



A Project of Community Build, Inc.
2021 IMPACT REPORT



We offer a culture of care where...
"Our destiny is not written for us, it's written by us"
BARACK OBAMA



COMMUNITY RESPONSE SYSTEM
OF SOUTH LOS ANGELES

"Seeking the welfare of the city"

SEEKING THE WELFARE OF THE CITY

PREPARED BY

Brenda Wiewel, DSW, LCSW, Outcome Project Director, CRSSLA

**Master of Public Health Interns,
USC Keck School of Medicine, Dept of Population and Public Health**

Janine Blackmur, MPH Data Collection Manager
Brenda Ramirez, MPH Data Collection Specialist
Jackeline Baires, MPH Data Collection Specialist
Ana Caballero Ponce, MPH Financial Empowerment Project
Nykole Baltazar, MPH Youth Empowerment Project
Sandy Rios, MPH Education Project
Queenie Zhang, MPH Health Data Project
Joshua Montefalcon, MPH Mental Health Project



We dedicate this report and our work to the 26,000 people who died of COVID-19 in Los Angeles County from March of 2020 through December 2021, along with the 2.1 million who contracted the disease during that time period.

CRSSLA Announces
2021 Non-Profit Citizenship Nomination
by the Los Angeles Business Journal



LOS ANGELES BUSINESS JOURNAL

NONPROFIT

& Corporate Citizenship

AWARDS

Contents

1. Section 1	1
a. How We Started	2
i. A Response to Crisis	2
ii. How We Grew	3
b. Annual Plan for 2021	5
c. Value of Services	6
d. An Extensive Network of Partner Agencies	7
i. CRSSLA Network Partners (2021)	7
ii. CRSSLA Member Services (2021)	8
e. Partner Highlights	9
i. Featured Partners	11
ii. Foundational Partners	12
2. Section 2	16
a. Special projects	16
i. Health	16
1. COVID-19 Overview	16
2. COVID-19 Testing Partnership	16
3. COVID-19 Vaccination Partnership	17
4. Mental Health	20
ii. Education	21
1. Education Policy and Planning Committee	21
2. Digital Divide: Technology Access	22
iii. Community Engagement & Communication	24
3. Section 3	25
a. Member input: unmet needs	25
b. Future Highlights for 2022 Activities	26
4. Appendices	
a. Strategic Planning Report	27
b. Member Outcome Survey Overview 2021	47
i. Member Research Invitation	47
ii. Member Study Information Sheet	48
iii. Survey Instrument Sample/ CRSSLA Participant Survey Quick Guide	49
iv. Outcome Survey Methodology	53
v. Survey Participants	54
c. Member Outcome Survey Data	55
i. Summarized Results for Key CRSSLA Services	55
ii. Value of Services Provided	56
iii. Capacity Building Opportunities	56
iv. Survey Data Tables Detail	57
v. Range of Services Offered by CRSSLA Members	59
d. CRSSLA Support Provided	60
e. Additional Information on Network Activities	63
i. Youth Health Ambassador Project	63
ii. Financial Empowerment Education/Benefit Navigation Results	65
iii. Community Engagement & Communication	67
iv. Network Meetings	71
f. Sample E-News	73

SEEKING THE WELFARE OF THE CITY

When a group of strong and experienced community leaders gathered at the beginning of the COVID 19 epidemic, they were very concerned and fear for South Los Angeles was evident. They had experienced a range of historical upheavals and knew the potential for harm.

We came together to protect, support, and uplift the people who live and work in our community. The result was a:

- sustained response network for small businesses, non-profits, and churches, known as CRSSLA.
- strong collaboration, sharing, and dynamic member involvement
- foundation for crisis response and community development that continues to contribute significant impact
- strengthened capacity for local small organization support, public health resources, workforce, and education
- communication hub to gather, partner, listen, and respond as urgent community needs have arisen
- increased in financial and in-kind support from business and philanthropy that has stretched local resources, providing an essential conduit for needed supplies, skill development, and advocacy.

Along with the people and organizations we represent, CRSSLA is committed to ongoing adaptation, where we find and respond to emerging or unmet community needs. Our heartfelt thanks to the dedicated, hardworking, and truly extraordinary supporters, agencies, partners, student volunteers, and others who have been on this journey with us. We profoundly appreciate the courageous spirit and passion with which a group of like-minded community members have continued to forge new paths and build a foundation of relationships to strengthen in 2022. We look forward to new opportunities to contribute in the future.



Robert M. Sausedo

Robert M. Sausedo,
CEO, Community Build Inc,
Co-Leader CRSSLA Network



Cheryl A. Branch

Cheryl A. Branch,
E.D., LA Metropolitan Churches,
Co-Leader CRSSLA Network

HOW WE STARTED

A Response to Crisis

CRSSLA VISION

“To create a collaborative network of community-based organizations, churches and key stakeholders who will help with disaster recovery and function as a response system that promotes the individual and collective efforts of organizations supporting South Los Angeles.”

CRSSLA MISSION

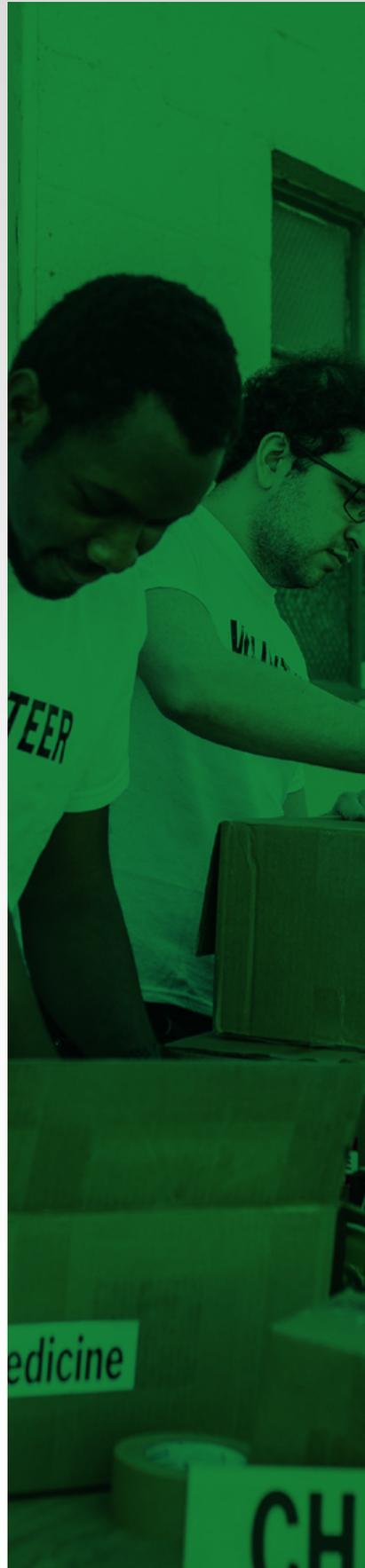
“To proactively provide critical response services through education, resources, information, collaboration, and networking on behalf of health, wellness, and prosperity for the at-risk, low-income, and homeless populations.”

The community concern and immediacy of needs in early March of 2020, were based on the fear and uncertainty triggered by the early stages of the COVID-19 pandemic and related intense challenges in the community. Targeted action was mobilized instead of waiting for external rescue efforts.

The first set of goals was:

- Acquire and distribute food, water, and necessary staples to the community
- Acquire and distribute personal protective equipment (PPEs) to organizations and community residents
- Acquire and provide COVID-19 tests and related information to organizations and community residents

Thus, the Community Response System of South Los Angeles (CRSSLA) was born.



HOW WE GREW

We were there to support and protect the welfare of our city with a strong commitment and organization which achieved remarkable impact in 2021.

Food Insecurity: There was rampant hunger, economic upheaval, and loss of the usual sources to help those in need with basic survival resources. We immediately strengthened and expanded the existing food distribution network. To learn more, please see page 6.

Insufficient Access to COVID 19 Testing and Treatment: The cases of COVID 19 spread rapidly in South Los Angeles, with data showing disproportionate impact of diagnosed cases, hospitalizations, and deaths. We found ways to innovate and partnered with resources to inform people where they could get access, expanded testing sites, and arranged rides for to vaccination appointments, thereby helping to save lives. To learn more, please see page 16.

Lack of Information and Education: Trusted sources of information about their health were not readily available to the community, as myths and information gaps were rampant, while local health care resources were very limited. We distributed information via community webinars, newsletters, social media, and presentations, while expanding the reach by helping spread key health messages and resource access for key health partners. To learn more about the health and related resource activities, please see page 16.

Lack of Support for Mental Health and Psychological Wellness: Many in the community were experiencing severe economic instability with high levels of anxiety, depression over the many losses that piled up of family members, jobs, and community institutions that closed suddenly. We filled in the gaps by increasing the availability of spaces and opportunities for help, including mutual aid as well as education to build coping skills and resiliency. To learn more about the mental health wellness resources and activities, please see page 20.

Digital Divide: In January 2021, As multiple activities of daily life began to operate online, many in South LA were hampered by low internet speeds, lack of sufficient equipment, and low levels of experience with online operations. We targeted gap through advocacy on behalf of community members, searching out and sharing pertinent resources, and ensuring access to basic computer skills from local sources. Please see page 22.

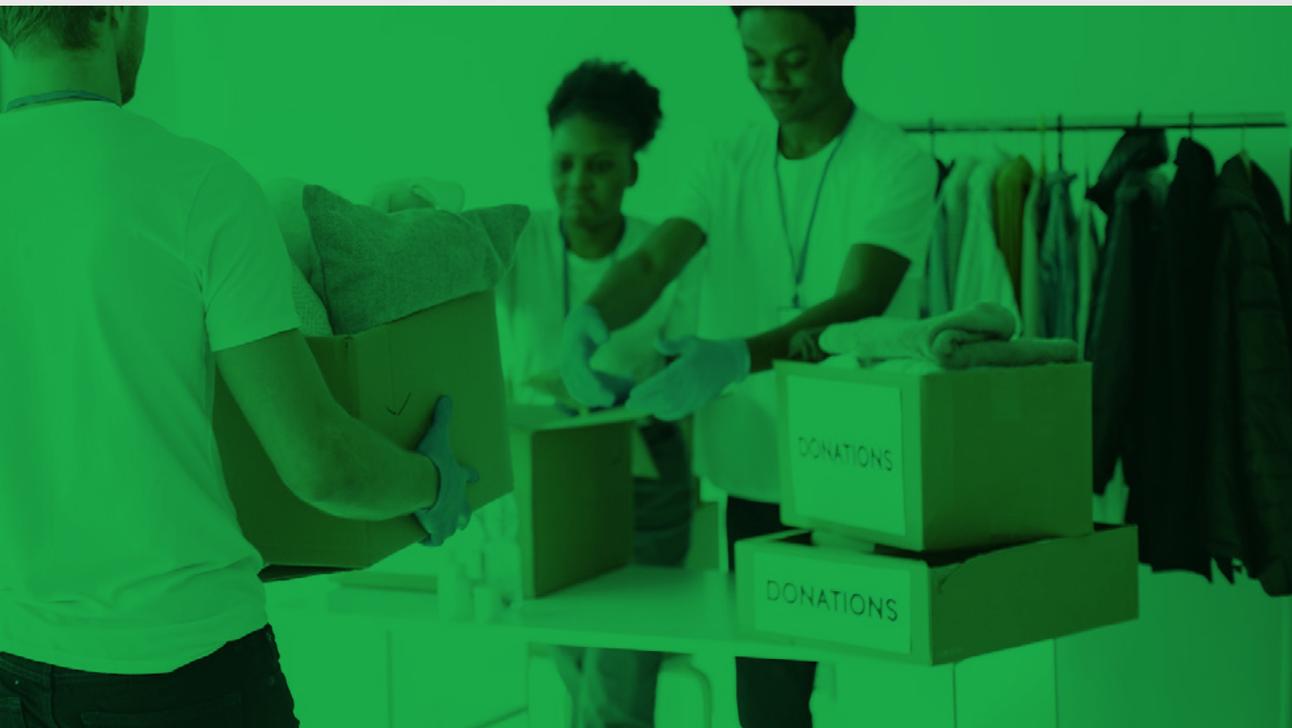
Learning Loss for Children: The learning levels for children using online instruction in South LA were very low, due to their poverty and lack of a support system with inability to access all of the environmental elements that can support learning. We built community capacity with expanded tutoring resources and prepared to use a high impact tutoring model, while also supporting local services that target children such as after school program and heightened advocacy with the local



school district. Please see page 22 for details.

