

STANDARD AGREEMENT - AMENDMENT

SCO ID:

STD 213A (Rev. 4/2020)

☒ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 51 PAGES

AGREEMENT NUMBER	AMENDMENT NUMBER	Purchasing Authority Number
17-MITPPS-21007	1	

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME
Department of Housing and Community Development

CONTRACTOR NAME
Interface Children & Family Services

2. The term of this Agreement is:

START DATE
10/27/2022

THROUGH END DATE
8/31/2026

3. The maximum amount of this Agreement after this Amendment is:
\$325,115.00

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

Per subrecipient request, HCD agrees to extend the contract expiration date an additional 14 months, from 06/25/2025 to 08/31/2026. The corresponding updates are hereby approved as written in Exhibit F. Exhibit A and Exhibit F are hereby replaced with Exhibit A (Rev. 03/2025) and Exhibit F (Rev. 03/2025), attached hereto and made a part hereof.
All other terms and conditions shall remain the same.

IN WITNESS WHEREOF, THIS AGREEMENT HAS BEEN EXECUTED BY THE PARTIES HERETO.

CONTRACTOR

CONTRACTOR NAME (if other than an individual, state whether a corporation, partnership, etc.)
Interface Children & Family Services

CONTRACTOR BUSINESS ADDRESS 4001 Mission Oaks Blvd, Suite 1	CITY Camarillo	STATE CA	ZIP 93012
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PRINTED NAME OF PERSON SIGNING Eric Sternad	TITLE Executive Director
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CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED 5.23.25
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STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
Department of Housing and Community Development

CONTRACTING AGENCY ADDRESS 651 Bannon Street, Suite 400	CITY Sacramento	STATE CA	ZIP 95811
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PRINTED NAME OF PERSON SIGNING Diana Malimon	TITLE Contract Services Section Manager
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CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED 05/28/2025
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CALIFORNIA DEPARTMENT OF GENERAL SERVICES APPROVAL	EXEMPTION (If Applicable) Exempt per: SCM Vol. 1 4.04.A.3 (DGS memo dated 06/12/1981)
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EXHIBIT A

AUTHORITY, PURPOSE AND SCOPE OF WORK

1. Authority & Purpose

The California Department of Housing and Community Development (hereinafter "Department") is the lead and responsible entity for administering the Community Development Block Grant – Mitigation (hereinafter "CDBG-MIT") funds appropriated under Public Law 115-123 and allocated to the State of California by the U.S. Department of Housing and Urban Development (hereinafter "HUD"). CDBG-MIT supports the State of California to carry out strategic and high-impact activities to mitigate disaster risks and reduce future losses in areas impacted by the Federal Emergency Management Agency's Major Disaster Declaration DR-4344 in October 2017 and DR-4353 in December 2017/January 2018. CDBG-MIT Planning and Public Services Program (hereinafter "MIT-PPS") projects are funded by CDBG-MIT funds to address risks to, or across, community lifelines that support human health and safety and provide mitigation for individual and community-based systems.

2. Scope of Agreement

A. Grant Funds

Subject to the terms and conditions of this Standard Agreement (hereinafter "Agreement"), the Department has allocated and agrees to provide grant funds in the maximum amount identified below to the subrecipient identified as "Contractor" on page 1, Section 1 of the STD 213 form (hereinafter "Subrecipient") for all Work (defined below) identified in this Agreement (hereinafter "Subrecipient Award"). All payments made to the Subrecipient will adhere to the provisions described in Exhibit B, Section 4 (Method of Payment) herein. In no instance shall the Department be liable for any costs in excess of this amount, nor for any unauthorized or ineligible costs or expenses. The Subrecipient Award is and shall not exceed \$500,000 per project and \$2,500,000 per subrecipient.

This Agreement governs the Subrecipient Award and each individual Project thereafter proposed by the Subrecipient and approved by the Department (each an "Approved Project", and collectively the "Approved Projects"), the budget for each of which is to constitute some portion of the Subrecipient Award. The cumulative total amount of all Approved Projects shall not exceed the total amount of the Subrecipient Award.

B. Implementation of Agreement

EXHIBIT A

By entering into this Agreement and thereby accepting the Award of grant funds, the Subrecipient agrees to comply with and implement this Agreement in a manner satisfactory to the Department and HUD and consistent with all applicable laws, regulations, policies and procedures that may be required from time to time as a condition of the Department providing the grant funds, including but not limited to, all applicable CDBG-MIT Program Administration and Compliance requirements set forth by this Agreement, and in accordance with the Application documentation previously provided by the Subrecipient and made a part hereof. The Department's providing of grant funds under this Agreement is specifically conditioned on Subrecipient's compliance with this provision and all terms and conditions of this Agreement, the most recently published version of the Department's CDBG- MIT Action Plan for 2017 disasters (<https://www.hcd.ca.gov/community-development/disaster-recovery-programs/cdbg-dr/cdbg-mit-2017/index.shtml>) and any amendments thereto, related Federal Register notices, and the requirements of the authorities cited above, as the same may be amended from time to time.

This Agreement is subject to written modification and termination as necessary by the Department in accordance with requirements contained in any future state or federal legislation and/or state or federal regulations. All other modifications must be in written form and approved by both parties.

3. **Subrecipient Scope of Work**

The Subrecipient scope of work (hereinafter "Work") for this Agreement shall consist of the following:

The Subrecipient shall perform the funded activities described in the Work, as detailed in Exhibit F. All written materials or alterations submitted as addenda to the original Application and which are approved in writing by the Department are hereby incorporated as part of the Application. The Department reserves the right to require the Subrecipient to modify any or all parts of the Application in order to comply with CDBG-MIT program requirements. The Department reserves the right to monitor all Work to be performed by the Subrecipient, its contractors, and subgrantees in relation to this Agreement. Any proposed revision to the Work must be submitted in writing for review and approval by the Department and may require an amendment to this Agreement. Approval shall not be presumed unless such approval is made by the Department in writing.

- A. For the purposes of performing the Work, the Department agrees to provide the amount(s) identified in Exhibit B Budget as detailed in Exhibit F, Additional Provisions. Unless amended, the Department shall not be liable for any costs in excess of the total approved budget.

EXHIBIT A

The Department shall not, under any conditions, be liable for any unauthorized or ineligible costs.

- B. Planning activity(ies), as defined in the MIT-PPS Policies and Procedures, do not have to meet a CDBG-Mitigation National Objective. Public Service activity(ies), as defined in the MIT-PPS Policies and Procedures, shall meet one of the two CDBG-Mitigation National Objectives:
 - 1. Benefit to Low/Moderate Income Persons; or
 - 2. Urgent Need Mitigation
- C. Subrecipient shall collect data and submit reports to the Department in accordance with the reporting requirements detailed in Section 24 of Exhibit D herein.
- D. The Subrecipient shall monitor all Approved Projects in accordance with the requirements of Section 1.9 of the MIT-PPS Policies and Procedures.

4. **Effective Date and Commencement of Work**

- A. This Agreement is effective upon approval by the Department representative's signature on page one of the fully executed Standard Agreement, STD 213 (the "Effective Date").
- B. Subrecipient agrees that no Work toward the implementation of the project activity or program activity, as identified in Exhibit F, shall commence without prior written authorization from the Department prior to the execution of this Agreement by the Department.

5. **Term of Agreement and Performance Milestones**

- A. Term of Agreement:

All grant funds must be expended at least ninety (90) calendar days prior to the Agreement expiration date. Time is of the essence with regard to the expenditure of funds by Subrecipient.

This Agreement will expire **on the date** set forth in section 2 of the STD **213A**.

- B. Performance Milestones: Subrecipient shall adhere to the performance milestones below. Time is of the essence with respect to all such milestones.

EXHIBIT A

1. Subrecipient must submit monthly report data in accordance with the requirement of Section 1.24 of the MIT-PPS Policy and Procedure to HCD during the term of this Agreement.
2. Subrecipient must fully expend all MIT-PPS activity funds within three years of execution of this Agreement, unless provided in writing by the Department. If Subrecipient fails to fully expend MIT-PPS activity funds within three years of execution of this Agreement, the Department reserves the right to disencumber the Subrecipient's Award amount in this Agreement by the amount then unspent.

Failure to meet performance milestones:

If any performance milestones listed above are not met, the Department reserves the right to withhold further payments to Subrecipient until such time as satisfactory progress is made toward meeting the performance measures. Subrecipient shall diligently work with MIT-PPS staff to submit: (a) a written mitigation plan specifying the reason for the delay; (b) the actions to be taken to complete the task that is the subject of the missed measure deadline; and, (c) the date by which the completion of said task will occur.

The Department reserves the right to reallocate unobligated grant funds within the MIT-PPS program, in its sole and absolute discretion if the Department determines the Subrecipient is unable to meet the performance milestones in a timely manner following the failure to meet said milestones. The Department reserves all rights and remedies available to it in case of a default by Subrecipient of its responsibilities and obligations under the terms of this Agreement. All remedies available to the Department are cumulative and not exclusive.

- C. The Subrecipient and its Contractors, as applicable, shall adhere to all performance and Project milestones as established above.

8. **MIT-PPS Program Contract Management**

- A. Department Contract Manager: The Department Contract Manager for this Agreement is the MIT-PPS Program Manager or the Program Manager's designee. Written communication regarding this Agreement shall be directed to the Department Contract Manager at the following address:

CA Department of Housing and Community Development

EXHIBIT A

Division of Financial Assistance – MIT-PPS
P.O. Box 952054
Sacramento, CA 94252-2054

- B. Contract Management: Day-to-day administration of this Agreement shall take place via Grants Network, including but not limited to:
1. Financial Reports (Funds Requests)
 2. Activity Reports
 3. Other Reports, as required
 4. Submittal of any and all requested supporting documentation
 5. Standard Agreement Issuance and Amendments
- C. Subrecipient Contract Administrator: The Subrecipient Contract Administrator (must be a Subrecipient employee) is identified in Exhibit G, Profile. Unless otherwise directed by the Department, any notice, report, or other communication required by this Agreement shall be directed via Grants Network or written to the Subrecipient's Contract Administrator at the contact information identified in Exhibit G, Profile.

ADDITIONAL PROVISIONS

**VC Disaster Mitigation Planning and Coordinated Community Response
(Planning)**

1. Project Overview

See attached application below.

2. THE NATIONAL OBJECTIVE TO BE ACHIEVED AS A RESULT OF THIS PROJECT:

Per 84 FR 45838, Planning activities do not require a national objective be established as they are considered to already address the national objectives without the limitation of any circumstances.

3. THE NUMBER OF INDIVIDUALS BENEFITTING AS A RESULT OF THIS PROJECT:

- Total beneficiaries: 829,050
- Total low/mod beneficiaries: 357,050

Interface Children & Family Services - VC Disaster Mitigation Planning and Coordinated Community Response (Planning)

Scope of Work:

VC Disaster Mitigation Planning and Coordinated Community Response project will expand the capacity of Ventura County VOAD to provide critical services/support to vulnerable populations (specifically, low-income and access and functional needs households) in the event of a disaster through coordinated community based organization planning and development of a comprehensive directory of community resources and contacts, thereby reducing risk of loss and impact for vulnerable populations. The anticipated beneficiaries include all Ventura County residents (VC) California, population estimated at 846,000 individuals given that the VC VOAD territory is the County.

The Subrecipient will be responsible for completing a planning project related to disaster planning and capacity building with funding from the Year 2017 CDBG MIT-PPS program of HCD.

The major tasks that the Subrecipient will perform in connection with the provision of the eligible planning project include, but are not limited to, the following:

Activity 1: Ventura County VOAD community disaster planning

Deliverable 1: Hire/contract VC VOAD Director role

- Task: Finalize job description and agree to hiring process with VC VOAD Executive Committee
 - Post job requirements
 - Solicit at least 3 proposals
 - Review proposals
 - Interview candidates
 - Present preferred candidate to VOAD Executive Committee and Interface Board of Director for approval
 - Execute contract with candidate
- Task: Refine MOU between Interface/211 Ventura and VC VOAD (if necessary)

Deliverable 2: VOAD Strategic operational response plan

- Develop a three-year strategic plan that identifies priorities and annexes for key operational areas
- Task: Form the VC VOAD Advisory Committee to serve as consultative/guiding body for planning consisting of diverse members representing key stakeholders in VC communities.
- Task: Hire an Emergency Management consultant to create a strategic plan.

