We provide nutrition and mental wellness screening, and make sure that children and families have access to mental health and nutrition professionals;
- We assist families to establish a “medical home” for their primary medical needs.

We also work closely with parents:

- We offer parents a sense of belonging and work to develop a sense of trust;
- We help families to define their strengths and goals, and to make plans to achieve them;
- We help if there are special problems, such as substance abuse or any other family problem or crisis. We provide referrals so that they can get help.

We collaborate with our community partners:

- Head Start staff are contributing members of local community boards, commissions and committees;
- Community partners sit on the Head Start Policy Council;
- We help community partners serve families through co-located services;
- Our teachers serve as mentor teachers for students studying child development;
- We support parents in their involvement in their children's schools and in local community activities and projects.

ATCAA Early Head Start and Head Start Sites

Blue Bell Head Start	Blue Bell Early Head Start
Ione Head Start	Ione Early Head Start
Jackson Head Start	Jackson Early Head Start
Jamestown Head Start	Jamestown Early Head Start
Sonora Head Start	
Soulsbyville Head Start	
Summerville Head Start	

ATCAA Head Start has been serving children and families since 1984.

ATCAA Early Head Start began in 2010.

Funding is provided by the Federal Government and California Department of Education as well as fundraisers, grants, and donations from local organizations, businesses, and foundations.



Family Learning & Support Services

Tuolumne County

HELPING PEOPLE, CHANGING LIVES

The Family Learning & Support Center provides comprehensive and holistic programs, services and access to learning opportunities for parents and young children. Services include English language instruction, GED preparation classes, Adult Basic Education, life skills and job skills, and parenting classes. Other services include comprehensive and crisis case management, information and referral, health education, and access to medical, dental and mental health services.

Promotores de Salud is a peer-to-peer program and uses Spanish-speaking Hispanic/Latino community members to reach out to promote mental health and overall wellness, reduce the stigma, mistrust, and other barriers to accessing services, and to provide a safe and comfortable cultural context for sharing important information about community resources.

All services provided through the Family Learning Center promote family self-sufficiency, good parenting, early education, and good health and help to build the *Five Protective Factors that Strengthen Families and Protect Children* which research shows when present in a family, the likelihood of child abuse and neglect are diminished, and optimal child development is enhanced. By offering these services, the Family Learning & Support Services program is successful in providing parents with the tools and skills they need to break the cycle of low-literacy and achieve improved family functioning and quality of life.

In 2020, the Family Learning Center was heavily affected by the pandemic with the shutdown of in person classes and the inability to provide services at the Family Learning Center and Columbia College but was still managed to provide case management and adult education services to 7 individuals, 1 of which demonstrated improved basic education and took and passed the GED.

Funding for the Family Learning & Support Services program is provided through such sources as fundraisers, grants and donations from individuals, businesses, community groups, and foundations. Examples are the Tuolumne County Department of Social Services and First 5 Tuolumne. .

ATCAA 2020 Agency Awareness and Satisfaction Summary

HELPING PEOPLE, CHANGING LIVES

As a Community Action Agency and essentially a human services organization, ATCAA recognizes the need for and the benefit of receiving feedback from customers, employees, and partner agencies. With the growing emphasis on agency accountability, it is important to document the quality of overall agency function. Input from stakeholders, at all levels, is valued by ATCAA as critical to future planning and setting goals for continual quality targeting service and enhancements.

In 2020 ATCAA collected a total of 1,356 surveys from clients and partner agencies.

Client Survey Results:

- 99% of clients reported being satisfied with ATCAA services
 - 38% were referred by a family member or friend
 - 20% were referred by another agency
 - 12% were referred by an ATCAA staff member
- 20% of respondents were new clients
- 54% of respondents were applying for Energy/Weatherization assistance
- 82% of respondents indicated they had utilized Energy/Weatherization assistance
- 32% of respondents indicated they had utilized Food Bank services

Stakeholder Survey Results

- 86% Were satisfied with the overall partnership between their organization and ATCAA
 - This is an increase of 7% from 2019 (79%)
- 69% Have been working with ATCAA for eight or more years
- 97% Felt their partnership with ATCAA had agreed upon goals, measurable outcomes, and processes for accountability
- 91% Agreed that ATCAA services benefit the community and increase participants' knowledge of city resources

Early Childhood Services (ECS)

Each year ECS conducts pre and post surveys to capture parents need and measure proficiency in meeting those needs.

- 41% of parents reported that ECS staff helped them navigate their dental barriers
- 73% of Parents stated that ECS encouraged volunteerism and in-kind by having a welcoming environment and friendly staff

Pre-survey requests/barriers	Post-survey results
94% parents wanted their child to learn social skills to prepare them for school	91% reported their child learned social skills to prepare them for school
86 % parents wanted their child to learn emotional skills to prepare them for school	84% reported their child learned emotional skills to prepare them for school
60% parents requested staff support handouts and printed information	83% reported staff supported them through handouts and printed information
67% parents stated it would be most useful to have school to home activity packets (online or on paper) during COVID-19	69% parents reported that school to home activity packets (online or on paper) were the most helpful during COVID-19
38% parents noted they would be interested in information about the importance of toothbrushing and regular dental visits	93% received information about the importance of toothbrushing and regular dental visits
27% parents indicated they had difficulty getting dental appointments	14% parents indicated they had difficulty getting dental appointments
14% parents indicated they had to make multiple appointments to complete dental treatment	15% parents indicated they had to make multiple appointments to complete dental treatment

ATCAA 2020 Community Needs Assessment Summary

HELPING PEOPLE, CHANGING LIVES

In preparation for the 2022-2023 Community Action Plan (CAP), ATCAA completed an assessment in 2020 that included analysis of community measures, and feedback from partner agencies, stakeholders, and ATCAA clients. Through this process, top community needs were identified. The purpose of the assessment is to enhance understanding of the needs in both Amador and Tuolumne Counties. The report is meant to build upon the work done in 2019-2020 and inform the community and other interested parties of ATCAA's efforts to improve conditions of living for Amador and Tuolumne low-income residents.

Results are reviewed and evaluated by the Leadership Team and an ATCAA Ad Hoc committee and will play a role in the agency Strategic Plan.

The following top needs were identified:

- **Available Housing:** Communities lack affordable housing
- **Affordable Housing:** Individuals and Families cannot afford available housing
- **Transportation:** Families lack reliable means of transportation
- **Affordable Childcare:** Individuals cannot afford available childcare.
- **Available Childcare:** There is a lack of extended hour infant/childcare in the community
- **Employment:** There is a lack of well-paying jobs in the community
- **Food-Individuals and Families** cannot afford healthy food
- **Job skills:** Individuals lack the skills to obtain well-paying jobs
- **Utility Assistance:** Individuals cannot afford the high cost of utilities

The complete Community Needs Assessment can be found on the ATCAA website at www.atcaa.org