Financial Instability: Due to the impact of COVID 19 on the South LA economy, there was extensive loss of earnings and other economic lifelines, leading to financial insecurity, distress, and despair. We created a financial empowerment project to help access government aid that many residents did not know about and had not applied for, connecting with a certified tax preparer, teaching human service agency staff about how best to guide their clients, and distributing information on these resources as widely as possible. Please see Appendix E for details.

Need for Youth Peer Support: Many youth and young adults were confused and did not know where to turn. Their experience and creativity was not being utilized on behalf of peers or the community. We provided opportunities for youth to educate each other on depression, COVID 19 vaccines, and related topics in ways that built peer networks and leadership development. Please see page 21 and appendix E for more info.

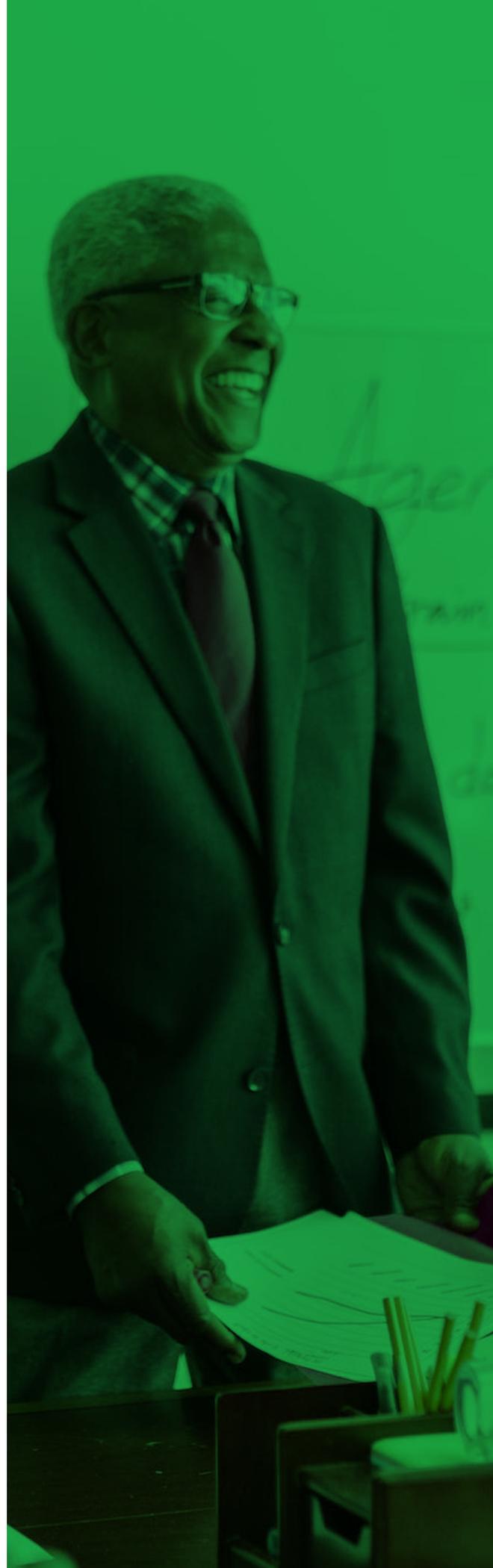


CRSSLA brought together small local community organizations, churches, educational institutions, and other stakeholders to identify resources for emergency operations centers, medical care, distribution of goods or supplies, generation and distribution of key communications, and coordination with various government agencies responsible for deploying public resources and information. Members have always been dedicated to the well-being of South Los Angeles. As the network has continued to respond to the evolving COVID 19 pandemic and related urgent needs, it is also building a foundation with an eye to the future.

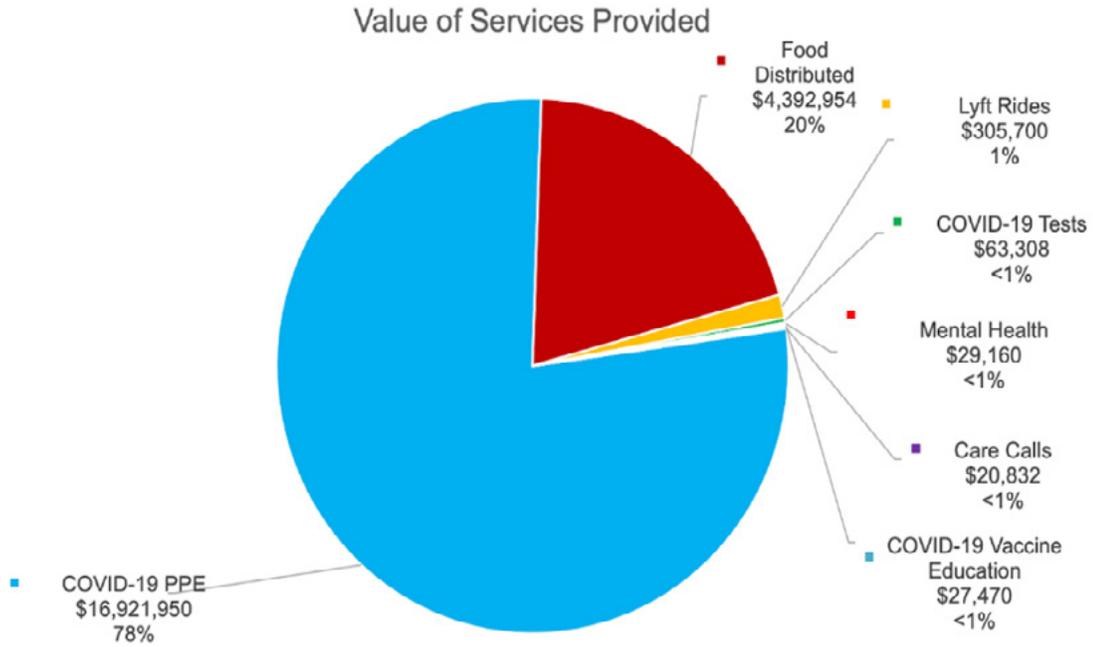
ANNUAL PLAN FOR 2021

The CRSSLA Strategic Plan was built on foundational work started in 2020 by the community organizations who came together to care for their community in South Los Angeles, knowing it suffered from historical disinvestment and neglect. They were determined to prevent greater harm to their community due to COVID 19 and wanted to ensure the resources to address inequities. The Strategic Plan was published in February of 2021, providing a three-year plan with goals and actions, based on input from key community stakeholders. It included a template for CRSSLA leadership to annually review, assess and monitor priorities. Connected to identified organization-wide objectives, the annual review helps leadership determine progress toward achieving the plan and respond with intermittent corrective actions.

The annual review for 2021 indicated that the network was on track with the previously established objectives, focusing on activities to close the gaps in equity on behalf of black residents, especially those related to health as it impacted residents. Thus, CRSSLA focused on arming members to offer COVID 19 testing, vaccination, and health education services as well as building innovative collaborations with new partners to expand local resources with CORE testing and LYFT rides. CRSSLA was able to strengthen and build on the resilience of local culturally specific organizations who actively started new partnerships and engaged with capacity building. By bringing various stakeholders together to define their priorities, share their perspectives, and speak out regarding their needs, CRSSLA energized community level interventions to facilitate involvement and energy to address key issues such as education and health. Sustainability and rapid response was on display throughout the 2021, as members met regularly, supported each other, worked to be in new funding, and achieved success with expanded resources, information, and partnerships. (See full Strategic Plan, Appendix A, page xx)



VALUE OF SERVICES

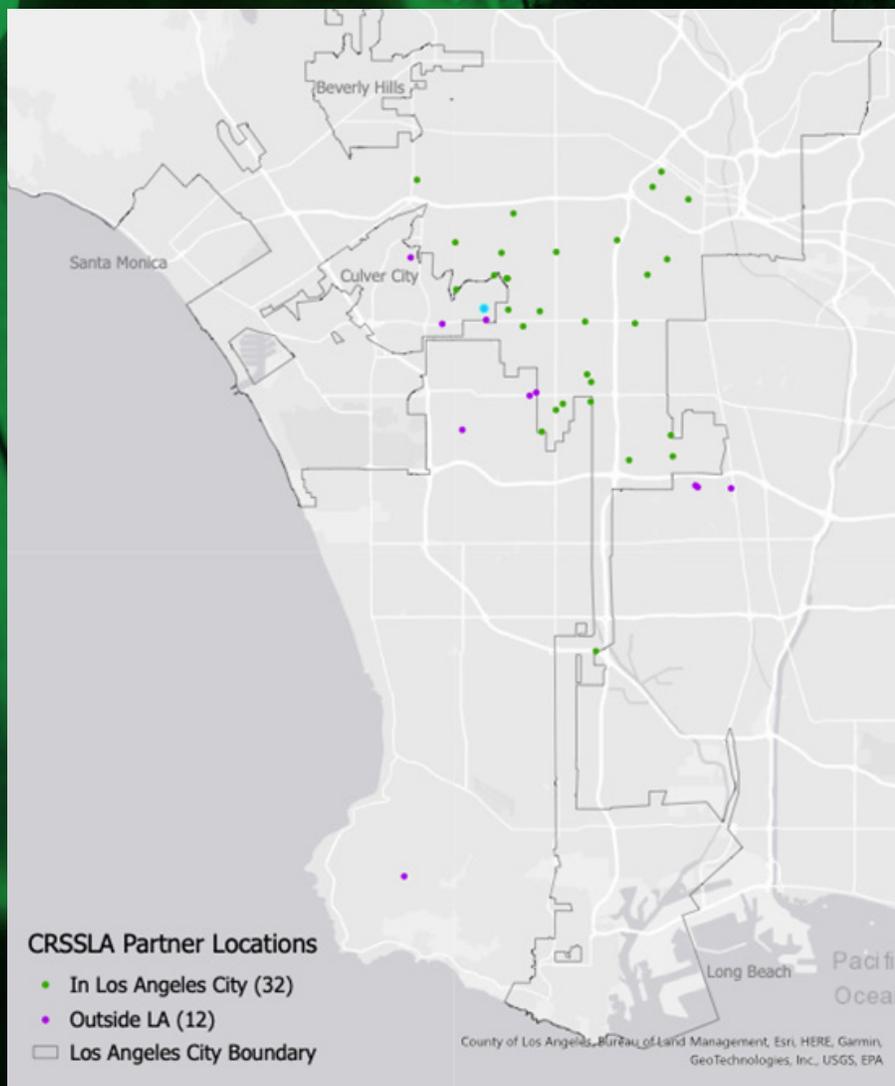


The CRSSLA network delivered a total of \$21,785,433 worth of various materials and supplies.