- Prepare consultant RFP
 - Solicit at least 3 proposals
 - Review proposals
 - Interview and identify preferred consultant
 - Present preferred candidate to VOAD Executive Committee and Interface Board of Director for approval
 - Execute contract with consultant
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- Task: Analysis of current VOAD strengths, capacities and ability to provide food, shelter and communications services in the event of a disaster, with a particular lens towards capabilities to support Ventura County's most vulnerable populations.
 - Task: Update VC VOAD Guidelines, as needed.
 - Task: Update operational disaster response plan to address areas for improvement and successful practices from recent disaster responses.
 - Task: Consultant works with Advisory Committee and relevant members involved in past responses or active in committee planning for response, including coordination with County and municipal emergency management offices.
 - Task: Create MOU with lead agency(ies) involved in donations management planning
 - Task: Consultant works with donations management lead agencies and committee to revise County-wide donations management annex
 - Task: Create MOU with lead agency(ies) involved in volunteer management planning
 - Task: Consultant works with volunteer management lead agencies and committee to revise volunteer management annex and coordinates with County and municipal emergency management offices

Deliverable 3: Documentation of Disaster Recovery Information Exchange (DRIE) contact relationship management system.

- Task: Develop primary use cases for system and audiences/intended users Task: Create outline with essential topics for inclusion in documentation Task: Record training modules and corresponding reference sheet(s)

Activity 2: Expand reach and capacity of VC VOAD

Deliverable 4: Updated VC VOAD informational materials (e.g., fact sheet/brochure, PowerPoint presentation)

- Task: Draft key messaging/copy
- Task: Finalize with VOAD Executive Committee
- Task: Design materials for print and electronic versions
- Task: Translate materials into Spanish

Deliverable 5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory

- Task: Conduct review of existing resource directory lists (e.g., old VOAD, Long term recovery, 211 Ventura resources, United Way directory)
- Task: Set up database repository for managing resource contact names, emails, phone numbers, service areas/populations, disaster response asset categories
- Task: Conduct outreach to community groups and organizations to populate directory with current information. Prioritize outreach in high risk locations and organizations that serve vulnerable populations
 - Email outreach to known contacts
 - Phone calls
 - Speak at local nonprofit coordinating meetings (e.g. Center for Nonprofit Leadership convening)

Activity 3: Grant Monitoring and Reporting

Deliverable 6: Monthly performance reports

- Task 1: Collect qualitative and quantitative data from project staff Task 2: Analyze data alongside evaluation team
- Task 3: Compile report of baselines (first quarter) and progress made towards outcomes
- Task 4: Enter reports in eCivis and submit to HCD

- Task 5: Update performance measures as accomplishments are made

Deliverable 7: Monthly financial reports (invoicing monthly)

- Task 1: Collect invoices for reimbursements
- Task 2: Enter invoice data in Financial Report
- Task 3: Upload backup invoices and submit to HCD for payment via eCivis

Timeline:

Timing	Related deliverable	Task
January – March 2023	D1: Hire VC VOAD Director	Hire VOAD Director (Deliverable 1)
	D1: Hire VC VOAD Director	Finalize job description and agree to hiring process with VC VOAD Executive Committee • Solicit at least 3 proposals • Review proposals • Interview candidates • Present preferred candidate to VOAD Executive Committee and Interface Board of Director for approval • Execute contract with candidate
	D2: VOAD Strategic operational response plan	Form the VC VOAD Advisory Committee
	D2: VOAD Strategic operational response plan	Hire an Emergency Management consultant to create a strategic plan and annexes. Prepare consultant RFP Solicit at least 3 proposals Review proposals Interview and identify preferred consultant Present preferred candidate to VOAD Executive Committee and Interface Board of Director for approval Execute contract with consultant
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
April – June 2023	D2: VOAD Strategic operational response plan	(if necessary) Refine MOU between Interface/211 Ventura and VC VOAD
	D2: VOAD Strategic operational response plan	Analysis of current VOAD strengths, capacities and ability to provide food, shelter and communications services

		in the event of a disaster, with a particular lens towards capabilities to support Ventura County's most vulnerable populations.
	D2: VOAD Strategic operational response plan	Update VC VOAD Guidelines, as needed.
	D3: Documentation of DRIE CRM system	Prepare and submit Monthly performance and financial reports
July – September 2024	D5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory	Continue to conduct outreach to community groups and organizations to populate directory with current information. Prioritize outreach in high risk locations and organizations that serve vulnerable populations Email outreach to known contacts Phone calls Speak at local nonprofit coordinating meetings (e.g. Center for Nonprofit Leadership convening)
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
October - December 2024	D5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory	Continue to conduct outreach to community groups and organizations to populate directory with current information. Prioritize outreach in high-risk locations and organizations that serve vulnerable populations Email outreach to known contacts Phone calls Speak at local nonprofit coordinating meetings (e.g. Center for Nonprofit Leadership convening)
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
April - June 2025	D3: Documentation of DRIE CRM system	Develop primary use cases for DRIE system and audiences/intended users
	D2: VOAD Strategic operational response plan	Consultant works with Advisory Committee and relevant members involved in past responses on updating response plan
	D2: VOAD Strategic operational response plan	Create MOU with lead agency(ies) involved in donations management planning
	D2: VOAD Strategic operational response plan	Create MOU with lead agency(ies) involved in volunteer management planning
	D3: Documentation of DRIE CRM	Create outline with essential topics for

	system	inclusion in Disaster Recovery Information Exchange (DRIE) documentation
	D3: Documentation of DRIE CRM system	Record DRIE training modules and corresponding reference sheet(s)
	D4: Updated VC VOAD informational materials	Draft key messaging/copy for updated VOAD materials
	D2: VOAD Strategic operational response plan	Updated operational disaster response plan completed (Deliverable 2)
	D4: Updated VC VOAD informational materials	Design updated VOAD materials for print and electronic versions
	D3: Documentation of DRIE CRM system	Documentation of Disaster Recovery Information Exchange (DRIE) contact relationship management system completed. (Deliverable 3)
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
July – September 2025	D4: Updated VC VOAD informational materials	Translate updated VOAD materials into Spanish
	D2: VOAD Strategic operational response plan	Consultant works with donations management lead agencies and committee to revise annex
	D5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory	Conduct review of existing resource directory lists
	D2: VOAD Strategic operational response plan	Consultant continues works with donations management lead agencies and committee to revise Annex (to Emergency response plan)
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
September – December 2025	D2: VOAD Strategic operational response plan	Consultant works with volunteer management lead agencies and committee to revise Annex (to Emergency response plan)
	D4: Updated VC VOAD informational materials	Updated VC VOAD informational materials completed (Deliverable 4)
	D5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory	Set up directory repository (database) for managing resource contact names, emails, phone numbers, service areas/populations, disaster response asset categories
	D5: Updated and expanded	Conduct outreach to community

	Ventura County VOAD disaster response community assets/resource directory	groups and organizations to populate directory with current information. Prioritize outreach in high risk locations and organizations that serve vulnerable populations Email outreach to known contacts Phone calls Speak at local nonprofit coordinating meetings (e.g. Center for Nonprofit Leadership convening)
	D5: Updated and expanded Ventura County VOAD disaster response community assets/resource directory	Updated and expanded Ventura County VOAD disaster response community assets/resource directory (Deliverable 5)
	D6 and D7: Monthly performance and financial reports	Prepare and submit Monthly performance and financial reports
January 2026	Closeout Activities Begin	

Applications: Interface - VC Disaster Mitigation Planning and Coordinated Community Response (Planning)

Mitigation – Planning and Public Services (MIT-PPS)

Profile

grants@icfs.org

What project type are you applying for?

Planning

Do you commit to having capacity to carry out program activities?

Yes

If yes, please describe the capacity and staffing in detail.

211 Ventura County (hereby be referred to as Interface 211 VC) is a program of Interface Children & Family Services, a comprehensive non-profit community-based organization that provides Ventura County (VC) individuals and families evidence-based, culturally inclusive, trauma-informed, and developmentally appropriate services and supportive programming. Seasoned over 15 years, Interface 211 Information & Assistance provides 24/7 information and referral services via phone, text, and web to more than 350,000 Californians annually, seeing them through disasters and emergencies including widespread wildfires, mass shootings, mudslides, Public Safety Power Shutoffs, and the Coronavirus pandemic. Since its start in 2005, Interface 211 VC has played a central role in disaster response and recovery, cultivating partnerships with emergency response organizations, and providing up-to-date information and assistance to individuals seeking critical support during their most vulnerable times. As the conduit between community members, social service agencies, and community-based organizations, Interface 211 facilitates access to critical resources that aid local populations in navigating services available during emergencies and disasters. Interface 211 VC has provided crucial assistance and strategic referrals to victims of the Thomas, Woolsey, Maria, and Hill fires, plus several fires that affected Northern California, the Montecito mudslides, the Borderline mass shooting, and the Coronavirus pandemic. During national emergencies, Interface 211 VC has assisted 211s across the country in providing callers with information and referrals to resources and support. In fiscal year 2020, Interface 211 VC effectively responded to 9,141 calls specifically coded as “disaster”, illustrating our ability to provide timely, widespread disaster and emergency support on both a local and national scale. In so doing, Interface 211 VC has acquired extensive experience responding to disasters and has consequently developed tactical disaster response strategies.

COORDINATION COMMUNITY DISASTER RESPONSE

For over a decade, Interface staff has participated as a core partner organization and Executive Committee member of Ventura County Voluntary Agencies Active in Disaster (VC VOAD). VC VOAD is a collaborative of local non-profit agencies, faith-based organizations, volunteer groups, public institutions, and private entities (including Interface, United Way Ventura County, Red Cross, Cal State Channel Islands, The Salvation Army, and more) that are committed to work together to improve outcomes for those impacted by disasters through the organization and deployment of community resources in an efficient and timeline manner. VC VOAD has a designated seat within the County's Emergency Operations Center that facilitates coordination during response situations and provides government emergency staff with updates on capabilities the social sector and community groups may provide that would alleviate emergency services for critical needs. With a membership of more than forty organizations representing a variety of stakeholders throughout the County VC VOAD is led by two Co-Chairs and an Executive Committee representing key disaster response organizations, including a representative from the County Office of Emergency Services and the leads for the operational sub-committees that include donations management and volunteer management. VC VOAD is a member of the Southern California VOAD network, as well as the association of California VOAD and National VOAD that provides access to information sharing on best practices as well as mutual support from national partner organizations as needed. VC VOAD has a solid working relationship with the Ventura County Sheriff's Office of Emergency Services (OES) and Emergency Managers in cities throughout the County. The VC VOAD is identified, by the Ventura County Office of Emergency Services, as their primary partner in the services available through Emergency Support Function 17. The local voluntary sector led and coordinated by VC VOAD offers a wide variety of services and resources to address disaster caused needs of individuals and households, including shelter, transportation, case management, pastoral care, debris clearance, home repair or reconstruction, and other services in conjunction with or not provided by the government. Community-based and voluntary organizations are often able to mobilize more quickly than government assets and may be able to provide services or resources otherwise not available.

However, there are significant drawbacks associated with volunteer supported organizations, as they can be quick to respond to known needs, but are not always aware of other response efforts that can inadvertently lead to duplication of efforts, as well as confusion and increased complications in response activities. These drawbacks help to emphasize the need for immediate, supportive funding to help establish a dedicated staff whose primary focus is the coordination and proactive disaster mitigation planning.

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

DR-4353 AND INCREASED RESILIENCE

Since 2018, Interface 211 VC has served as the hub for VOAD's Long Term Disaster Recovery Group coordination and planning, hosting the facilitator and disaster outreach specialist staff that are leading the recovery work on DR-4353 (Thomas Fire). As long term recovery efforts are winding down, VC VOAD's priorities are increasingly focusing on taking the lessons learned from the response and recovery work of the last three years and applying them in mitigation and preparedness planning to reduce disaster risks and strengthen resilience in Ventura County.

Working in conjunction with Interface 211 VC and VC VOAD is the Kelle Kroll Group (KKG), a woman-owned business based in Los Gatos, California, formed in 1995 and certified with the California Department of General Services as a Small Business Enterprise (SBE). KKG brings a strong and unique perspective to the development of VOADs throughout the State of California. In the past 16 years Kelle has been requested by local government agencies, foundations and nonprofit agencies to help plan for and develop VOADs in Santa Clara County, Orange County and Napa County. These processes have included studying and evaluating best practices, conducting assessment and planning, creating customized strategic plans, developing operational protocols, assisting with the hiring and recruitment of staff, developing board and governance structures and creating fundraising strategies. Kelle has also helped define staff roles for Sonoma County's VOAD (COAD) and for Los Angeles County's VOAD (Emergency Network Los Angeles). Kelle currently sits on the Board of Directors of Santa Clara County's VOAD, Collaborating Agencies Disaster Relief Effort (CADRE) and is leading the development of a strategic plan and a mid-operational assessment of CADRE's COVID response activities.