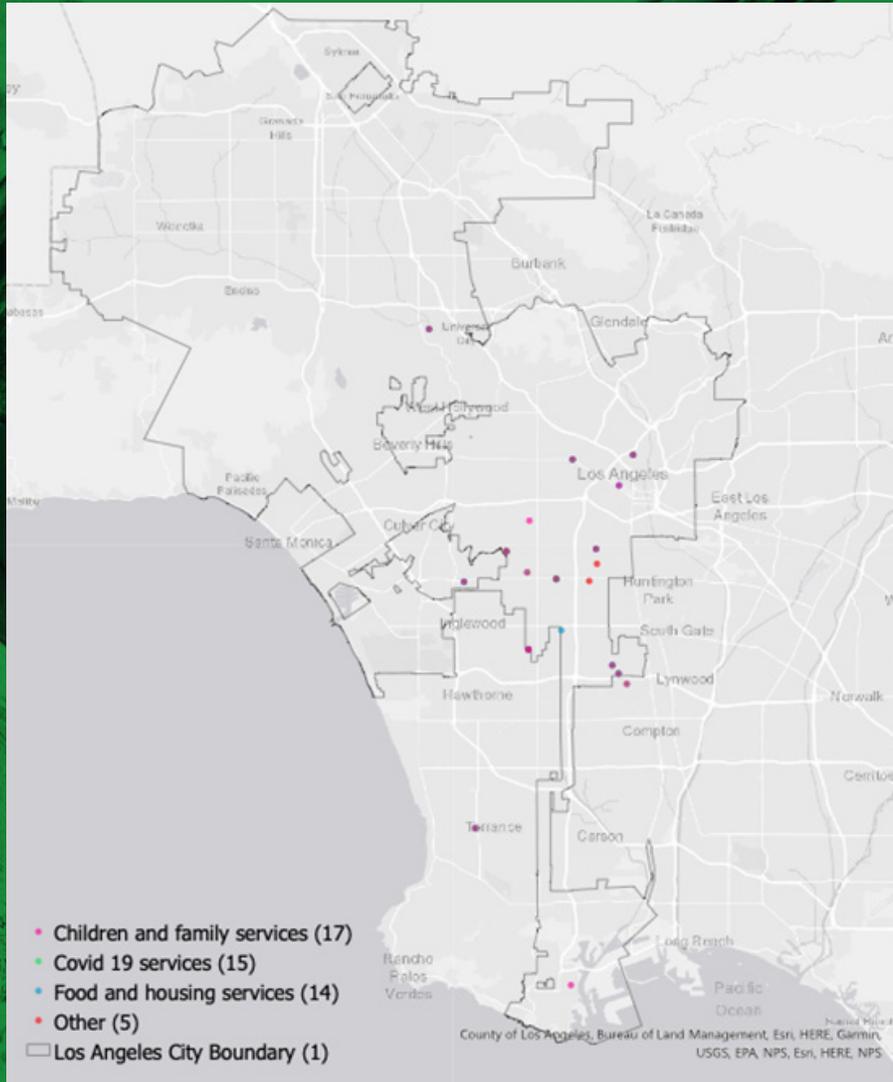
AN EXTENSIVE NETWORK OF PARTNER AGENCIES

CRSSLA had 44 partner agencies during 2021, 34 of whom had primary headquarters in South Los Angeles and the rest which provided a variety of services in the area. They reported a range of services, some offering more than one category of resources. These included food/housing, children/family services, and COVID 19 services.

CRSSLA NETWORK PARTNERS (2021)



CRSSLA MEMBER SERVICES (2021)



OUR PARTNERS

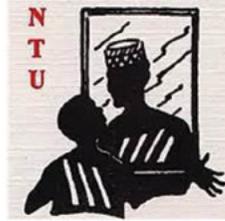


IVIE McNEILL WYATT
PURCELL & DIGGS

TO
HELP
EVERYONE

caring starts here

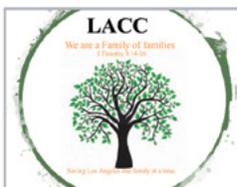




LAM
LOS ANGELES
METROPOLITAN
CHURCHES



VERMONT
VILLAGE



WITH GRATITUDE TO OUR PARTNERS!

Our Featured Partners



CITY NATIONAL BANK

 AN RBC COMPANY



BRIAN GRANT,
Vice President of
Community Development
City National Bank

“City National Bank is honored to have CRSSLA as a strategic community partner. The network makes significant and positive changes to address social injustice in our most at-risk communities. They fight to serve residents, uplifting them with improved access to basic resources and offering support. It’s important to have a place where people can gather, speak out, and get involved. The work is based on a vision of care and builds hope. I enjoy seeing my community thriving and love the opportunity to support CRSSLA’s success.”



blue 
california

GWENDOLYN PRICE,
Outreach Manager
Blue Shield of California

In the past 10 years as Outreach Manager for Individual and Family plans at Blue Shield of California in Los Angeles County. Ms. Gwendolyn Price has provided face-to-face community education promoting health/wellness, connections to community clinics, and created sites to increase access to health insurance enrollment. She has worked closely with The Los Angeles Metropolitan Churches and CRSSLA, developing and implementing outreach activities such as “Healthy Living” seminars and other events to promote knowledge and care that can reduce health disparities.

“My vision is to be actively involved with communities, like those connected with LAM and the CRSSLA network, to make a difference in the health of South Los Angeles residents.”

Our Foundational Partners

BERNITA WALKER

Chair, *CRSSLA Justice Equity Committee*

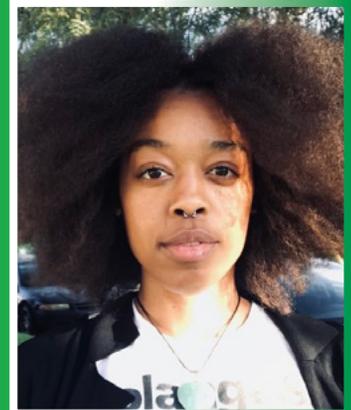
“I joined CRSSLA to get access to the power of collaboration. There are many different agencies participating in CRSSLA, all with the same intent- to bring and achieve equitable treatment to my community, where people of color live, work, and go to school. We volunteer with CRSSLA because the work needs to be done for the people here, so everybody can reap the benefits. Our small local agencies work together to make our voices stronger. Recently, I volunteered to establish and lead the new CRSSLA Justice Equity Committee to focus on topics I’m passionate about. Through CRSSLA, I discover resources and opportunities that I can share so others can also use them. In the past, those opportunities wouldn’t go any further than me. Now, I have more to share and, together, we can make a bigger impact.”



BRITTANI BLACKWELL

Wellness Practitioner, Black Yogini

“Being a part of CRSSLA has been a great experience. We started at the beginning of the pandemic offering virtual wellness services. It was healing for change. We would call it “saging the space”. We did different programs for different meetings. I’ve worked with two dozen groups of people and I feel that the impact can still grow.”



CARRIE BROADUS

Community Advocate and Health Policy Consultant

“I’m a catalyst and voice for the CRSSLA network, facilitating the Health Policy work of the organization by building synergy and recognizing the value of all members who come to the table. The value stems from self-determination and self-realization, coming together to feel the power and strength that we have as a unified advocacy group. I feel good to see that participants benefit from involvement with the network and know that it is working directly on the systemic racism that I want to see eliminated during my lifetime. Since I’m 73, I will push that along with all my energy, fighting to change policies and practices that can redistribute the power dynamics. My guiding principle is the African proverb, “the uniting of spiderwebs shall ensnarl a lion”.



GLORIA DAVIS

Executive Director, *Girls Club of Los Angeles*

“When I got the invitation in March of 2020 to meet with other community leaders in South LA, I felt it was an excellent opportunity to be part of something larger than the Girls Club of Los Angeles. As a Black female executive director, I was empowered with the group to help our community respond and assist in COVID-19 relief efforts. I share the CRSSLA vision and values on being proactive movers and shakers. We have demonstrated there is power in numbers and learned the importance of collaborating to improve impact. Through CRSSLA, the Girls Club became a distribution center and we were able to exponentially increase resources for our community. We received thousands of pounds of food, PPE, funds, access to information and kept up to date on the latest research and practices and job listings. One example that touched my heart was when we fed a group of unhoused students at Southwest College. CRSSLA has had an unlimited impact on our work. “



DR. JERRY ABRAHAM

Family Medicine Specialist
Director of COVID-19 Programs,
Kedren Community Health Center

“Kedren was really excited to partner with a community-based organization like CRSSLA, which has their hands and feet on the ground. They could really help us reach individuals and families in our community who had not been reached, were difficult to find, or were disconnected from services. CRSSLA provided us with ideas on where to take our mobile units and mobile vaccinations to go where the need was greatest. They’ve been instrumental in the fight against COVID in South Los Angeles. Together, we have vaccinated hundreds of thousands of people, tested hundreds of thousands more, and touched the lives of millions throughout this pandemic. CRSSLA is truly like the Red Cross of South Los Angeles.”



MICHAEL LAWSON

President, *Urban League of Los Angeles*

“The Urban League, a legacy organization, has been around for 100 years. At the beginning of the pandemic, the Urban League was happy to join forces with CRSSLA to create a network of organizations willing to work together. The network member groups are focused on the community crisis, not just our individual organizations. It’s about being in a position to allocate resources to various organizations based on what they can do and what their constituents need. The Urban League has done vaccination sites and we’re continuing to do those. This level of collaboration is critical and it’s been very beneficial to everyone. It’s been wonderful and I expect it to continue.”