Kelle brings decades of experience and subject matter expertise in continuity of operations planning, emergency management, volunteer management and donations management which includes providing disaster preparedness training for non-profit agencies. KKG has also led development of Volunteer and Donations Management plans for 12 counties in the San Francisco Bay Area, and has provided subject matter expertise on access and functional needs for several state, regional and local plans. This depth of experience provides a strong framework for KKG's understanding of many elements to develop whole community planning, innovative and rapid response, and community resilience.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

Please share additional details on the project objective of strengthening partnerships and how those tie into the education services activity.

Answer:

The public education campaign is aiming to increase disaster preparedness knowledge and planning activities for populations that in past disaster events have been harder to reach and were underserved because of language, access barriers and/or lack of trust. Research has shown that communities that are more resilient have established strong relationships and connections between a broad base of organizations that enable better information sharing and planning in the event of disaster. VC VOAD recognizes that its membership of organizations does not fully reflect all racial/ethnicities present in the County, as well as representation from constituencies with particular access or functional needs, including language access and geography. Interface/211 Ventura and VC VOAD plans to build stronger relationships with community groups in the identified LMI majority and elevated disaster risk areas to develop greater awareness of the role that community groups can play in disaster preparedness and mitigation efforts and to leverage the trusted relationships the community groups have with the low-income and vulnerable residents.

The objectives laid out in the plan include increasing the number of new community partners, as well as a way to measure the increase in connected relationships. The second measure tracks the collaborative activities conducted with the community partners to educate residents in the community. The plan commits to at minimum eight (8) events. A proposed addition is a measure that tracks the number of residents / community members that receive disaster preparedness and mitigation education as a consequence of the community partnerships, noting the percentage that live in the targeted LMI areas. Please find proposed additional measures below.

Objective 1: Interface 211 Ventura will strengthen partnerships with local community groups in identifying vulnerable, LMI areas for disaster preparedness.

- By the end of June 2023 Interface 211 VC will increase the number of partnerships with community groups/organizations for disaster preparedness by 50% as compared to June 2021. (Current partnerships have stalled between 20–30 members, so this increase could double the membership.)

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

- By the end of June 2023 Interface will host a minimum of eight (8) events or participatory discussions of local hazards/risks and community-based preparedness solutions for community partners in LMI areas.

(NEW) By the end of June 2023, Interface will provide disaster preparedness and mitigation education to at least 1,000 LMI residents or residents in one of the identified LMI majority areas.

Are you applying for more than one Planning Activity?

Yes

Planning Activity

Capacity Building

Is this planning project to build capacity to implement projects under the Resilient Infrastructure Program?

No

Is the project regional in approach?

No

Does the project include collaboration amongst jurisdictional and nonprofit partners?

Yes

If yes, name the jurisdictional and nonprofit partners.

Collaborative partners for this project include:

ARC of Ventura County
California State University Channel Islands
City of Moorpark
City of Simi Valley
City of Thousand Oaks
City of Ventura
Habitat for Humanity
Jewish Family Services
Mixteco Indigena Community Organizing Project/Proyecto (MICOP)
Salvation Army
Southern Baptist Convention
The Independent Living Resource Center/Tri-County
The Local Love Project
The Red Cross Central Coast Chapter
The Salvation Army
United Way of Ventura County
Ventura County Community Foundation
Ventura County Human Services Agency
Ventura County Office of Emergency Services

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

We need additional details regarding the role(s) and relationship(s) of partners to the project. Is there a formal, even if preliminary, structure related to the role(s)?

Answer:

VC VOAD is a collaborative of community-based organizations that relies on core partner organizations to dedicate staff to the collaborative's activities. Interface/211 Ventura has been a long-standing core partner and member of VC VOAD's Executive Committee. Over the last three years Interface has hosted the staff that has coordinated long-term recovery efforts – a 211 Disaster Recovery Coordinator and Facilitator Anne Whatley, who has been contracted / employed by Interface but reports to the VC VOAD LTRG Steering Committee and VC VOAD Executive Committee.

Decision-making authority related to the activities of VC VOAD lies with the VC VOAD Executive Committee and the VC VOAD membership, as described by the VC VOAD bylaws. Fiscal responsibility, including management, oversight and tracking of funds received are handled by the respective partner organizations that receive funds – in the case of this grant, Interface/211 Ventura.

Interface/211 Ventura and VC VOAD have an MOU defining roles and responsibilities. (Please see the attached MOU.)

Community partnerships will be coordinated through VC VOAD. For instances where community partnerships include funding, an MOU will define mutually agreed upon expectations and costs.

Eligible Applicants are required to identify which of the 2017 declared disasters the submitted project is related to. The disaster(s) related to the project can be determined by the MID area(s) the project serves or benefits. CDBG-MIT does not require a project tie-back to the 2017 declared disaster.

What disaster is this project related to?

DR-4353

Eligible applicant type

Non-Profit

Is this a project on behalf of another government entity or special district other than the Eligible Applicant?

No

Exhibit F

Project Title

Interface - VC Disaster Mitigation Planning and Coordinated Community Response (Planning)

Org Name

Interface Children & Family Services

Provide a snapshot summary of the project.

Interface Children & Family Services (Interface) respectfully requests \$325,115 to expand the capacity of Ventura County VOAD to provide critical services/support to vulnerable populations (specifically, low-income and access and functional needs households) in the event of a disaster, thereby reducing risk for vulnerable populations, building resilience, and improving county disaster mitigation activities. CDBG MIT funding will allow for increased capacity via three strategic activities:

--planning for improved community response to disasters to reduce the severity of adverse events

--expanding reach via increased community-based organizational participation in VOAD

--training community-based organizations to build skills in cultural responsiveness and improve knowledge of disaster response protocols

Upload project description, if available.

VOAD Final Project.pdf

Project Location Description

The proposed geographic catchment area is the whole of Ventura County (VC), California, population estimated at 846,000 individuals.

Does the project fall into one of these zip codes/counties?

Ventura County

Public Services projects must select a National Objective. Planning projects do not require a National Objective. The Urgent Need Mitigation (UNM) national objective is for CDBG-MIT activities that aim to address risks that do not tie back to the disaster events of the 2017 CDBG-DR funding, or subsequent disasters. Projects using the UNM national objective must provide documentation that demonstrates a measurable and verifiable impact on reducing risks at the completion of the activity. Projects using the LMI national objective are those that have a benefit to Low to moderate income person, which is defined as persons having incomes not more than the "moderate-income" level (80% Area Median Family Income) set by the federal government for the HUD-assisted Housing Programs.

Does the project benefit an LMI population or area?

Yes

Describe how the project benefits a LMI area (additional material and information may be required)

Drought conditions related to climate change have created larger, more frequent, and more destructive wildfires in Ventura County. As one of the nation's top agricultural producers, Ventura County is home to large populations of immigrant families and low-wage workers, who are devastated by wildfire season, but whose disaster and safety needs are often unmet. Undocumented individuals are estimated to account for more than 9 percent of the population or 111,000 people in Ventura and Santa Barbara counties (Hayes and Hill, 2017).

Additionally, research has found that communities of color—specifically those census tracts with a majority Black, Latino, or Native American populace—are 50 percent more vulnerable to wildfires compared to other census tracts. (Maldonado et al., 2015; Johnson, 2008). According to Maldonado et al. (2015), traditional analyses often obscure these differences, which stem from multiple intersecting factors.

In a 2020 article entitled "The (in)visible victims of disaster: Understanding the vulnerability of undocumented Latino/a and indigenous immigrants", authors Mendez, Flores-Haro, and Zucker illustrate how the response of community-based groups during and after the Thomas Fire points to ways in which deliberately crafted disaster planning and climate adaptation policy can help alleviate, rather than reinforce, existing disparities. For example, during the Thomas Fire, resources were directed toward wealthy individuals, leaving local immigrant rights and environmental justice groups to provide immigrants and farmworkers with essential services like language access to emergency information in Spanish and Indigenous tongues (Mendez et. al, 2020). This gap in provision of services helps clarify the need for multilingual disaster / emergency plans and cultural competency training for staff and volunteers working to provide education, outreach, and response services. The VC Disaster Mitigation Planning and Coordinated Community Response and the Ventura County Prepares! Public Education & Outreach for Vulnerable Populations projects will benefit low to moderate income individuals living in Ventura County by preparing VOAD affiliated organizations to increase efficiency of disaster service, improve disaster response, and provide outreach and education before the onset of an emergency/disaster, allowing VC VOAD to better serve residents, paying specific attention to hard-to-reach and vulnerable populations. Within the project service area of Ventura County, 8.2% of households live below the poverty line and 10% of households live at less than 200% of federal poverty level. Of particular focus for Interface 211

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

VC and VC VOAD is ensuring that disaster response and mitigation activities are inclusive of undocumented immigrants, a significant portion of the very-low and low-income households in the County.

As capacity is built through planning and outreach, the ability of VC VOAD to respond in the event of a disaster increases, thereby reducing the risk of injury, loss of life and property for low- and moderate-income populations. For example, as Interface 211 VC and VC VOAD collaborate with local community partners to support the distribution of disaster preparedness information, evacuation alerts, and messages, populations that historically do not receive disaster warnings through the Office of Emergency Service channels can be reached, improving access to information that could potentially reduce risk and save lives.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

The application project description indicates that this is a request to expand current programming. Please clarify if the expansion is only for LMI populations/ communities and how the expansion will differ from existing programming.

Answer:

Interface/211 Ventura consistently provides information to the community regarding disaster preparedness planning and referrals to available resources during Public Safety Power Shutoffs, wildfires, and other emergencies via when calls or texts are made to 211 Ventura. However, 211 has not been as successful in reaching vulnerable populations in the past unless they have contacted us directly. Recent disaster after action reports identified a need in underserved communities (low-, moderate- income, access and functional needs, and low-literacy populations) in Ventura County for greater disaster preparedness education. This public education project expands 211 Ventura's disaster information resource program to promote disaster readiness materials that target zip codes/census tracts that are majority LMI and/or vulnerable populations with an elevated risk for disaster. We have developed an expanded, multi-pronged strategy for promoting disaster preparedness materials through the leveraging of trusted community-based partnerships via VC VOAD, online communities, message boards, social media and advertising.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

How were the four communities selected for the project? Will this project serve any other communities/locations?

Answer:

In designing this project, we identified the four communities of focus using the following criteria:

1. Areas that are majority (greater than 51%) LMI populations
2. Areas of elevated risk for disaster events such as wildfires, flooding and earthquakes noted in the Ventura County Multi Hazard Mitigation Plan
3. Community partnerships that could be leveraged to reach LMI populations

3

The public education planned through digital social networks and micro-targeted marketing / advertising campaigns will specifically target LMI income residents and specific LMI zip codes in Ventura County but would not be limited exclusively to the four communities. The disaster preparedness public education social media posts that will be promoted by VC VOAD community partners and 211 disaster preparedness website pages will be visible as an asset for all residents throughout Ventura County.

Upload document of data supporting the LMI population to be benefitted and/or a map of the service area (Optional)

VOAD ArcGIS - VC_MapofLMItracts.pdf

Does the project service area benefit the MID?

Yes

Describe how the project benefits a MID area (additional material and information may be required)

Wildfires are some of the most prevalent natural disasters that residents in Ventura County face. Surrounded by mountains and vast brushy landscapes, Ventura County experiences two long fire seasons annually. One occurs when wildfires are driven by heat (June – Sept.) while the other is marked by high winds fed by dry chaparral vegetation (Oct.- April).

In 2018, Ventura County experienced two catastrophic fires. The Thomas Fire (12/4/2017 – 01/15/2018) was the second costliest fire in the U.S. and burned 281,893 acres, destroying 1,063 homes, businesses, and structures. During the Thomas Fire, Interface 211 VC received more than 7,800 calls and more than 10,000 texts over the duration of the event and assisted a total of 2,791 unique clients. The Woolsey Fire (08/08/2018-08/21/2018), the third costliest wildfire in the U.S., burned 97,000 acres, destroyed 1,600 structures and killed three people. The Woolsey Fire prompted the evacuation of more than 295,000 people, which was complicated by the closure of the main transportation routes.

According to a State Auditor's report focused on the emergency alert, evacuation, and shelter plans adopted by the California Office of Emergency Services and Ventura, Sonoma, and Butte counties, emergency officials routinely overlook the state's most vulnerable populations as they make preparations for foreseeable wildfires, floods, and other disasters (Howe, 2019). In the months and years following the Thomas and Woolsey fires, similar gaps in information and emergency response protocol have been accessed. Local analysis has highlighted opportunities to improve community collaboration and a coordinated emergency response from local nonprofits and organizations focused on disaster mitigation. Since VC VOAD covers the entire county, actively engaging VC organizations and fostering their collaboration is vital. A VOAD that is able to marshal all available community resources is better prepared and better able to bounce back from events.