MIYUME MCKINLEY

Owner, *Epiphany Counseling*

“As an organization that provides community-based mental health services, it has been wonderful to be a part of CRSSLA. I was happy to provide information about where people can get mental health help, support to individual agencies for staff who are stressed, and share education about coping with anxiety. It is impressive to learn about the range of programs that CRSSLA is inspiring. The network has been a liaison between us and the community, to ensure access to telehealth services during COVID 19 that many people may not have been aware of.”



NAOMI MCSWAIN

Executive Director, *Al Wooten, Jr. Youth Center*

“I love the name, Community Response System for South Los Angeles, and was glad to join the network. I was recruited to start an education sub-committee and found a group of like-minded people who were willing to put in the work, not just there for money. People were concerned about the fact that kids weren’t engaging in their classes. Our subcommittee wanted to build a network of community-based case managers to help with problem solving and linkage for our youth. We developed a free case management training program with the help of local experts, Angela Parker and Nate Sessoms. We activated a group of caring people on behalf of educational services for the kids in our community and developed more resources for private tutoring. We hope our advocacy has built momentum for expanded efforts at LAUSD. It’s great that CRSSLA is a vehicle to increase local resources that support and serve kids and families. I’m a big fan.”



STEVE WESSON

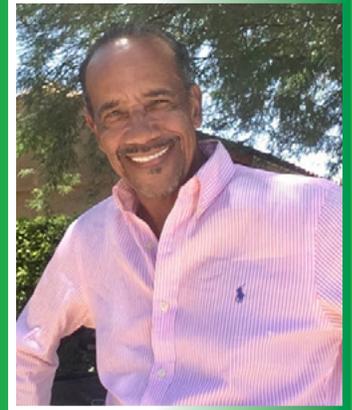
USC Managing Director, Community Partnerships and Village Ombudsman, *Community and Local Government Partnerships Department*

“I saw CRSSLA launch from the beginning of the COVID 19 pandemic and was honored to support the collaboration that could make a positive impact on community needs in South Los Angeles. The crisis brought out community spirit and connected all of us. It has been inspiring to be a part of a growing network, determined to channel passion and caring into action. “Fight on!”

SUSAN PARKS

Founder and Program Director, *Asian Americans for Housing and Environmental Justice*

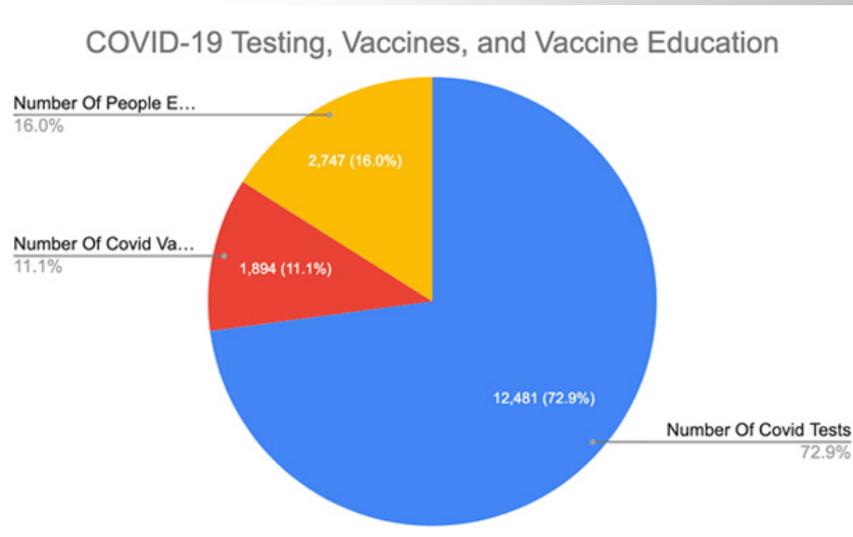
“The connection with CRSSLA has truly helped my organization. We got connected with a grant to purchase food from farmers who were Black, Indigenous Native American People of Color, and AAPI, to distribute culturally relevant food to low income Black, Indigenous Native American People of Color and AAPI residents of Los Angeles. It really made a difference in our ability in the middle of COVID 19. Even though we have the name Asian Americans for Housing and Environmental Justice, we represent a multi-ethnic and multi-lingual constituency and want to be inclusive for all. CRSSLA has been like a supportive family, available to help when needed. Black and Asian, specifically Korean, unity and collaboration in Los Angeles does exist.”



SPECIAL PROJECTS

Health

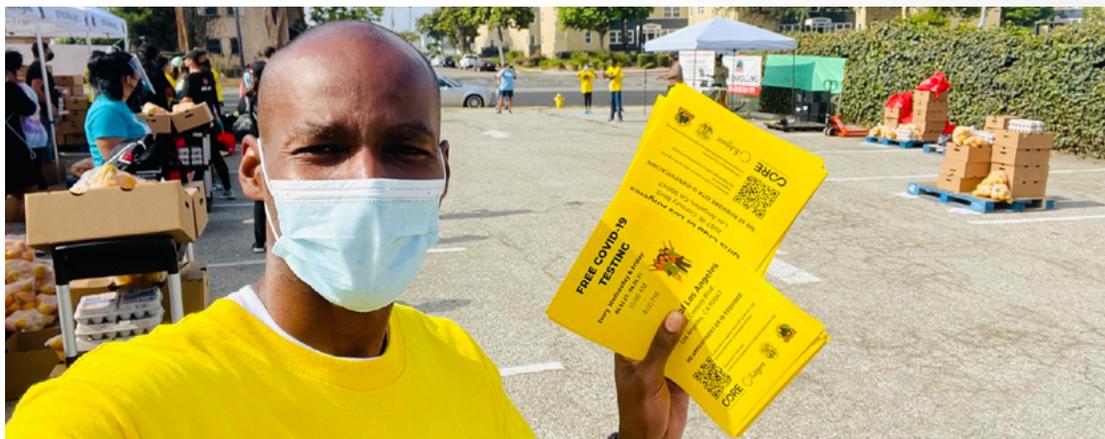
COVID-19 OVERVIEW



COVID 19 TESTING PARTNERSHIP

In 2021, CRSSLA partnered with CORE Response (a non-profit organization providing rapid response relief efforts). The project was designed to address resource disparities for low-income neighborhoods in South Los Angeles.

- 5 sites (First United Methodist Church, Girls Club, HOPICS, Nickerson Gardens, Sola Impact)
- May-December 2021
- 95 days and 8644 tests conducted
- Director: Akim Watts, with community-based expertise, demonstrated significant leadership

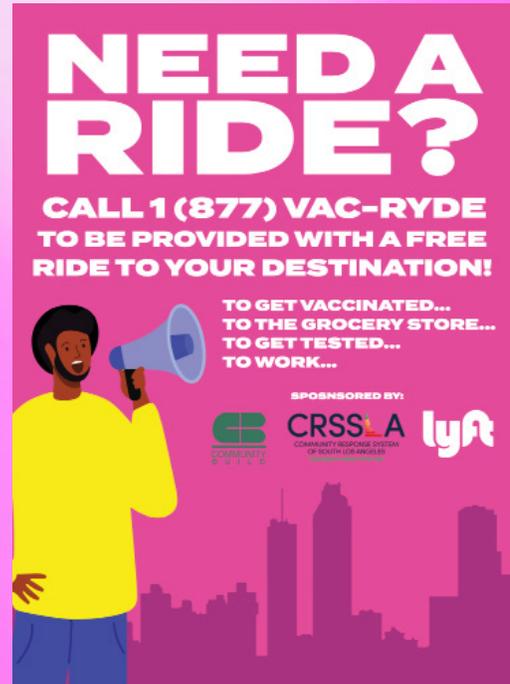




COVID 19 VACCINE PARTNERSHIP

Community-Based Partner Events

- Testing Pop-ups at Charles Drew University, Housing Authority (HACLA), Jobs Plus Workforce Program, Kedren Community Health, Nickerson Gardens
- Church general health pop-ups with multiple events in South LA (Westmont, West Athens, Willowbrook, Watts)
- These were designed to remove barriers to vaccine access for residents and provided free testing
- June 2021-December 2021
- 12 Sites with choice of Pfizer, Moderna, or Johnson and Johnson
- High priority populations for immediate access were Black/African American and unhoused individuals.
- Total 1,894 vaccinations administered (1804 Pfizer, 54 Modern, and 25 J & J).



Lyft Transportation Project

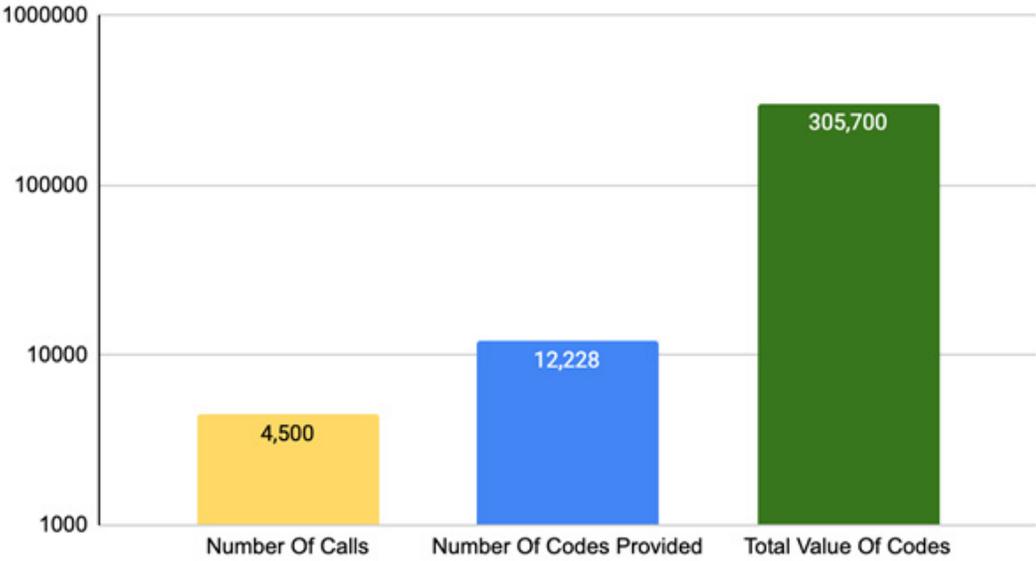
CRSSLA partnered with LYFT, which donated access to rides from April-October 2021 by providing promo codes that were redeemed by residents on [vaccinerides.com](https://www.vaccinerides.com) to address the transportation barriers in South Los Angeles.

CRSSLA responded to COVID 19 transportation needs in South Los Angeles:

- Distributed a total of 12,228 ride codes
- Goal: 1-4 individuals to 4 activities
- Rides to COVID 19 tests, vaccines, pick up food, get to work when buses stopped running
- Value of rides = \$350,000, or \$25 per ride @ 14,000 rides
- USC MPH students assisted with community announcements and supported distribution
- Marketing =2500 contacts made weekly through newsletters and social media
- Created a website for digital access to residents
- Reached 4500 people by phone and 3500 unduplicated website visitors



Lyft Services



MENTAL HEALTH

Innovative mental health services for the South LA community:

- 9 member agencies offered services
- Epiphany Counseling created new project at Nickerson Gardens
- A new culturally tailored mental health service was offered to CRSSLA members, the “Health Black Intergenerational Trauma Center”, information was shared about the new resource at general CRSSLA meetings and therapists offered mental health education as well as healing listening sessions as part of meeting program”

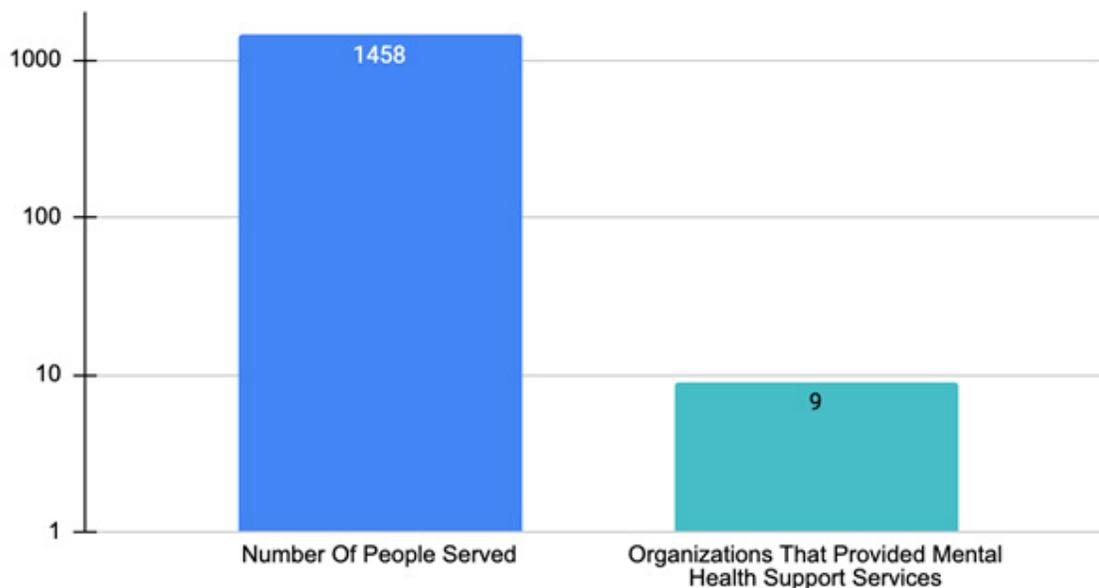
HBITC

Healing Black Intergenerational Trauma Center

A community project aiding the black community in overcoming mental, emotional, educational, economic, and financial challenges faced daily as a result of the systematic racism and multi-generational oppression.



Mental Health Services



Education

EDUCATION COMMITTEE ACHIEVED REMARKABLE RESULTS

The CRSSLA Education Committee was active, creative, and strategic. Members engaged in a wide range of efforts and remarkable results were achieved.

These included:

- Met 8 times
- Identified ways to advocate on behalf of Black children in public schools
- Attended a presentation on the FCC Federal Broadband Program to share with members and local community
- Focused on Black Student Achievement report, how to help implement the district plan and developed policy statement
- Held monthly Case Management Peer Group to network and strengthen knowledge for families
- Supported members to access LAUSD MOUs for community partnerships
- Attended Parent Town Hall with US Dept of Education for community engagement
- Facilitated a Parent Power group with Wooten Center
- Conducted a community survey
- Produced 4 videos created by high school youth on depression and suicide (eg. https://m.facebook.com/watch/?v=233557758905306&_rdr) and www.crssla.org
- Identified priority to address learning loss post COVID-19
- Developed project to train and implement a high-dosage tutoring, bringing together 8 community stakeholder groups



AL WOOTEN JR. YOUTH CENTER
SINCE 1990 *CATCH THE VISION*

PARENT POWER GROUP

2021

We've got the power!

Open to parents, grandparents & guardians

Meetings on Mondays, 6:00-7:00pm

8/2, "Helping Youth Heal from Gun Violence"
Karla Castañeda and Eduardo Ramirez-Sandoval, Case Coordinators
Children's Institute, REACH Project

8/9, "COVID-19 Pre-Vaccine Q&A"
Dawnisha Beaver, Health Educator
Kedren Community Health Center

8/16, "Breast and Cervical Cancer Prevention"
Arneadra Jordan, Ph.D., Community Health Worker
California Health Collaborative

8/23, "Job Hunting for Felons"
Brad Carson, Probation Officer
Los Angeles County Probation

8/30, "Finding Treasure at the Library"
Carina Castellanos, Manager
Lennox Library

RSVP for Zoom login:
www.wootencenter.org/events
Info: (323) 756-7203

Presented in partnership with 



Case Management: Monthly Peer Group

To empower youth and family development directors and specialists with best practices, resources, referrals, and partnerships for student and parent engagement. To provide capacity building and collaborative opportunities for agencies and schools.

"LAUSD Black Student Achievement Plan: Building Support and Advocacy"
Monday, August 9, 2021
2:00pm-3:00pm

ABOUT US
The Case Management Peer Group is a monthly discussion and training sponsored by the Community Response System of South Los Angeles, a project of Community Build, Inc., in partnership with LA Metropolitan Churches, USC, Al Wooten Jr. Youth Center, Jeneese Center, Ronald D. Simmons Outreach Foundation, and other partners.

OUR CASE MANAGEMENT PEER GROUP IS A FOLLOW-UP TO OUR ZOOM TRAININGS HELD AT THE HEIGHT OF THE COVID-19 PANDEMIC TO HELP AGENCIES AND SCHOOLS ENGAGE YOUTH IN THEIR AT-HOME LEARNING. THE PEER GROUP MEETINGS ARE PRESENTED BY OUR EDUCATION SUBCOMMITTEE.

ABOUT THE DISCUSSION
LAUSD this year approved nearly \$100 million to be invested in black student achievement. The more, the better. After months of organizing from organizations including Community Coalition, our facilitator this month will guide us in a discussion about LAUSD's Black Student Achievement Plan and how we can help ensure success for our students by participating in providing resources and advocacy and collaborative work.

PRESIDENT
CHRISTIAN FLAJO
Father, Son, Believer
www.wootencenter.org

MODERATOR
DR. ANGELA NICOLE PARKER
Director of Training and Support

FREE RESOURCES
The video of our initial case management training and sample materials including an intake form, family care call list and script, and more available at www.crssla.org/education.

HELD ON THE 2ND MONDAYS, 2:00PM-3:00PM ON ZOOM

RSVP:
www.crssla.org/events
INFO: (323) 290-6560

CRSSLA
COMMUNITY RESPONSE SYSTEM
Building the future of our community

COMMUNITY BUILD
INC.



EFFORTS TO BRIDGE THE SOUTH LOS ANGELES DIGITAL DIVIDE

As multiple activities of daily life began to operate online, many in South LA were hampered by low internet speeds, lack of sufficient equipment, and low levels of experience with online operations. We targeted the technology access gap through advocacy on behalf of community members, searching out and sharing pertinent resources, and ensuring access to basic computer skills from training resources.

Computer Training: The Ouro University Worldwide School of Business and Management offered virtual computer literacy classes (5 sessions) for 10 participants from LAM/CRSSLA. Six persons completed the sessions at no cost. This helped to us to train the first group of adults who were struggling with the digital divide in January of 2021.

Resource Information for Digital Access:

We shared information through email and social media, such as the information on an Emergency Broadband Access Program. Please see below.



Carrie Broadus is with Shay Jay and 47 others.

May 12, 2021 · 4



Enrollment for the Emergency Broadband Benefit is now open. The temporary benefit provides a discount of up to \$50 per month toward broadband service for eligible consumers who are struggling to stay connected during the pandemic. Qualifying households on Tribal lands can receive a discount of up to \$75 per month for service. See if you qualify by visiting www.fcc.gov/broadbandbenefit

WHAT YOU SHOULD KNOW ABOUT THE EMERGENCY BROADBAND BENEFIT



What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

Who is eligible?

A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.



How do I apply?

There are three ways to apply for the Emergency Broadband Benefit.

- 1 Contact your Preferred Participating Provider Directly**
Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.
- 2 Online**
Use the online application at GetEmergencyBroadband.org
- 3 By Mail**
Print an application in English or Spanish. Complete the application and send with proof of eligibility to:
Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

For additional information, Call 833-611-0311, or visit fcc.gov/broadbandbenefit



EMERGENCY BROADBAND BENEFIT

THREE WAYS TO APPLY

1

Contact your preferred participating provider directly to learn about their application process.

2

Go to GetEmergencyBroadband.org to submit an application and to find participating providers near you.

3

Complete a mail in application and send it along with proof of eligibility to:

Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

LEARN MORE

Call 833-611-0311, or

Visit fcc.gov/broadbandbenefit

WHAT IS IT?

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

WHO IS ELIGIBLE?

A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guide lines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or

Community Engagement & Communication

A total of twenty (20) USC Public Health Masters' students completed experiential practicums and helped with all aspects of the CRSSLA projects under the supervision of Brenda Wiewel, DSW with the encouragement of Jane Steinberg, MPH, PhD, Associate Professor of Preventive Medicine

2021 CRSSLA activities included:

- • 22 bimonthly E Newsletters
- • Email listserv of 1241 members
- • 79 Social media posts between facebook, twitter, and instagram
- • 7 youtube videos with 243 views

Youtube: CRSSLA has a YouTube channel with 15 subscribers. If subscribed to the channel, you will see views created by major stakeholders on community and COVID-19. On the channel we have 7 videos which total to 243 views during 2021. Refer to Appendix G for links to YouTube videos.

Press Conference: During 2021, CRSSLA participated in 12 Press Conferences. Topics range from the Lyft Ride Launch, George Floyd and a Juneteenth exhibit. Refer to Appendix G for links to view the press conferences videos





Future Highlights for 2022 activities

Our CRSSLA Impact Report for 2022 will feature a number of new dynamic projects and partnerships. As a brief preview here are some of the things that we will be sharing next time:

- A partnership with CORE with climate based green projects in collaboration with Mudtown Farms (a branch of WLCAC).
- Expanded locally-based and culturally competent mental health resources through Epiphany Counseling including a telehealth platform and at Nickerson Gardens Housing Authority through the Healing Black Intergenerational Trauma Center www.hbitcenter.com
- A high-dosage tutoring collaboration at multiple local sites to help close the learning gap for our youth
- A new business outreach and training center in coordination with CBI, to include youth tutoring and technology training along with another one for community meetings and a weekly farmers market in one of the parking lots.
- Continued Virtual video series with youth and adult influencers curating policy media in our community
- Newly formed Justice and Equity Committee meeting monthly to address social justice concerns

We will provide updates throughout the year with email newsletters, social media reports, and future quarterly reviews.

Appendix A

Strategic Planning Report



Strategic Plan February 2021

Submitted to Mr. Robert Sausedo
and
Ms. Cheryl Branch

Prepared by
Lezlee H. Matthews, Ph.D.