Upload documentation that supports how the project benefits a MID area (Optional)

VOAD DR4353VenturaCountyMID_DamageMap.pdf

What Census Tracts/Block Groups are served by this project?

This project serves all census block tracts in the county of Ventura.

What is the total dollar amount of the project?

688,490

Anticipated CDBG-MIT funding need (\$ amount)

325,115

Have you applied for other sources of funds for this project?

Yes

If yes, please provide a list of sources, how much have you applied for, have you been awarded funds, and the amount(s) from each source anticipated or awarded.

\$166,000 in funding from Ventura County Community Foundation

\$12,750 from Dignity Health

\$7,535 from CARESTAR Foundation

\$6,700 additional CDBG project

\$52,437 Interface funding

Total: \$245,422

Project Budget broken down by eligible activity and activity costs

ICFS 211 CBDG-MIT Budget_Final.xlsx

Basis of Total Project Cost and Amount of CDBG-MIT requested

Descriptions for Budget Categories

Staffing

All salaries have been determined based on current staffing levels and industry standards, including review of similar positions in other jurisdictions, such as Napa and Sonoma counties. The new position of VOAD Network Director is needed to lead the project and oversee all activities, with .75 FTE allocated to CDBG project. The VOAD Contact & Outreach Specialist at .75 FTE provides administrative support, including membership duties, meeting preparedness and notetaking, and some data management. The 211 Disaster Coordinator at .5 FTE manages the database of services available, maintains/updates the disaster-oriented VOAD and 211 website and is responsible for ongoing reporting on project activity. The Data Analyst at 0.05 FTE will collect and analyze data to create presentations and reports that are shared internally and with CDBG funders. The Evaluator at 0.05 FTE will help design the framework for conducting analysis on program process and outcome data, monitor and evaluate data collection tools, and work with the Data Analyst to draft written reports related to evaluation measurements and findings. The 211 Associate

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

Director at 0.1 serves as 211 liaison between Interface and the VC VOAD Executive Committee, providing program oversight and support.

Interface 211 VC will leverage the funding secured from community partners, such as the Ventura County Community Foundation (VCCF) and Dignity Health, to support the percentage of staff salaries not requested from CDBG-MIT.

Professional Services

Consultants will provide professional expertise and coordination for the development of plans, training and exercises to improve the infrastructure and capacity of VOAD and community partners to provide critical services/support to vulnerable populations in the event of a disaster. 211 Interface VC has identified an Emergency Management Consultant to lead the VC VOAD Executive Committee through a process to create and update key planning documents, conduct a SWOT analysis and coordinate stakeholder engagement. Consultants will also provide training to VC VOAD and community partners on the series of plans to be developed, on donations and volunteer management procedures and protocols, and on cultural competency. Additional professional service support includes assisting with exercises and working with a subset of VOAD member agencies to develop their organization's emergency operations plans or continuity of operations plans. All consultants have prepared a proposed scope of work based on the project parameters that are included in this budget.

Operating Expenses

These include the hard costs of implementing the program successfully, and cover communications, digital platforms and software applications, and are based on current Interface expenses. Additional costs include the production of marketing materials for the county-wide outreach to community-based organizations, stipends and materials for trainings and exercises, and the fees associated with FEMA training, as researched by staff and a VOAD Executive Committee member.

Indirect (Modified Total Direct Costs)

This 10% funding supports the administrative and fiscal management required to ensure the CDBG grant is implemented according to federal 24 CFR §570, Subpart I; 24 CFR §58; and 2 CFR §200 and GAAP guidelines, as well as agency policies and procedures.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

The application indicated that the six other funding sources would make up the difference between the MIT-PPS request and the overall project cost. What is the status of the additional funding sources?

Answer:

Recent and current funding sources:

- CARESTAR - Interface is funded for three years to provide disaster prep information and referrals to statewide callers/texters/web visitors. Grant covers a portion of the 211 Associate Director staff role and also includes funding for the development of public information materials.
- Southern Cal Edison - Interface just renewed a grant (January 2021) to provide disaster preparedness information to access and functional needs populations in Ventura County. In discussions to fund emergency kits for distribution to vulnerable populations in the next round of grant.
- Investor Owned Utilities (IOU) participate in the California Independent System Operator (ISO). The California ISO is in the process of negotiating an agreement with Interface to fund staff time dedicated to providing disaster public information referrals and resources over a two-year grant term. The ISO grant will fund .5 FTE of the Contact and Outreach Specialists work on community outreach related to disaster preparation, complementing the Ventura County Prepares! Project activities and goals with the other .5 FTE. (Estimated start date June 2021)
- Ventura County Community Foundation (VCCF): VCCF is committed to fund projects over the next two years. Currently, we have verbal agreement from Foundation CEO, who anticipates approval by the Board during the next Board meeting in June 2021.

- Other CDBG grant - Refers to our application for CDBG-MIT grant: VC Disaster Mitigation Planning and Coordinated Community

17-MITPPS-21007

Approved Date: 7/16/2021

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Response (2 years). This public education grant would provide funding that would enable VC VOAD to leverage the relationships and connections of community-based organizations in VC VOAD.

- Interface in-kind: Interface will cover the fringe benefit costs for all staff on the project as an in-kind contribution.

If for some reason, any of the funding sources listed above were unable to continue supporting the staffing and infrastructure needed to successfully comply with contract terms of the Ventura County Prepares Public Education and Outreach, our Fund Development Department has the capacity to solicit supplemental funding from a pool of over 400 private donors who contributed more than \$480,000 to Interface programming in FY 2020.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

The application indicated that a director would be hired to implement the program. Please provide additional information as to the need to hire staff and the process and timeline for doing so.

Answer:

Presently, VC VOAD leadership is composed entirely of volunteers. After a careful review of community-wide response to recent wildfires, key stakeholders identified the need to formalize positions within VC VOAD to support an enhanced and coordinated effort to plan for response to emergencies and disasters county-wide, as well as lead preparedness and mitigation projects.

Research conducted to uncover the most promising opportunities for resiliency and whole community disaster preparedness in California recommend resourcing VOADs with paid staff as a key factor for success found in effective VOADs around California (Building Disaster Resilience, Monitor Institute and California for All, 2019). There is a desire to leverage the relationships and experience developed by VC VOAD over the last three years of recovery to transfer the lessons into increased capacity and planning for the organization's involved in disaster mitigation and response. Similarly, because of recent disaster events there is heightened awareness among the general public of hazards and the dangers of not being prepared for disasters that makes for fertile ground and motivation to learn more about how to better prepare and plan for disaster events.

The emergency management consultant identified to work with VC VOAD in the Disaster Mitigation Planning and Coordinated Community Response project has experience guiding other VOADs in the state through a search process and hiring of a VOAD Director. The timeline planned allows three months for the VC VOAD Executive Committee and Interface/211 Ventura to work with the consultant, Kelle Kroll, to refine the job description, initiate a search, interview and hire a Director. The estimate in the budget for the Ventura County Prepares! Public Education & Outreach for Vulnerable Populations project is .25 FTE of the Director's time. It is estimated that the remaining .75 FTE of the Director's time would be devoted to the VC Disaster Mitigation Planning and Coordinated Community Response project.

Outcome Measures

Based on our discussion and request for additional data on how the project outcomes will be quantified, the following revised measures are proposed.

Ultimately, the project outcomes contribute to increased resilience in Ventura County - the ability to prepare and plan for, absorb, recover from, and more successfully adapt to adverse events. Enhanced resilience requires better anticipation of disasters and better planning to reduce disaster losses—rather than waiting for an event to occur and paying for it afterward. The publication Disaster Resilience: A National Imperative (National Research Council, 2021) describes universal steps local communities can take to make progress to increase their resilience as:

- Communicating risks - Awareness and education about potential hazards
- Promoting a culture of resilience - Awareness and education of actions that can mitigate disaster impacts and how to be better prepared - as individuals, and as a community
- Connecting community networks - Organizing efforts collectively for better coordination

The project will take place in Ventura County, targeting the most vulnerable and underserved populations (LMI and access, functional needs).

The goal will be to reach 35,000 LMI residents with disaster preparedness information that increases awareness of local risks, as well as sharing planning resources that educate residents on what they can do to reduce their risk and be better prepared. It is estimated that an additional 28,000 Ventura County residents will also be provided with disaster information through the project. Ventura County Population = 846,006 (US Census, 2019) Ventura County LMI Population = 357,050 / 43% (US Census, 2019)

Exhibit F

Population in the Four Targeted LMI areas = 167,560 (US Census, 2019)

PROJECT OUTCOME GOAL: = 35,000 (21% of targeted LMI population)

Below are the proposed revised objectives and measures by activity:

Objective 1: Interface 211 Ventura will strengthen partnerships with local community groups in identifying vulnerable, LMI areas for disaster preparedness.

- By the end of June 2023 Interface 211 VC will increase the number of partnerships with community groups/organizations for disaster preparedness by 50% as compared to June 2021.
- By the end of June 2023 Interface will host a minimum of eight (8) events or participatory discussions of local hazards/risks and community-based preparedness solutions for community partners in LMI areas.
- (PROPOSED NEW MEASURE) By the end of June 2023 Interface will provide disaster preparedness and mitigation education to at least 5,000 LMI residents/residents in one of the identified LMI majority areas reached through community partnerships.

Objective 2: Interface 211 VC will provide VC residents, especially vulnerable residents in designated high-risk LMI areas, with disaster preparedness resources and disaster/emergency information before, during, and after events occur.

- By the end of June 2023 Interface 211 VC will increase disaster-related texting campaigns by a minimum of 20%, from 5 campaigns in 2020/2021 to a minimum of 6 campaigns in 2022/2023.
- (PROPOSED REVISED MEASURE) By the end of June 2023 Interface 211 VC will provide disaster preparedness information via text message to 20,000 residents that fit criteria of LMI /reside within zip codes.
- Text campaigns: Interface 211/Ventura has contacts to reach 12,000 LMI residents in Ventura County with disaster preparedness messages Expect an increase of 4,000 additional new contacts each year. (Year 1: 12,000 + 4,000 new contacts = 16,000 , Year 2 : 4,000 new= 20,000 total LMI contacts)

Objective 3: Interface 211 VC will increase awareness of 211 VC as a 24/7 resource for disaster information available in English, Spanish and more than 300 other languages.

- (PROPOSED REVISED MEASURE) By the end of June 2023 Interface 211 VC will provide disaster preparedness information via the 211 website to 28,740 Ventura County residents of which 10,000 visitors will fit the criteria of LMI.

Digital public education on social media driving to 211 Ventura disaster preparedness resources on website. In 2020, disaster resource page views totaled 11,975. A 20% increase is expected based on the proactive outreach and marketing planned totaling 14,370 expected views during the project per year = 28,740 over 2 years of project.

To track estimates for the number of website visitors that fit the criteria of LMI A pilot promoting, the project team will use data received from micro-targeted digital advertising. For example, a recent campaign promoted COVID vaccine information that exclusively targeted low-income residents in Ventura County using both English and Spanish ads averaged 1,500 click throughs to the 211 website for information and resources in one month. Assuming there will be some variance and drop off over the campaign the goal will be 10,000 LMI residents reached.

LMI residents served

Activity 1/Objective 1

Residents reached via community partnerships

5,000

Activity 2/Objective 2

Digital network public education - social media and text campaigns

20,000

Activity 3/Objective 3

211 Ventura disaster website and micro-targeted advertising

10,000

TOTALS FOR PROJECT

35,000 (21% of LMI population in targeted areas)

It is estimated that an additional 18,740 Ventura County residents will be reached with disaster prep information.

=====

Describe prior experience and previous success in implementing planning and/or public services projects.

Established in 1973, Interface Children & Family Services has over 47 years of experience leading and/or participating in innovative countywide strategies that promote intra-agency collaboration and facilitating increases in resource availability and accessibility. Interface is led by a 14-year tenured executive, Erik Sternad, who oversees an administratively competent and fiscally accountable nonprofit organization that has consistently met grant and contract obligations. Through collaborations in over 50 Memoranda of Understanding (MOU) with local, state, and national partners, Interface has worked to provide services, including 211 VC disaster recovery response and 211 emergency text response, to vulnerable communities across the state of California.

Interface and the 211 VC project team have extensive experience administering grants, meeting and/or exceeding objectives of timely and accurate reporting requirements, stated goals and outcomes. Agency wide, Interface has fulfilled hundreds of federal, state, county, city, private foundation and public grants and contracts and currently manages over 12 million dollars in federal, state, and county contracts, all of which are in good standing.