In consultation with the CRSSLA Leadership Team
Mr. Keith Baker, Diversity Research and Consulting Group, Inc.
Ms. Cheryl A. Branch, CRSSLA/Los Angeles Metropolitan Churches
Mr. Andrew Henderson, Families for Children
Ms. Naomi McSwain, Al Wooten Jr. Youth Center
Mr. Robert Sausedo, Community Build, Inc.
Dr. Brenda Wiewel, University of Southern California



Executive Summary

Community Build, Inc. (CBI) established in 1992, is dedicated to the revitalization of South Los Angeles through human capital development, community economic development and commercial development.

The Community Response System of South Los Angeles (CRSSLA) was formed due to the impact of COVID-19 and in response to the health, economic and social devastation communities experience as a result of the pandemic. Mr. Robert Sausedo convened a group of local community-based organizations in March of 2020 to address the urgent emerging issues. CRSSLA brought together community organizations, churches, educational institutions, and other stakeholders to identify resources for emergency operations centers, medical care, distribution centers, and to coordinate with various government agencies responsible for deploying resources and information to respond to the pandemic.

The formal meetings of the CRSSLA strategic planning process occurred over two gatherings. Prior to the strategic planning sessions, CRSSLA invited input from community members through a survey. The CRSSLA member survey revealed several important findings about top area of engagement interest, views about the most important role for CRSSLA, perceptions about the top benefits of associating with CRSSLA network and identified challenges.

The purpose of the virtual gatherings of the strategic planning process was to: evaluate CRSSLA's role, assess future challenges, brainstorm ideas and network in affinity groups.

The two community engagement sessions yielded much information for a S.W.O.T. analysis of CRSSLA:

- A primary CRSSLA strength was the ability to help network members to meet their own goals. A network of local stakeholder organizations (system of networks) that is far reaching and powerful, one that benefits small groups.
- The primary weaknesses facing CRSSLA were those of ongoing crisis made worse by COVID-19. Structure of CRSSLA so people can get involved, membership engagement and capacity building.
- The opportunities CRSSLA can take advantage of to position itself for resources to better address crisis and their compounded impact on vulnerable communities due to systemic inequalities.
- The threats relate to our organizational approach. More emphasis needs to be made about the participatory nature of the project and that all of us, the network, own it together.

The strategic plan identifies the scope for a three-year plan (2021, 2022, 2023) pertaining to these organization-wide objectives:

- Provide low-income/homeless persons with information and practical application methods that inform on the seriousness of this pandemic without infusing enhanced fear
- Educate and encourage practices to safeguard individual selves and others from transmission
- Increase capacity of local communities to provide long-term resources that foster sustainability
- Establish a continuum practice to provide growing essential needs of the community
- Offer counseling and coping support to increase resilience in the face of traumatic pressure
- Connect marginalized persons with faith-based organizations, shelters, feeding services and pantries that create a healthier mindset towards community inclusion
- Create organization structure to effectively involve people, nonprofits, businesses
- Create brave spaces for youth and young adult leadership to emerge and thrive in this discipline of saving lives through effective community engagement, science and intersectionality, gender equity

The Community Response System of South Los Angeles Strategic Plan includes a template for CRSSLA leadership to annually review, assess and monitor priorities.

Connected to identified organization-wide objectives, the annual review will help leadership determine progress toward achieving the plan and respond with intermittent corrective actions.

Table of Contents

Organizational Context and History.....	5
Environmental Scan.....	5
Join a CRSSLA Team.....	6
CRSSLA’S Most Important Role.....	6
Benefits CRSSLA Provides.....	7
CRSSLA’s Challenges.....	7
Planning Overview and Process.....	8
S.W.O.T. Analysis	
Analysis of Organizational Strengths, Weaknesses, Opportunities and Threats....	10
Planning Matrix.....	13
CRSSLA – 3 Years Projection.....	13
CRSSLA Objectives.....	16
CRSSLA Priorities Annual Review Template.....	17
Summary.....	18
Acknowledgements.....	19
Appendix.....	20

Organizational Context and History

The vision of CRSSLA:

“To be a collaborative network of community-based organizations, churches and key stakeholders set up as a disaster recovery / response system that utilizes the individual and collective efforts of organizations supporting South Los Angeles.”

The mission of CRSSLA:

“To proactively provide critical response services through education, resources, information, and addressing health needs of the at-risk, low-income, and homeless populations.”

Community Build, Inc. (CBI) established in 1992, is dedicated to the revitalization of South Los Angeles through human capital development, community economic development and commercial development. Our unique and comprehensive programs offer wrap-around services for at-risk youth, including those who are out of school, in foster care, involved in gangs, and first-generation college bound youth and families. Since opening our youth center in 1994, we have provided supportive services to over 26,000 youth and young adults. Program activities include case management, peer counseling, life skills, management training, career preparation training, college preparation, college retention, college scholarships, education and career counseling, job development, employment placement, entrepreneurship support, recreation and cultural programs, tutoring, mental health assessment and counseling, homeless prevention and intervention, financial counseling, tattoo removal, gang prevention and intervention, and referrals.

The Community Response System of South Los Angeles (CRSSLA) was formed due to the impact of COVID-19 and in response to the health, economic and social devastation communities experience as a result of the pandemic. Mr. Robert Sausedo convened a group of local community-based organizations in March of 2020 to address the urgent emerging issues. CRSSLA brought together community organizations, churches, educational institutions, and other stakeholders to identify resources for emergency operations centers, medical care, distribution centers, and to coordinate with various government agencies responsible for deploying resources and information to respond to the pandemic.

Environmental Scan

When CRSSLA was formed, a comprehensive emergency planning system for South Los Angeles did not operate. City-led neighborhood emergency groups existed, but during the onset of the pandemic anecdotal evidence gathered through conversations with stakeholders indicated their existence and impact were less well-known in South Los Angeles. And, in instances where community-based organizations were aware of neighborhood emergency groups, their understanding of how to activate them during the pandemic crisis was unclear.

In October 2020, CRSSLA invited members to participate in the strategic plan by completing the CRSSLA Strategic Plan Sign-Up form. The form served as a means to pre-register members, invite them to participate on organized affinity teams, and to survey their opinions about CRSSLA’s

importance, benefits and challenges. The first category encouraged active participation through joining teams.

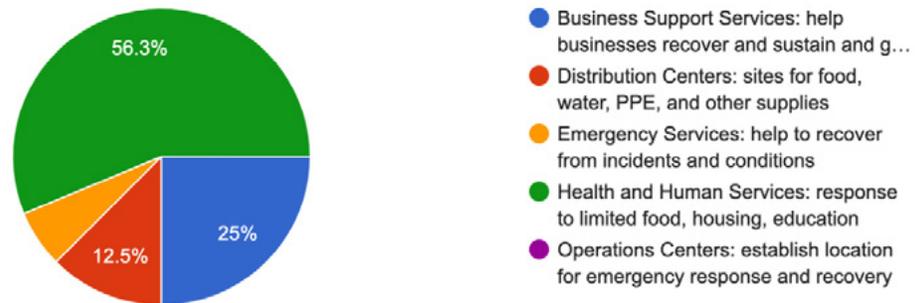
Join a CRSSLA Team

On the question of interest in joining a team (Figure 1), health and human services garnered the most interest (n=9, 56%), while no one showed an interest in operations centers.

Figure 1: Choose a Team

Choose a team: We are forming teams to focus on different activities. Which would you be most interested in or feel you have the most capacity to contribute to?

16 responses



Significance: The category of health and human services appealed to those interested in responding to the limited or lack of food, housing, transportation, education, childcare, and mental health. These reflect concern with how to meet a range of basic needs threatened by the pandemic. It also reflects most respondents felt health and human services was the team they had the most capacity to make meaningful contributions.

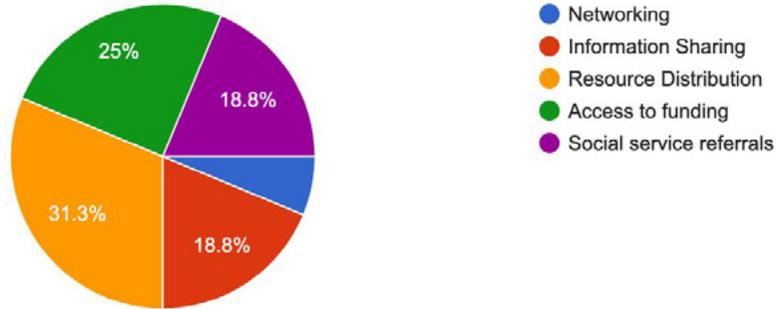
CRSSLA's Most Important Role

On the question of opinion about the most important role for CRSSLA (Figure 2), resource distribution had the most appeal (n=5, 31%), while networking had the lowest response (n=1, 6%).

Figure 2: Role of CRSSLA

What is the most important role for CRSSLA?

16 responses



Significance: The importance members assigned to the role of CRSSLA in resource distribution confirmed an earlier result that prioritized meeting basic needs. One basic need, food insecurity, was addressed when several member organizations distributed resources through drive-in food giveaway events and handed out grocery gift cards. Although networking had the lowest response, the second through fourth highest responses (access to funding, social service referrals, and information sharing) could be interpreted as networking-related activities.

Benefits CRSSLA Provides

The survey also sought to obtain feedback from members about CRSSLA’s benefits (Figure 3). The responses reveal how during the initial months of the pandemic, members perceived the top benefits of CRSSLA were: 1) resources, 2) connections, and 3) community building.

Figure 3: Benefits CRSSLA Provides

CATEGORY	STATEMENT
Resources	<i>CRSSLA provides social service referrals and the ability to have another organization that we can work with to provide resources for families, seniors, returning citizens, and youth/young adults.</i>
Connections	<i>Connecting with other agencies to provide more coordinated resources for our community</i>
Community building	<i>Employment, resources and community building</i>

Significance: Results indicate respondents found CRSSLA to be a benefit to their constituencies because this association led to more social services, resource coordination, and the opportunity for community building through means such as employment.

CRSSLA's Challenges

When asked about challenges, respondents were concerned about uncertain social impacts of the pandemic as well as potential programming difficulties facing the CRSSLA project (Figure 4). Respondents shared concerns about challenges facing CRSSLA operationally and as a conduit for activities designed to have social impact.

Figure 4: Challenges



The CRSSLA project was founded in response to the pandemic. Several months in, members expressed views about the project's ability to keep the network engaged and as energized about the work as they had been at the beginning of the pandemic. A related concern was evident in responses about conditions external to CRSSLA's operational challenges. Members said it would be challenging for CRSSLA to remain relevant in the face of uncertainty about the guidelines for mandated closures and reopening of schools and businesses.

Respondents also shared their concern about the challenges facing CRSSLA related to accomplishing strategic planning and its capacity to achieve sustainable outcomes. *Significance:* The importance of findings about challenges is that respondents were concerned about the sustainability of a project born of crisis after the urgent pandemic response subsided.