Experience specific to Interface 211 VC disaster/emergency response and recovery includes the implementation of California Public Utilities Commission SB1212; Pacific Gas & Electric's 211 Outreach, Preparation, Response and Recovery; and SoCal Edison's Ventura County Disaster Response & Preparedness programs-- totaling over 2.1 million dollars in funding support. Presently, Interface 211 VC is negotiating a three-year 15 million dollar contract to provide Public Safety Power Shutoff outreach and education, assessment, case management, and planning for California Electric Investor Owned Utilities.

Ventura County VOAD Executive Committee consists of experienced and accomplished emergency management professionals.

Maggie Tougas, Emergency Manager, California State University Channel Islands, Certification focused in Emergency Management from CSTI, San Luis Obispo Emergency Manager Certificate

Nick Nguyen, Emergency Disaster Services Director, The Salvation Army

Susan Englund, Vice President, Community Impact, overseeing Ventura County Volunteers program

Kat Merrick, CEO, Local Love Project/Totally Local VC

Dan Wall, City of Ventura Emergency Manager, 16 years experience as Manager of the Emergency Preparedness Office, Ventura County Health Care Agency

Is the proposed project identified as a priority project in your hazard mitigation plan?

No

What community lifeline will this project protect? Health and Safety are prioritized in the Planning and Public Services program.

Health & Medical, Safety & Security, Communications, Food, Water & Sheltering

How will this project reduce risk to community lifeline(s)?

The VC VOAD project will reduce risk to community lifelines by helping community organizations understand their risks from natural hazards and prioritize actions that will reduce the impacts of future events. By leveraging the strengths of partner organizations within VC VOAD, streamlining emergency preparedness and response processes, and increasing alignment with the County Office of Emergency Services, this project will increase our county's capacity to respond to future events— more efficiently stabilizing Community Lifelines and reducing future risks. Specifically, this project will assist in the management and coordination of volunteers and donations supports government-led efforts related to medical health and safety, as well as food, water, shelter, and communication support. For example, community volunteers have been enlisted for COVID vaccination efforts and VOAD partners such as The Salvation Army activate to provide food and evacuation shelters.

*Updated by NX (5/6/21)

Information received by HCD via email from abarosso@icfs.org (4/23/21)

See more information in attachment titled "ICFS response to HCD CBDG-MIT Grant Questions 4-23-21"

Question:

The application indicated that this project is a priority in your hazard mitigation plan, but then it was indicated that you will be utilizing the County's hazard mitigation plan. Please provide more information on if or how this project relates to the County's hazard mitigation plan, as well as your role with the County's plan and how you might utilize it.

Answer:

As a 501c3 organization, Interface does not have a separate hazard mitigation plan of its own. Given that the work of Interface and VC VOAD is to provide community-level support to Ventura County Office of Emergency Services (OES), the County's 2015 Multi Hazard Mitigation Plan informs the planning efforts of VC VOAD. For this project, Interface and VC VOAD referred to the County plan to identify the communities and areas of the County that are at greatest risk for specific disaster events, which informed selection of communities for public outreach and the topics to cover in education efforts.

Community preparedness public education and awareness are listed as overarching mitigation actions summarized in table 7-2 on page 7-4 -through 7-6. The VC VOAD is not listed explicitly in the plan, however, VC VOAD works in coordination with the local municipalities and special districts identified in the plan to assist with the implementation of public education. The relevant actions are as follows:

- Overarching Action (OA) 6: Develop public outreach program that informs property owners located in the dam and levee failure inundation areas about voluntary flood insurance.
- OA 11: Develop and implement plans to increase building owners' general knowledge of and appreciation for the value of seismic upgrading
- OA18: Community preparedness measures, including public outreach material and curriculum related to TsunamiReady program.
- OQ19: Awareness of vegetation management program that provides vegetation management service to elderly, disabled or low-income property owners who lack resources to remove flammable vegetation from around their home

How will this project improve resilience for protected classes, underserved communities, and vulnerable populations?

Research recommendations point to the strengthening of community-based organizations working directly with vulnerable populations on disaster preparedness as a key approach to reducing their vulnerabilities and enhancing capacities and implementation processes. (Gero et al, 2011; Henley-Shepard et al, 2015; Mendez, et al, 2020;)

This proposal is designed to enhance and strengthen the infrastructure of Ventura County's VOAD to provide critical services to vulnerable populations and create a stronger and more resilient Ventura County. Recognizing the importance of including diverse stakeholders from all areas of the County, the VOAD planning process will engage organizations with trusted relationships with underserved and vulnerable populations. The operations plans created through this process will give community-based groups a greater understanding of the larger emergency management systems that exist and ensure that the needs of underserved and vulnerable community members, such as low-English literacy households and low-income households without private transportation, are addressed. Additionally, community-based organizations will better know how their organizations and volunteers can meaningfully contribute to resilience-building and in disaster responses.

At Interface 211 VC, the work that we do requires many of our call specialists to be bi-lingual/bicultural and culturally informed to meet the needs of the multicultural communities that depend upon our services. Agency wide, Interface is committed to serving culturally and linguistically diverse individuals and families. To reduce barriers in providing culturally appropriate care and offer services tailored to the diverse needs of our community, Interface hires bilingual staff, provides training for staff in cultural competency, offers translator services, and partners with critical care providers, linking clients to other support services as needed. In addition, Interface strives to deliver an outreach and communication strategy which provides culturally congruent marketing and communications (i.e. diverse images, published in multiple languages).

Similarly, cultural competency is a cornerstone of VC VOAD's work. As such, the VC VOAD project will include cultural competency training activities for VOAD organizations and their affiliates, preparing organizations in the community to respond to the personalized needs of Ventura County's diverse community.

Can this project be replicated in other communities?

Yes

If yes, provide a description.

As a local chapter in a national organization, VC VOAD has the capacity to share project deliverables, evaluation data, and disaster toolkits with VOADs across the country. In this way, VC VOAD not only serves as a model for disaster recovery and response, but also assists with VOAD's mission to improve coordination, communication, collaboration, and service delivery.

Will you be able to quantitatively measure the impact the proposed project will have on current and future risk?

Yes

Explain how you will quantitatively measure the impact of the proposed project on current and future risk.

In over 47 years as a social services provider, Interface has developed a proficient and refined approach to evaluation and data collection, and quality control. Interface uses a mixed-method data and evaluation methodology inclusive of qualitative and quantitative data from multiple sources (i.e., individuals, families, partner agencies, and policy makers). As the lead organization for this project, Interface will leverage its robust evaluation experience to assist VC VOAD in analyzing the success of outcomes and objectives.

To evaluate the impact of our proposed project, our evaluation team will utilize pre- and post- test surveys in which community partners will self-assess their knowledge about emergency/disaster protocol BEFORE and AFTER participating in the VC VOAD project.

Project outcomes:

Outcome 1: VC VOAD and affiliated community partners will achieve an increased capacity to prepare and respond to local emergencies/disasters

By June 2022, VOAD participants will show an increase of .5 on each measure listed in the network capacity survey as compared to their scoring on the pre-engagement survey.

By June 2023, VOAD participants will show an increase of 1 on each measure listed in the network capacity survey as compared to their scoring on the pre-engagement survey.

Outcome 2: VC VOAD Staff and volunteers will improve community resiliency by enhancing resource directory and coordinating emergency response across community partner network, ensuring coverage of entire County and vulnerable populations

By June 2022, we will increase contacts and resources listed in the VC VOAD community asset/resource directory that represents vulnerable populations by a minimum of 20%.

By June 2022 we will increase in contacts/resources in VC VOAD directory for currently underrepresented geographies, sectors, representation of vulnerable communities by a minimum of 20%

Outcome 3: VC VOAD members have greater understanding of their role in disaster preparedness, response and report their organization is better able to provide services to vulnerable populations in the event of a disaster

By June 2023, we will establish a 20% increase in the disaster preparedness/response among VOAD affiliated organizations.

Upload quantitative data showing a project's anticipated impact on current and future risks.

VOAD DATA.pdf

Given a 3 year Period of Performance and Assuming Spring 2021 start date, what is your expected period of performance? (anticipated start date and completion date)

June 2021 - June 2023

Proposed Project Timeline

Final VC VOAD Planning Project Timeline.xlsx

APPLICABLE LOCAL POLICIES AND PLANS

Do you have procurement policies and procedures?

Yes

If yes, upload your procurement policies and procedures.

procurement policy.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you have a current hazard mitigation plan?

No

If no, please provide a status.

As we are a nonprofit, we do not have a separate Hazard Mitigation Plan, but would refer to Ventura County's plan.

In using HUD funds for projects, Subrecipients must comply with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended by the Uniform Relocation Act Amendments of 1987 (URA or Uniform Act).

Do you have existing policies and procedures to ensure compliance with the Uniform Relocation Act (URA)?

No

If no, please provide a status.

N/A for a planning grant.

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

Do you have policies and procedures for completing National Environmental Policy Act (NEPA) and California Environmental Quality Act (CEQA) environmental reviews?

Yes

If yes, upload your policies and procedures.

NEPA declaration.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Section 3 of the Housing and Urban Development Act of 1968 (Section 3), as amended, requires that economic opportunities generated by CDBG-DR funds be targeted toward Section 3 residents. A Section 3 plan must establish standards and procedures to be used to ensure that the objectives of Section 3 are met and records, reports, and other documents or items to demonstrate compliance with Section 3 regulations are maintained.

Do you have a Section 3 plan?

No

If no, please provide a status.

N/A for a planning grant.

Do you have anti-lobbying policies and procedures?

Yes

If yes, upload your anti-lobbying policies and procedures.

Anti-lobbying_certification.docx.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you have conflict of interest policies and procedures?

Yes

If yes, upload your conflict of interest policies and procedures.

Non-Conflict_of_interest_certification.docx.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you have non-discrimination policies and procedures?

Yes

If yes, upload your non-discrimination policies and procedures.

Non-Discrimination_Certification.docx.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you have timekeeping policies and procedures?

Yes

If yes, upload your timekeeping policies and procedures.

Timekeeping.pdf

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you have financial management policies and procedures?

Yes

If yes, upload your financial management policies and procedures.

Financial Management.pdf

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

If yes, but the policies and procedures are in another previously uploaded document, please name the document.

Do you affirm that your policies and procedures are consistent with 2 CFR part 200?

Yes

ORGANIZATIONAL STRUCTURE, CAPACITY, AND AUTHORITY

What is your governing board meeting schedule?

Interface Children & Family Services has a 14-member board that meets 6 times a year in the months of February, April, June, August, October, and December. An average of 11-12 board members are in attendance at every meeting.

Documentation for staff experience may include one or both of the following: A narrative description of the experience details of key staff for this project and whether they are new hires or existing staff. A chart of staff by experience in CDBG and/or federal grants management AND experience related to content of the project applied for.

Staff Experience: How many staff do you have with experience in CDBG or federal grants management? How many staff do you have with experience related to content of the project being applied for?

Experience.pdf

Debarment Check

Sam.gov.png

Government Agency Taxpayer ID Form

2020 - Interface WV-9 (1).pdf

Payee Data Record STD 204 Form

std204 (002).pdf

Have you reviewed the sample authorizing resolution?

Yes

Budget Worksheet

View Budget Worksheet

<https://portal.ecivis.com/peerBudget/2979DC55-B3BE-41A3-ADE8-0CFB764BD649>

Goals Worksheet

View Application Goals

Additional Information

ICFS Response to HCD CDBG-MIT Grant Questions 4-23-21.pdf

Additional Information

MOU_Interface and VC VOAD_2021-2023.pdf.pdf

Additional Information

VC_LMI Map.pdf

Additional Information

Board Resolution w signatures.pdf

Additional Information

Non-Conflict_of_interest_certification.docx.pdf

Additional Information

Non-Discrimination_Certification.docx.pdf

Additional Information

Anti-lobbying_certification.docx.pdf

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

Exhibit F

Additional Information

VC Planning ENV Review.pdf

Additional Information

Interface Procurement Policy .pdf

Additional Information

Interface Timekeeping Policy_Draft v1.pdf

Additional Information

ICFS Indirect Cost Fact Sheet-CDBG-DR.MIT.pdf

Additional Information

NEPA INTERFACE.pdf

File Upload

std204_for_CDBG_grants.pdf

File Upload

Financial Management.pdf

Additional Information

Procurement.pdf

Additional Information

VC VOAD Planning Project Scope of Work (I).docx

Additional Information

Interface Asset Management Policy.pdf

Additional Information

of Reviews

1

of Denials

0

Average Score

File Upload

File Upload

File Upload

File Upload

Applications: File Attachments

Upload project description, if available.