The member survey established topics CRSSLA staff could probe more deeply during the strategic planning sessions. The survey also reinforced the importance of creating an opportunity for members to express their opinions and actively participate in planning for CRSSLA's future. They became stakeholders and this built trust between CRSSLA and the community for the ensuing S.W.O.T. (strengths, weaknesses, opportunities, threats) analysis.

Planning Overview and Process

The formal meetings of the CRSSLA strategic planning process occurred over two gatherings. Prior to the strategic planning sessions, CRSSLA invited input from community members through a survey. Survey data was collected from key informants (n=13) during October and November 2020. CRSSLA held the first of two virtual events in November 2020 to seek input from community voices within our South Los Angeles network. Five (5) attendees participated representing health and human services, business and arts agencies and causes. The survey and community voices events set the stage for CRSSLA's second virtual event held in December 2020. This event involved eight (8) CRSSLA executives and advisors representing diverse business and nonprofit voices to bring in the perspective of executives and decisionmakers.

The purpose of the virtual gatherings was to: evaluate CRSSLA's role, assess future challenges, brainstorm ideas and network in affinity groups. The mission of CRSSLA is to "proactively provide services through education, resources, information and addressing health needs of the at-risk, low-income, and homeless populations." The process began with Robert Sausedo and the CRSSLA leadership team of seven (7) members establishing a strategic planning framework to guide key informant selection (community, executive) and the day's agendas. The agenda consisted of:

- Strategic plan session purpose
- CRSSLA activities to date, network survey results
- Strategic plan community/executive engagement process: establish community agreements, power analysis exercise, engagement (S.W.O.T. analysis), reflection
- Call to action
- dismissal

The recap of CRSSLA's activities to date (CRSSLA's) included: sharing information about funding opportunities, job opportunities, case management training, food distribution, personal protective equipment (PPE) distribution and education, counseling and other resources. Those activities encompassed: a) referrals to individual and family counseling sessions, health resources for COVID-19 testing, medical care, financial services, and job opportunities; b) distribution of gift cards and computers; and c) case management training for service providers in education and other nonprofit fields.

The intentional nature of the gathering of community members was to build consensus by declaring "community agreements." The gathering of executives was of shorter duration (1 ½ hours) and a blanket statement to encourage collegiality was made. The community agreements decided by participants in the community strategic plan session, which was held for a longer duration (2 ½ hours), were:

Figure 5: Community Agreements

- ~ Talk one at a time
- ~ Assume everyone has good intentions
- ~ Agree to disagree, be respectful
- ~ Step up, step back to be mindful of space you're taking up
- ~ Everyone's opinion has value, value what other persons are saying
- ~ Have an open mind
- ~ Start and end on time
- ~ Solutions oriented, missions-focused, stay on task
- ~ Limit cell phone use; try to be fully present
- ~ Check your technology values related to cell phone use, computer, background noise, how you present self on camera, etc.
- ~ Mindful that some have children, families that might require interruptions

Significance: Community agreements were intended to help the group agree on a way to commit to one another during the sessions. The statements reinforced the importance of showing one another respect when differences of opinion emerged and to conscientiously minimize disruptive behavior in the virtual environment.

S.W.O.T. Analysis

Figure 5: CRSSLA S.W.O.T. Analysis

Analysis of Organizational Strengths, Weaknesses, Opportunities and Threats (S.W.O.T.)



Overview: The CRSSLA team approached each session to gather information for the S.W.O.T. analysis with Dr. Lezlee Matthews facilitating and Robert Sausedo and Cheryl Branch contributing background about CRSSLA's background and purpose. Participants were then encouraged to respond to relevant prompts.

Summary of Strengths

1. Leadership innovation.
2. A network of local stakeholder organizations (system of networks) that is far reaching and powerful, one that benefits small groups.

3. Connections to other organizations yield resources and funds, plus build relationships with government & educational institutions.
4. Credibility with known organizations and with CRSSLA as orgs individually and collectively.
5. Validation for emerging organizations to get known for others to have greater awareness about them.
6. A unique channel for information and communications, that is to receive information about resources that they would not necessarily have received without being a part of CRSSLA.

Discussion: The sessions revealed a primary CRSSLA **strength** to be the ability to help network members to meet their own goals. This is accomplished through referrals and connections. Members appreciated the involvement of USC and CRSSLA to conduct a survey of agencies to determine what their needs and resources they sought to address community concerns. Some organizations reported increased access to financial support and other resources, especially personal protective equipment and food.

Summary of Weaknesses

1. Systemic racism and inequality leading to health and education disparities, impacting Black/Brown populations
2. Structure of CRSSLA so people can get involved, membership engagement and capacity building
3. A lack of availability of Spanish language translation in materials, no bilingual services available during meetings

Discussion: The primary **weaknesses** facing CRSSLA were those of ongoing crisis made worse by COVID-19. The crisis that existing in healthcare access and educational attainment, for example, were evident before the pandemic. These systemic concerns will require CRSSLA to develop long-term potential solutions. Any solutions will require CRSSLA to examine its human and financial capacity. Respondents wondered if CRSSLA would have access to the necessary funding to carry out the work. Then, there was the issue of how to better utilize the network when people felt unsure how to engage with the CRSSLA network after attending meetings. CRSSLA needs to find a way to share expertise of people who are already doing the kind of work to help meet community needs. This will take better approaches to involving people and pointing them to resources in the right places.

Summary of Opportunities:

1. Activate organizations that have one focus or specialization to make referrals to others.
2. Develop an expertise in rapid response and the ability react in times of crisis.
3. Create a plan for sustainability, one that can aid the organization to evolve and attract funding
4. Adapt operational processes to meet the purpose of related issues of anti-racism, public health promotion, and homelessness.

Discussion: The **opportunities** CRSSLA could take advantage of including positioning itself for resources to better address crisis and their compounded impact on vulnerable communities due to systemic inequalities. The Strategic Plan could provide the structure for people to plug in and satisfy goals related to organizational sustainability and access to increased funding.

This may take some steps to rethink how CRSSLA evolves and thereby transforms itself in the future. Preparing for such a future can be rooted in research. One suggestion was to look at mistakes and success of other crisis and government response, as in the case of Hurricane Katrina and the Federal Emergency Management Administration (FEMA). CRSSLA is well positioned to tap into academic institutions more deeply to answer questions about what happened in South Los Angeles during the pandemic as compared to other places impacted by natural, human or public health disasters. CRSSLA can refine its approach by determining which of two paths of response: natural disaster response vs social natural resource or human welfare response. And, in the event CRSSLA decides both, determine the appropriate process to respond to each.

Summary of Threats

1. How to keep momentum because COVID may be with us another year
2. How to sustain resource and relevance when pandemic is over
3. Liability and indemnification; risk assessment to collaboration
4. Funding availability and coordination across agencies

Discussion: The **threats** relate to our organizational approach. CRSSLA has meetings but are not bringing people who are in leadership especially executive directors, business owners. There is also a deficiency in terms of bringing in policy experts and funding dollars related to trends, technology and automation. There is a perception that mid-level managers participated in greater numbers in meetings.

Participants suggested the need to have a place for the community to engage with CRSSLA but guide their participation through ideas generated by high level thinkers and decisionmakers. The engagement with such executives could take the form of monthly meetings with only executive directors and business leaders. There was also a concern that general meetings look like Community Build, Inc. (CBI) instead of a collaboration. More emphasis needs to be made about the participatory nature of the project and that all of us, the network, own it together. This would ameliorate the perception that CBI and the collaborators in the network, are all going after the same money. In the eventual circumstance that partners collaborate and mix funds, liability issues may loom large. Each partner should review their own internal/external resources and determine which can be deployed.

The SWOT analysis reveals answers to several questions about CRSSLA’s future. Based on the assessment, background documents¹, and general and leadership team meeting notes the organization’s ideal business model in 3 years is captured.

The model explores facets of CRSSLA scope pertaining to six areas: geography, target demographic, programs, funding sources, staff, and areas of other aspirations.

Figure 6: CRSSLA 3-Year Projection

Scope	Includes	Doesn't Include	Comments
Geography	Greater Los Angeles County with a focus on South Los Angeles	Prioritization of areas outside of South Los Angeles, though those areas may also be serviced	SPA 6; Strong ties with Council District 8 and Council District 9; City of Los Angeles; Supervisorial District 2; LAUSD School Board District 1.
Target Demographic	<p>Service: Low-to-moderate income individuals; Gender 40% male, 60% female; Ethnicity 60% African American, 40% Latino</p> <p>Membership: Executive Directors, business owners, policy experts</p> <p>Membership categories: Members, Affiliate partners, Legacy partners, Founding partners, Co-Founders CBI/LAM, Resources</p>	Does not include significant outreach to Latin-x and bilingual Spanish speaking community	<p>Emphasis placed on black community, but partners ask about services for Latin-x and bilingual Spanish speaking community</p> <p>Lack clarity whether demographic unit of analysis is based on population or organization (nonprofit, business) status</p> <p>Impact Report data reports members: 88 organizations and individuals</p>

¹ Basic Framework for Proposals (March 2020), CRSSLA Case Statement (March 2020), CRSSLA Project Outline (August 2020).

<p>Programs</p>	<p>1) Food, water and necessary staples 2) Affinity Teams -Team B: Business support services for small and medium size firms -Team D: Distribution centers (DC) -Team E: Emergency operations centers (EOC), public safety -Team H: Health and human services (includes mental health professionals) Team O: Operations centers, Medical triage centers (MT), Command Centers (CT) 3) Ongoing local communications strategies 4) Charitytracker.com 5) Emergency Plans</p>	<p>Does not add burdensome data collection and reporting requirements</p>	<p>Teams engagement model has imprecise alignment with certain categories of emergency and recovery model</p>
<p>Funding Sources</p>	<p>CBI & LAM; Partner resources include grants from USC, City National Bank, Blue Shield of California, Comerica Bank, Union Bank; Large government agency funding for COVID-19 related grants/loans including PPP, EIDL, County of LA Emergency Funding, California State Fund Grants; and foundation support from Kaiser Permanente.</p>	<p>Does not include overreliance on any single funding sector, instead pursues diverse funding sources</p>	<p>Unclear whether CRSSLA wants more or less reliance on government funding</p>
<p>Staff</p>	<p>CBI staff & consultants, LAM staff & faith-based volunteers, USC graduate students</p>	<p>Does not include prohibitions against stipends for interns or volunteers</p>	<p>Organizational chart needed</p>

Other (aspirations)	Policies and procedures guiding organization, governance, technology infrastructure	Does not include preference for CRSSLA’s structure as a project of CBI versus as a separately incorporated nonprofit with 501(c)3 designation	Some in-process (communications, subcommittee guidelines, website), while others underdeveloped (operations, governance including internal policies related to communication, transparency, and attendance)
---------------------	---	---	---

CRSSLA Objectives

The next area of examination is an organization-wide brainstorm of objectives exploring two key themes: 1) ideas for how CRSSLA can be successful in achieving its objectives and 2) key results associated with those objectives.