VOAD Final Project.pdf

Upload document of data supporting the LMI population to be benefitted and/or a map of the service area (Optional)

VOAD ArcGIS - VC_MapofLMItracts.pdf

Upload documentation that supports how the project benefits a MID area (Optional)

17-MITPPS-21007

Approved Date: 7/16/2021

Prep. Date: 03/10/2025

VOAD DR4353VenturaCountyMID_DamageMap.pdf

Project Budget broken down by eligible activity and activity costs

ICFS 21 I CBDG-MIT Budget_Final.xlsx

Upload quantitative data showing a project's anticipated impact on current and future risks.

VOAD DATA.pdf

Proposed Project Timeline

Final VC VOAD Planning Project Timeline.xlsx

Staff Experience: How many staff do you have with experience in CBDG or federal grants management? How many staff do you have with experience related to content of the project being applied for?

Experience.pdf

VC Disaster Mitigation Planning and Coordinated Community Response Project

Project Description

Interface Children & Family Services respectfully requests \$443,007 for the **VC Disaster Mitigation Planning and Coordinated Community Response** planning and infrastructure project. **VC Disaster Mitigation Planning and Coordinated Community Response** project will expand the capacity of Ventura County VOAD to provide critical services/support to vulnerable populations (specifically, low-income and access and functional needs households) in the event of a disaster, thereby reducing risk for vulnerable populations and improving county disaster mitigation activities by a) developing a plan to better prepare VC VOAD organizations to address community health and safety needs during an emergency/disaster, b) developing a comprehensive directory of community resources and contacts, and c) providing training for community-based organizations that build cultural responsiveness and knowledge of disaster response protocols.

Interface is submitting a concurrent proposal for the CDBG Public Services Public Education project: Ventura County Prepares! Public Education & Outreach for Vulnerable Populations project to expand upon the capacity building and risk reduction outcomes of the **VC Disaster Mitigation Planning and Coordinated Community Response** project. Though the overarching goal of each project includes effectively coordinating community response activities to stabilize the lifelines that support vulnerable populations, the Ventura County Prepares! Public Education & Outreach for Vulnerable Populations project will focus specifically on activities that inform and educate the public about emergency preparedness and mitigation efforts.

The whole community approach to emergency management establishes disaster preparedness as a shared responsibility among all sectors of society and aspires to leverage the full capacity of all community stakeholders to reduce risks, as well as develop plans that enable rapid stabilization of Community Lifelines after a disaster. Voluntary Organizations Active in Disaster (VOADs) are local networks of organizations committed to the shared purpose of coordinating and deploying community resources in an efficient and timely manner to improve outcomes for community members impacted by disasters. Across the nation, VOADs have become an integral asset to local government and community leaders to foster collaboration and provide services to an array of vulnerable populations, such as low-income households and households with access and functional needs, including low English literacy. Although multiple national and state organizations exist to assist in disaster relief, ultimately disasters are local. Research has found grass-roots efforts to be the most effective way of addressing many local challenges and that communities are better served in a disaster if a Community VOAD is in place and operational before disaster strikes. VOAD collaborative networks provide a platform for the development of locally tailored preparedness and recovery planning efforts that are specifically designed to reduce the risks for vulnerable populations, thus creating more resilient communities.

In partnership with Interface 211 VC, Ventura County VOAD aims to build on the experience and lessons from disaster response actions in the last three years to develop a strategic plan and update operational protocols, and disaster response plans that guide its efforts. The updates will address areas for improvement identified in the County's After Action Reports and VC VOAD's debrief sessions. Key areas identified in Ventura County's After Action Reports from the two most recent disasters in 2017 (DR-4353) and 2018 (DR-4407) include: pre-incident operational area coordination

and stakeholder participation; development of protocols for management of donations, including the documentation of processes developed for donations management and volunteer management that have been successfully implemented and refined through work on DR-4353 Thomas Fire, DR-4407 Woolsey/Hill Fires, and COVID; multilingual communications and warnings/alert communications; and shelter services coordination. VOAD would add cultural responsiveness as an additional area for improvement.

All VC VOAD planning activities will engage a diverse group of community stakeholders, including the more than forty member organizations. Planning will also be conducted in coordination with the Ventura County Office of Emergency Services. In 2020 VC VOAD worked with the County Office of Emergency Services in the updating of the County's Emergency Operations Plans, with particular focus on revisions to better support access and functional needs households. VC VOAD's planning activities are designed to complement and augment the County Emergency Operations Plan. An Office of Emergency Services staff member serves on the VC VOAD Executive Committee to ensure that communications is ongoing.

Project goal:

The primary goal of the **VC Disaster Mitigation Planning and Coordinated Community Response** project is to increase ability of VC VOAD to effectively coordinate response activities that contribute to the stabilization of vital Community Lifelines of Health; Safety; and Food, Water and Shelter as well as support communication alerts, messages and warnings for vulnerable populations (e.g., use of trained and coordinated community groups as trusted messengers to share preparedness information, warning alerts, evacuation routes and emergency supplies with low-income and other vulnerable populations).

To facilitate the **VC Disaster Mitigation Planning and Coordinated Community Response** project in achieving this goal, Interface 211 and VC VOAD have outlined the following project objectives:

1. Develop a plan to improve the internal infrastructure of VC VOAD and foster collaboration among CBOs addressing community preparedness and health and safety needs during an emergency/disaster
2. Develop a comprehensive directory of community resources and contacts in the county that can be tapped by VC VOAD in time of disaster (inclusive of the entire county's geography, multicultural and special need populations)
3. Provide training for community-based organizations that build cultural responsiveness and knowledge of disaster response protocols

These objectives will enhance the ability of VC VOAD to produce the following outcomes and measurements:

Outcome 1: VC VOAD and affiliated community partners will achieve an increased capacity to prepare and respond to local emergencies/disasters

- By June 2022, VOAD participants will show an increase of .5 on each measure listed in the network survey as compared to their scoring on the pre-engagement survey.
- By June 2023, VOAD participants will show an increase of 1 on each measure listed in the network survey as compared to their scoring on the pre-engagement survey.

Outcome 2: VC VOAD Staff and volunteers will improve community resiliency by enhancing resource directory and coordinating emergency response across community partner network, ensuring coverage of entire County and vulnerable populations

- By June 2022, we will increase contacts and resources listed in the VC VOAD community asset/resource directory that represents vulnerable populations by a minimum of 20%.
- By June 2022 we will increase in contacts/resources in VC VOAD directory for currently underrepresented geographies, sectors, representation of vulnerable communities by a minimum of 20%

Outcome 3: VC VOAD members have greater understanding of their role in disaster preparedness, response and report their organization is better able to provide services to vulnerable populations in the event of a disaster

- By June 2023, we will establish a 20% increase in participant's understanding of their role in disaster preparedness/response as compared to their response in the pre-engagement survey.

PROJECT ACTIVITIES:

Activity 1: Ventura County VOAD community disaster planning

Tasks within activity 1:

- Formation of VC VOAD Advisory Committee to serve as consultative/guiding body for planning. Committee will consist of diverse members representing key stakeholders in VC communities
- Hiring of an Emergency Management consultant to lead the VC VOAD Executive Committee through a process to create and update key planning documents.
- Oversight of Emergency Management consultant and coordination of stakeholder engagement throughout the planning process by VC VOAD Executive Committee, VC VOAD Network Director.
- Led by Emergency Management consultant, VC VOAD committees and general members will engage in a process to:
 - Conduct analysis of current VOAD strengths, capacities and ability to provide food, shelter and communications services in the event of a disaster, with a particular lens towards capabilities to support Ventura County's most vulnerable populations.
 - Develop a three-year strategic plan that identifies priorities and indicators of progress for VC VOAD.
 - Update operational and disaster response plans to address areas for improvement and successful practices from recent disaster responses.
 - Develop a County-wide donation management plan that codifies effective processes from recent disasters and clarifies the process for handling the influx of offers of both in-kind goods and services and monetary donations. Creation of the plan will be in consultation with the lead community organization, Local Love Project and other key agencies such as Red Cross and The Salvation Army.
 - Update of disaster volunteer management plan in consultation with lead community organization, United Way of Ventura County, to document best practices from recent disasters and prioritize current volunteer needs.
 - Documentation of Disaster Recovery Information Exchange (DRIE) contact relationship management system. The system was developed to assist VOAD organizations in

coordination of individual assistance recovery activities. System is designed to be activated immediately in the event of a disaster to efficiently identify and enable communication with impacted households, monitor community needs and avoid duplication of benefits.

- Review of plans by VC VOAD membership, County Office of Emergency Services. Agreement to adopt revisions/new plans.

Activity 2: Expand reach and capacity of VC VOAD

Tasks within activity 2:

- Update VC VOAD informational materials. Creation of communications materials, such as a brochure, fact sheet, and accompanying electronic assets (website, PowerPoint presentation) will be required to clearly convey the purpose of VC VOAD, the benefits and value gained through participation for organizations and for the community, and in particular vulnerable populations.
- Conduct outreach to community groups and organizations to update the directory of community assets/resources and contacts in the County that can be tapped in time of disaster to assist in providing services that contribute to the stabilization of Community Lifelines for vulnerable populations. While VC VOAD has an existing directory of organizations and resources that can be called upon to assist, there is a need for a review and update of community assets. Many contacts have changed, and the capacities or ways various known groups can assist have changed. Additionally, there is a need to map the assets and potential community-based resources in under-represented areas of the County, as well as groups that work with non-English speaking and other vulnerable populations. This includes outreach to faith-based groups that have been active in disaster responses but have not been fully integrated into the VOAD's resource directory.

Activity 3: VC VOAD Mitigation Training and Exercises

As part of the process to increase VOAD's ability to execute on the procedures outlined in the plan, VC VOAD partner organizations and volunteers involved will participate in training that will allow members to become more familiar with the practices outlined in the plans. Community partners will be effectively trained on cultural competency and utilize a shared operational plan for disaster preparedness and response, resulting in lower risk for loss of life or property among vulnerable populations including low-income households and households with access and functional needs in Ventura County

Tasks in activity 3:

- Tabletop exercises where VC VOAD members are presented with an emergency scenario and guided through a discussion of their roles during an emergency and their response to various emergency situations. This exercise will allow organizations to practice and identify areas of improvement. Our proposal includes two (2) tabletop activities scheduled for the second year of the project.
- Training focused on cultural competency/embedding cultural responsiveness in disaster response. Of particular focus for VC VOAD is ensuring that disaster mitigation and response

activities are inclusive of undocumented immigrants. VC VOAD members, MICOP, and CAUSE authored peer reviewed research in 2020, "Invisible victims of disaster: Understanding the vulnerability of undocumented Latino/a and indigenous immigrants" that documented the challenges of these low-income and vulnerable populations, as well as recommendations to more equitable disaster planning.

- Hazard mitigation educational presentations for VC VOAD members. This includes guest experts that can speak to local risks, such as tsunamis, flood or earthquakes and mitigation techniques.
- Intensive training opportunity for up to ten (10) VOAD members to develop their organization's emergency operations plans or continuity of operations plans. This training is designed for key VOAD response organizations to ensure that each has internal processes in place to mobilize in the event of the disaster. The training, led by emergency management consultant Kelle Kroll, consists of three workshops and one on one technical assistance for each participating agency.
- Participation in FEMA certification courses or disaster management conferences for select VC VOAD organizations

211 Organizational Chart

VC Disaster Mitigation Planning & Coordinated Community Response

Interface

Board of Directors

Erik Sternad

Executive Director

Kelly Brown

211 Director

AIRS CIRS Certified

Lohanna Almanza

211 Associate Director

Bilingual Spanish- AIRS CIRS

FT

FTE 1

Angela Barosso

2-1-1 Associate Director

FT

FTE 0.1

VC VOAD Executive
Committee

Marisol Gonzalez

211 Contact Center Manager

Bilingual Spanish- AIRS CIRS

FT

FTE 1

Cyntia Andres-Velasquez

Data Analyst

FT

FTE 0.05

OPEN

Evaluator

FT

FTE 0.05

Diandra Villagomez

211 Call Center Supervisor

Bilingual Spanish- AIRS CIRS

FT

FTE 1

Tanya Kellam

2-1-1 Resource & Special Projects Mgr

AIRS CIRS & CRS Certified

PT

FTE .6

Yasmeen Ali

211 Supervisor

Bilingual Spanish

FT

FTE 1

To Be Hired

VC VOAD Network Director

.75 FTE

Janeth Flores

211 Call Center Supervisor

Bilingual Spanish- AIRS CIRS

FT

FTE 1

Jeannette Garcia

211 Call Center Supervisor

Bilingual Spanish

FT

FTE 1

Brenda Morales

211 Call Center Supervisor

Bilingual Spanish– AIRS CIRS

FT

FTE 1

Luis P. Camacho

211 Call Center Supervisor

Bilingual Spanish– AIRS CIRS

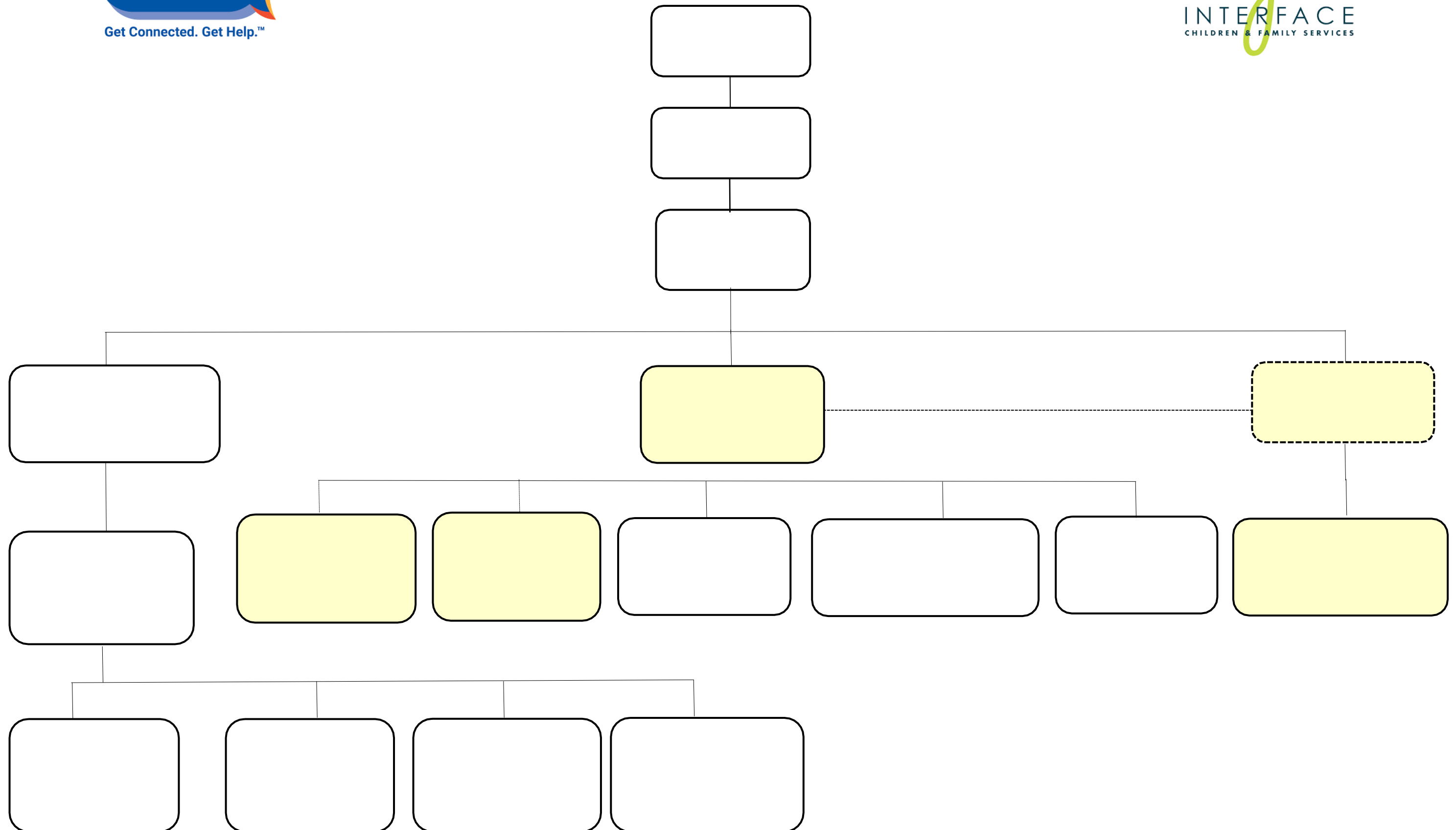
FT

FTE 1

211 Staff w/time allocated to CDBG

Other 211 Staff

Exhibit F



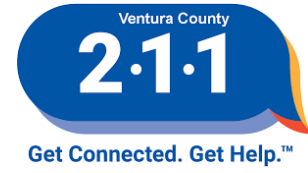
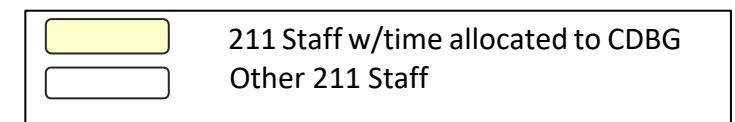
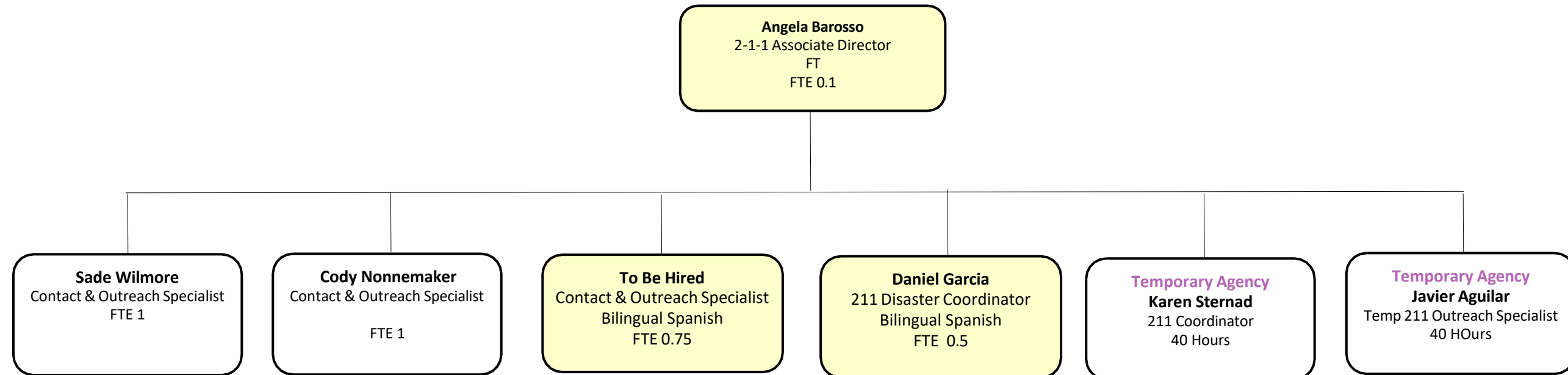
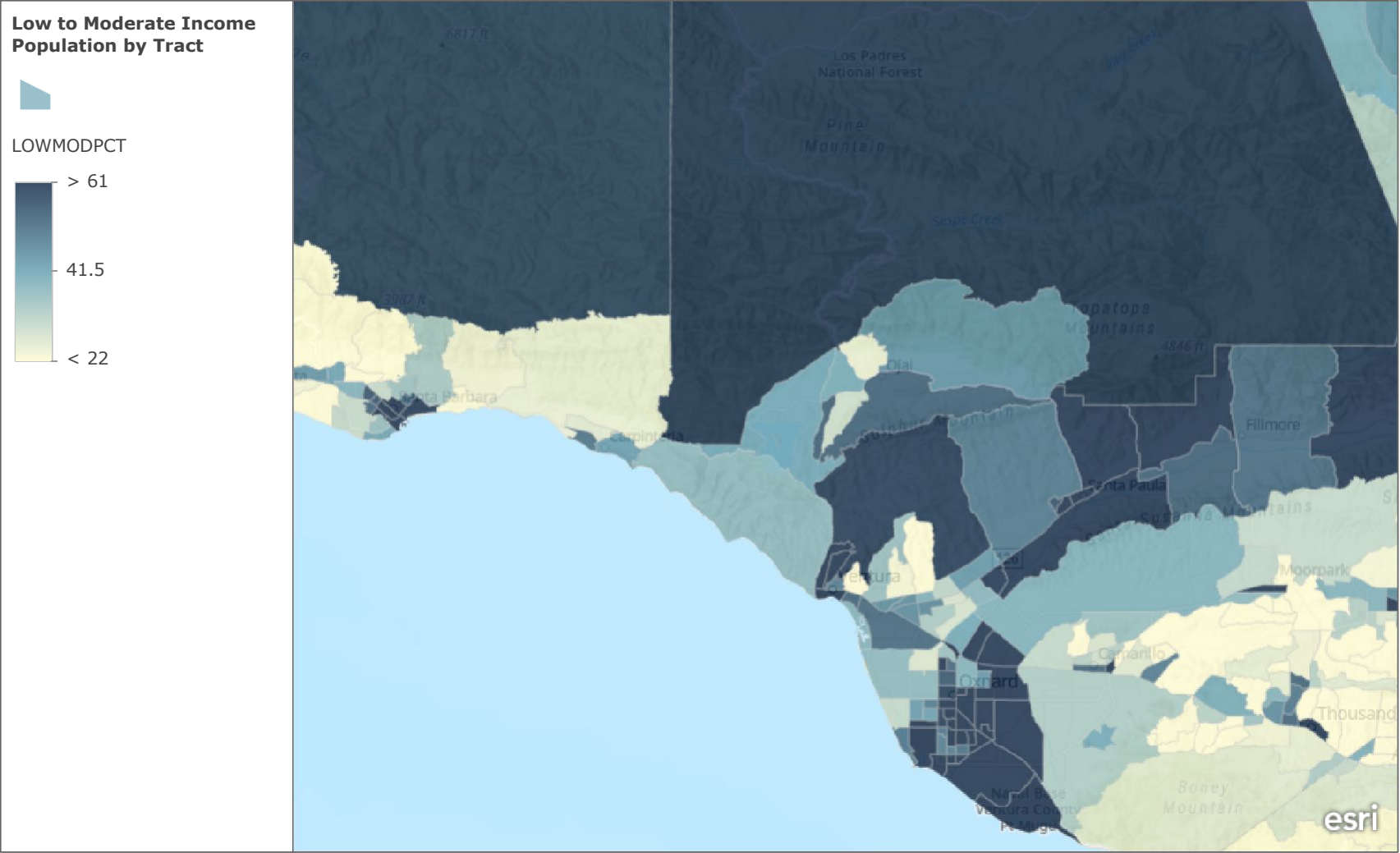


Exhibit F
211 Contact & Outreach Team



My Map

Exhibit F



Esri, CGIAR, USGS | Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

DAMAGE ASSESSMENT MAP

Map Appendix



VC Disaster Mitigation Planning and Coordinated Community Response Project

Project outcomes

Lower risk for loss of life or property among vulnerable populations including low-income households and households with access and functional needs in Ventura County because of increased capacity, representation and training of VC VOAD and affiliated community partners

- VC VOAD and affiliated community partners will achieve an increased capacity to prepare and respond to local emergencies/disasters
- VC VOAD Staff and volunteers will improve community resiliency by enhancing resource directory and coordinating emergency response across community partner network, ensuring coverage of entire County and vulnerable populations
- VOAD Community partners will be effectively trained on cultural competency and utilizing a shared operational plan for disaster preparedness and response that will increase efficiency of VOAD responses leading to reduced risk of loss of property, injury and life

Outcome 1: VC VOAD and affiliated community partners will achieve an increased capacity to prepare and respond to local emergencies/disasters

- By June 2022, VOAD participants will show an increase of .5 on each measure listed in the network survey as compared to their scoring on the pre-engagement survey.
- By June 2023, VOAD participants will show an increase of 1 on each measure listed in the network survey as compared to their scoring on the pre-engagement survey.

Measures

1. Increased capacity of VOAD:
Measures of health and capacity for social impact networks/collaboratives have been validated over the last decade through field testing in hundreds of contexts. Members are asked to self-assess on a 5-point Likert scale on four main areas and then the scores are averaged for a single key Performance Indicator that can be tracked over time.
 - Network Purpose: Measures focus on identification of a common purpose, identification of goals and objectives and the development of plans that reflect those goals and objectives.
 - Network Operations: Measures focus on internal network processes related to communications, decision making, reflective practice and accountability.
 - Network Performance: Measures focus work
 - Network Advantage: Measures focus on the degree to which members are capturing the benefits of working collectively (the whole is greater than the sum of the parts)

Plan is to survey members in June 2021 and follow up surveys in year 1 and year 2.

Goal will be to show at least .5 increase on each measure after year 1 and another .5 increase in year 2.

Measures	Example: Baseline KPI rating (2021)	Followup Year 1	Year 2
Network Purpose	2.5		
Network Performance	2.7		
Network Operations	2		
Network advantage	4		

Rating of existing infrastructure:

0 = does not exist

1= partially completed (in progress or requires update)

2 = fits need for network

Required administrative infrastructure	Currently (Feb 2021)	Goal
Leadership roles defined and filled	1 - Partial	2- All roles filled with engaged members and staff
Clear governance/ decision-making structure	1 - Yes	2- Updated based on new staffing and membership
Operations		
Strategic plan	0 - None	2 - 3-year plan for 2021-2024
Operations plan	0 - None	2 Develop VOAD operations plan
Disaster response plan	1 - Requires update	2 - Update disaster response plan
Updated MOU with County OES	1 - Requires update	2 - Updated MOU with County OES
Donations management plan	0 None	2 - Develop donations management plan
Volunteer management plan	1 - Requires update	2 - Develop volunteer management plan

Outcome 2: VC VOAD Staff and volunteers will improve community resiliency by enhancing resource directory and coordinating emergency response across community partner network, ensuring coverage of entire County and vulnerable populations

- By June 2022, we will increase contacts and resources listed in the VC VOAD community asset/resource directory that represents vulnerable populations by a minimum of 20%.
- By June 2022 we will increase in contacts/resources in VC VOAD directory for currently underrepresented geographies, sectors, representation of vulnerable communities by a minimum of 20%

Could also track and report as percentage of County that VOAD covers (for geography)

Community based Orgs	Currently	Goal (based on # of organizations/contacts in County)	Percent increase
Contacts/orgs in VOAD	32	39 (+7)	At least 20%
Government contacts	8		
Nonprofit agency	18		
Businesses/Private sector	4		
Philanthropy (local funders)	2		
Vulnerable populations	21	26 (+5)	At least 20% increase
Disabled, Access & Functional Needs	1		
low-English literacy/non-English speaking	2		
Undocumented residents (including farm workers/migrant workers)	2		
Medically vulnerable	0		
Seniors	1		
Unhoused	3		
Low-income	12		
Service area geography			
Ventura	17		

Oxnard	2		
Camarillo	2		
Fillmore	0		
Saticoy	0		
Simi Valley	0		
Santa Paula	0		
Port Hueneme	0		
Thousand Oaks	0		
Ojai Valley (Oak View/Meiners Oaks)	1		
Moorpark	0		
County wide	5		
Regional/national partners	5		
Capacities			
Spiritual/emotional support	6		
Food	7		
Shelter	2		
Medical	1		
Volunteers	3		
Animal Response and Welfare	1		
Bulk Distribution of Goods and Supplies	3		
Legal Assistance	1		
Donations Management	4		

Outcome 3: VC VOAD members have greater understanding of their role in disaster preparedness, response, and report their organization is better able to provide services to vulnerable populations in the event of a disaster

- By June 2023, we will establish a 20% increase in participant's understanding of their role in disaster preparedness/response as compared to their response in the pre-engagement survey.

Survey of VOAD members: Plan baseline in June 2021, follow ups in year 1 and 2

5-point Likert scale: Strongly disagree/Disagree/Neither agree or disagree/Agree/ Strongly agree

- I know the role my organization can/will have in VOAD disaster preparedness actions
- I know the role my organization can/will have in VOAD disaster response efforts
- My organization is better able to provide services to vulnerable populations in the event of a disaster
- I have greater understanding of how to integrate cultural competency into my organization's services
- My organization has the information, tools and training needed to operate in a culturally responsive manner

Grant Management Experience

Frank Chow, Chief Financial Officer

Mr. Chow possesses over 27 years of government and private sector executive management expertise in finance, administration, budgeting, economic analysis/research, project management, and public policy. In his current role as Chief Financial Officer, Mr. Chow oversees the Finance Department and a budget of over 18 million dollars. Mr. Chow has extensive experience with Federal grant management, dating back 9 years and has overseen over 15 million dollars in federal contracts during his tenure.

Rita Campos, Finance Manager

Mrs. Campos has worked in finance for over 21 years, providing fiscal oversight of internal controls while maintaining a reasonable separation of duties. Mrs. Campos has successfully managed the contract compliance of all State, City, County, and other various agencies for over 13 years and is currently responsible for the financial management of an 18-million-dollar budget at Interface Children and Family Services. Mrs. Campos also possesses experience specific to the provision and management of CDBG grants, including: a five-year 50k (per year) contract for Homeless Service Outreach, a \$500,000 contract to establish shelter services, and a \$150,000 contract to provide training and job placement.

Kelly Brown, Director of 211

Kelly Brown is a nationally recognized 211 leader sought after for her expertise in strategic planning, developing meaningful partnerships, maintaining sustainable funding, and ensuring quality information and referral service delivery to the community. Prior to her ten-year tenure at Interface Children & Family Services, Ms. Brown managed the national call center for International Netherlands Group (ING Bank which is now Capital One) for over 7 years. In her role as 211 Director, Ms. Brown has functioned as both an administrator and consultant to support department directors and community partners in executing agreements as defined in federal, state, and local funding contracts. In this way, Ms. Brown has woven a vast network of partnerships and community support that provide critical feedback about program design and implementation.

Angela Barosso, Assistant Director of 211

Ms. Barosso has nearly 18 years of experience managing private and public grants at the local, state, and federal level. Experience specific to the management of CDBG grants includes: writing, reporting, and monitoring the HUD CDBG grant for the Carson City Consolidated Municipality for two years, managing the CDC Public Health Preparedness and the Health & Human Services Hospital Preparedness programs for the Nevada State Health Division (2 years) and for Carson City Health & Human Services (10 years). As the Development Specialist for an affordable housing nonprofit, Ms. Barosso managed both program and fiscal writing and reporting for approximately 20 grants per year, one-third of which were federal grants from HUD and quasi-governmental agencies, such as Enterprise and LISC. Over the course of her career, Ms. Barosso has managed over 30 million dollars in contract funds.

Lola West, Grant Manager

Ms. West has over seven years of experience working in Fund Development and Communications for the nonprofit sector. Since 2018, Ms. West has authored and managed over 28 grants totaling over 17 million dollars in funding. As the Grant Manager for Interface Children and Family Services, Ms. West is responsible for generating public and private grant proposals, documenting reporting criteria, completing grant reports, and working with the evaluation team and leadership to ensure that objectives and outcomes have been met.

Staffing:

CDBG Funding will allow for the hiring of the VC VOAD Network Director, who will dedicate .75 FTE to the **VC Disaster Mitigation Planning and Coordinated Community Response** project. Existing Interface 211 staff working on the VC VOAD project include Anne Whatley, the VC VOAD Long Term Recovery Facilitator and Daniel Garcia, the Disaster Coordinator & Outreach Specialist. Presently, these Interface roles coordinate and support work done by VC VOAD. However, throughout the proposed project, roles and responsibilities will expand to include staff dedicated to the **VC Disaster Mitigation Planning and Coordinated Community Response** project.

Over the last three years as the Long-Term Recovery Facilitator, Ms. Whatley has spearheaded the formation of the recovery collaborative, working with more than fifty local and national agencies to create bylaws and oversee processes to effectively make decisions and foster coordination that advances local recovery priorities. She worked with the California Red Cross Fire Recovery team to convene more than 100 leaders in Ventura and Sonoma to discuss best practices in mental health and emotional recovery after disasters.

As a 211 Disaster Coordinator, Mr. Garcia coordinates ongoing technical functions of 2-1-1 special projects and data management with emphasis on the VisionLink platform that houses the Disaster Recovery Information Exchanged (DRIE). He provides technical support and training for the DRIE platform, creates/updates intake forms, adds/modifies resources to the database, and develops reports. Mr. Garcia also supports the Long Term Disaster Recovery Group and acts as Secretary to the VC VOAD.

VC VOAD Executive Committee serves as volunteer leadership committed to supporting the outreach and engagement of local organizations. A list of Executive Committee members and their experience has been provided earlier in the application.

CDBG funding will enable a consultant with experience and expertise in strategic planning processes for community VOADs to be hired. This consultant will oversee the updating of the operations plans and disaster response plans. Presently, Kelle Kroll is being vetted to fill the role of Consultant. Ms. Kroll brings decades of experience and subject matter expertise in continuity of operations planning, emergency management, volunteer management and donations management which includes providing disaster preparedness training for non-profit agencies.

In addition to staff funded by this proposal, Interface will leverage the experience of existing staff including 211 Director, Kelly Brown, 211 Assistant Director, Angela Barosso, the Interface Finance Department, and the Training, Evaluation, & Grants team. Interface 211 VC is committed to filling open positions (Network Director) with highly qualified individuals that will

bring their professional lived-experience to strengthen service, deliverables, and outcomes of the VC VOAD project. Interface 211 VC seeks to hire individuals with extensive experience working with vulnerable, hard-to-reach populations whenever possible.

Personnel - \$133,959

All salaries have been determined based on current Interface Children & Family Services staffing levels and other nonprofit standards. The **VOAD Network Director** is a full-time employee with Interface Children & Family Services that shall lead the project and oversee all activities. S/he shall report directly to Interface's Community Information Officer on daily grant management activities and consult with VOAD's Executive Committee on broader directional issues. The full-time **211 Coordinator** provides administrative support, including membership duties, meeting preparedness and notetaking, and manages the database of services available, maintains/updates the disaster-oriented VOAD and 211 website and is responsible for ongoing reporting on project activity. The **Data Analyst/Evaluator** at 0.10 FTE will collect and analyze data to create presentations and reports that are shared internally and with CDBG funders and will help design the framework for conducting analysis on program process and outcome data, monitor and evaluate data collection tools, and draft written reports related to evaluation measurements and findings. The **211 Community Information Officer or his/her designee** at 0.10 serves as 211 liaison between Interface and the VC VOAD Executive Committee, providing program oversight and support. Fringe benefits are included at the calculated rate of 23% of staff salaries.

Interface 211 will leverage the funding secured from community partners, such as the Ventura County Community Foundation (VCCF), to support the percentage of staff salaries not requested from CDBG-MIT.

Professional Services - \$130,000

Consultants will provide professional expertise and coordination for the development of plans, training and exercises to improve the infrastructure and capacity of VOAD and community partners to provide critical services/support to vulnerable populations in the event of a disaster. 211 Interface has identified an **Emergency Management/Governance Consultant** to lead the VC VOAD Executive Committee through a process to create and update key planning documents, conduct a SWOT analysis and coordinate stakeholder engagement. **Additional professional services** include support for VOAD partners to improve donations management and volunteer management systems and processes, plus a consultant to work with VOAD member agencies to develop their organization's emergency operations plans or continuity of operations plans.

Operating Expenses - \$32,331

These include the hard costs of implementing the program successfully, and cover communications, digital platforms and software applications, and travel/transportation and are based on current Interface expenses. Additional costs include the production of marketing materials for the county-wide outreach to community-based organizations.

Indirect (Modified Total Direct Costs) - \$28,825

The Modified Total Direct Costs (Indirect) funding supports the administrative and fiscal management required to ensure the CDBG grant is implemented according to federal 24 CFR §570, Subpart I; 24 CFR §58; and 2 CFR §200 and GAAP guidelines, as well as agency policies and procedures.

Budget Report

Passthrough Agency: California Department of Housing and Community Development
Program: CDBG-Mitigation Planning & Public Services NOFA
Project Name/Title: Interface - VC Disaster Mitigation Planning and Coordinated Community Response (Planning)
Org Name: Interface Children & Family Services
Award/Contract Number: 17-MITPPS-21007
Stage: Budget-to-Actual

Report Date: 03/20/2025
Requested By: Maria Melo
cdbg@icfs.org

Budget Items

Category	Title	Description	Units	Unit Cost	Extended Cost	Direct Cost	Indirect Cost	GL Account	Cost Share	Type
Activity										
Activity Total			0	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	

General Administration										
General Administration Total			0	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	

Activity Delivery										
	Activity Delivery	VC VOAD Planning	1	\$325,115.00	\$325,115.00	\$325,115.00	\$0.00		\$0.00	Direct Cost
Activity Delivery Total			1	\$325,115.00	\$325,115.00	\$325,115.00	\$0.00		\$0.00	

Other

Category	Title	Description	Units	Unit Cost	Extended Cost	Direct Cost	Indirect Cost	GL Account	Cost Share	Type
Other										
Other Total			0	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	

Grant Total			1	\$325,115.00	\$325,115.00	\$325,115.00	\$0.00		\$0.00	
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Budget Report, Created by Maria Melo, cdbg@icfs.org, 03/20/2025
Source: eCivis™ Portal
<http://www.ecivis.com/>