Figure 7: Organization-Wide Objectives

Organization-Wide Objective	Ideas for how we can be successful in achieving this objective - strategies	Key results associated with this objective – benchmarks for progress
Provide low-income/homeless persons with information and practical application methods that inform on the seriousness of this pandemic without infusing enhanced fear	1) Workforce development through education to get schools back on-line	Households will maintain paychecks and maintain their income during this COVID-19 crisis
Educate and encourage practices to safeguard individual selves and others from transmission	1) Connect universities to each other; academic sharing of best practices 2) Use interns to help booking, transfer to virtual format, aid specific programs 3) Call on CBO leaders to urge vaccinations, testing 4) CRSSLA can lend support on messaging; inform around vaccination, pandemic and health disparity 5) Help agencies write Emergency Plans	1) Maintain high performing in emergency service delivery and maintaining consistency in safe distancing of 6 feet, hand washing while providing essential services 2) Submit CAL OES application to State 3) Assist 20 organizations to write Emergency Plans

<p>Increase capacity of local communities to provide long-term resources that foster sustainability</p>	<ol style="list-style-type: none"> 1) Disseminate information broadly and quickly through the partners 2) Data system 3) Bridge larger partners to community (Charles Drew, Urban League) 4) Break through barriers (red tape) that usually prevent from working together 5) Earmark grants for businesses for black-owned businesses 	<p>Develop partnership agreement between CRSSLA.org/CBI and describe the partners level of affiliation with CRSSLA.org (i.e. MOU, Partnership, Paid, non-paid, Membership, Affiliate etc.)</p>
<p>Establish a continuum practice to provide growing essential needs of the community</p>	<ol style="list-style-type: none"> 1)interview people to see what the needs are (convene meeting of business leaders) 	<p>Facilitate a roundtable community conversation (modeled after THE); encourage neutral sharing information about available resources, not connected to money</p>
<p>Offer counseling and coping support to increase resilience in the face of traumatic pressure</p>	<ol style="list-style-type: none"> 1)Cultivate information relevant to public health concept “saving lives through effective community engagement 	<p>Develop speaker series structure content relevant to executive directors, business owners</p>
<p>Connect marginalized persons with faith-based organizations, shelters, feeding services and pantries that create a healthier mindset towards community inclusion</p>	<p>Look to CRSSLA membership to come in, be trained and deliver message to constituencies, community members</p>	<p>Adopt www.charitytracker.net (or equivalent), train members to use and generate data to use for reports</p>
<p>Create organization structure to effectively involve people, nonprofits, businesses</p>	<ol style="list-style-type: none"> 1) Structure into Teams 2) Develop procedures to guide team activities 3) Develop internal policies related to communication, transparency, and attendance 4) Make CRSSLA a nonprofit or own platform with CBI as the fiscal agent 	<p>Create fully developed community response system agency for South Los Angeles with focus on early warning, preparedness, and response</p>

CRSSLA Priorities Annual Review Template

The CRSSLA leadership team is encouraged to self-evaluate the pace of implementation of the 3-year plan, related objectives-strategies, and results or benchmarks for progress. The evaluation of previously identified objectives could explore topics on a range of criteria, with each ranked from 1-10, with 10 being greatest, to guide the team in determining priorities associated with those objectives. The template for such an analysis is included below in Figure 8 and can be presented as a survey tailored to the organization-wide objectives identified in Figure 7.

Figure 8: Ranking CRSSLA’s Priorities

List each objective below	Potential impact on our organization's mission and outcomes	Urgency to complete this upcoming year (1-10)	Likelihood it can be achieved in the upcoming year with existing team and resources (1-10)	Measurability (1-10)	Total

The initial process of determining priorities may proceed on multiple fronts. It is likely objectives associated with meeting urgent needs of those in crisis due to the COVID-19 pandemic will be implemented simultaneously by CRSSLA leadership as it shores up operations and secures additional necessary funding.

Summary

The formal meetings of the CRSSLA strategic planning process occurred over two gatherings. Prior to the strategic planning sessions, CRSSLA invited input from community members through a survey. Survey data was collected from key informants during October and November 2020. CRSSLA then held two virtual strategic planning sessions to gather input from community and executives or advisors within our South Los Angeles network. The CRSSLA member survey revealed several important findings about top area of engagement interest, views about the most important role for CRSSLA, perceptions about the top benefits of associating with CRSSLA network and identified challenges. The category of health and human services had the most appeal to those interested in responding to the limited or lack of food, housing, transportation, education, childcare, and mental health. These reflect concern with how to meet a range of basic needs threatened by the pandemic. The importance members assigned to the role of CRSSLA in resource distribution confirmed an earlier result that prioritized meeting basic needs. Results indicate respondents found CRSSLA to be a benefit to their constituencies because this association led to more social services, resource coordination, and the opportunity for community building through means such as employment. The importance of findings about challenges is that respondents were concerned about the sustainability of a project born of crisis after the urgent pandemic response subsided.

The two community engagement sessions yielded much information for a S.W.O.T. analysis of CRSSLA. The sessions revealed a primary CRSSLA **strength** to be the ability to help network members to meet their own goals. The primary **weaknesses** facing CRSSLA were those of ongoing crisis made worse by COVID-19. Respondents wondered if CRSSLA would have access to the necessary funding to carry out the work. Then, there was the issue of how to better utilize the network when people felt unsure how to engage with the CRSSLA network after attending meetings. The **opportunities** CRSSLA can take advantage to positioning itself for resources to better address crisis and their compounded impact on vulnerable communities due to systemic inequalities. CRSSLA can refine its approach by determining which of two paths of response: natural disaster response vs social natural resource or human welfare response. The **threats** relate to our organizational approach. CRSSLA has meetings but are not bringing people who are in leadership especially executive directors, business owners. There is also a deficiency in terms of bringing in policy experts and funding dollars related to trends, technology and automation. More emphasis needs to be made about the participatory nature of the project and that all of us, the network, own it together. Each partner should review their own internal/external resources and determine which can be deployed.

The strategic plan identifies the scope for a three-year plan pertaining to these organization-wide objectives: Provide low-income/homeless persons with information and practical application methods that inform on the seriousness of this pandemic without infusing enhanced fear; Educate and encourage practices to safeguard individual selves and others from transmission; Increase capacity of local communities to provide long-term resources that foster sustainability; Establish a continuum practice to provide growing essential needs of the community; Offer counseling and coping support to increase resilience in the face of traumatic pressure; Connect marginalized persons with faith-based organizations, shelters, feeding services and pantries that create a healthier mindset towards community inclusion; and, Create organization structure to effectively involve people, nonprofits, businesses.

Ultimately, the plan includes a template for CRSSLA leadership to annually review, assess and monitor priorities. Connected to the aforementioned organization-wide objectives, the annual review helps leadership determine progress toward achieving the plan and respond with intermittent corrective actions.

Acknowledgements

Strategic Plan Key Informants²

Cheryl Branch, Los Angeles Metropolitan Churches/CRSSLA Co-Founder⁺

Cortez Chandler, Timelist[◇]

Gloria Davis, Girls Club, Inc. ^{*+}

Titania Davis, LAUSD Parent[◇]

Candida Centieo Dunbar, Queue Up[◇]

Sylvia Drew Ivie, Charles Drew University⁺

Andrew Henderson, Wayfinder Family Services^{*}

Jennifer Laurent, LA Legal Assistant[◇]

Michael Lawson, Los Angeles Urban League^{*}

Joel McLafferty, Westmont Counseling Center[◇]

Mia McNulty, Nia Imani Heart Association ^{*◇}

Naomi McSwain, Al Wooten Jr. Youth Center^{*+◇}

Alberta Moore, Russel Simmons Foundation^{*}

Cedric Nelms, Helping Hands Community Resource Center[◇]

Joseph Rouzan, Vermont Slauson EDC⁺

Robert Sausedo, Community Build, Inc./CRSSLA Co-Founder⁺

Terry Scott, Leimert Park Village, Inc. ^{* ◇}

Steven Wesson, USC⁺

Devon Williams, USC Social Welfare Graduate Student[◇]

Daniel Zamora, Southern California Crossroads[◇]

Appendix A

CRSSLA Strategic Plan Sign-Up [[survey form](#)]

² *Community session, ⁺Executive Advisory session, [◇]Community Strategic Plan Survey

Appendix B

Member Outcome Survey Overview 2021

MEMBER RESEARCH INVITATION



- Corporate Office
4305 Degan Boulevard, Suite 102
Los Angeles, California 90008
(323) 290-6560 Fax (323) 596-9036
- Youth and Community Center
8750 South Vermont Avenue, Suite A
Los Angeles, California 90044
(323) 305-2622

March 10, 2022

TO: CRSSLA NETWORK PARTNERS

Dear CRSSLA Member,

I'd like to request your assistance to collect information about each of your organizations' work. We recently published a report for 2020, which featured the work done by all our members during that year since we launched the network in March of 2020. Now it is time to collect information and prepare a report for 2021. I've asked our USC partners to conduct the next phase of our outcome data collection so we can continue to document network collective impact. Please see attached information sheet. You will be contacted shortly by our data collection team and asked to either use a survey monkey link to complete the latest survey or you can report via a call or zoom interview.

This is a voluntary effort, all information will remain confidential, data will be reported only in aggregate, and your choice about whether you participate will not affect your membership in the network. However, your cooperation would be greatly appreciated.

kindest Regards,

A handwritten signature in black ink, appearing to read 'RS'.

Robert Sausedo
President and CEO
Community Build, Inc.
4305 Degan Blvd., #102
Los Angeles, CA 90008
323-290-6560, Ext. 533 Office

Building our communities through human capital investment and community economic development

MEMBER STUDY INFORMATION SHEET

Community Response System of South Los Angeles
And
University of Southern California

INFORMATION SHEET FOR CRSSLA AGENCY MEMBER STUDY

STUDY TITLE: Understanding the contributions and actions of CRSSLA member agencies during the COVID 19 pandemic.

PRINCIPAL INVESTIGATOR: Brenda Wiewel, DSW

You are invited to participate in a research study with CRSSLA. Your participation is voluntary. This document provides more information about the study. Please let us know if you have questions. We will be happy to clarify!

PURPOSE

The purpose of this study is to understand the ways our CRSSLA network members have adapted to the COVID pandemic and what each agency has contributed to the community response program. We hope to learn about what services you have offered, any changes or additions to services you have made with staff, what types of products you may have distributed, outreach calls you may have conducted, and the amount of grants you may have applied for or secured. This information will be collected online through Survey Monkey. The questions are designed to explore your efforts between 1/1/21 through 12/31/21. The results from the survey will be used to demonstrate our impact as a group during the year 2021. The results will also allow us to identify and advocate for resources that are still needed to keep our community fed, housed, educated, and employed.

PARTICIPANT INVOLVEMENT

If you decide to participate in this study, you or a designated agency representative will be sent a link via email to complete a survey through Survey Monkey. You will complete only one survey for the 12 month period between 1/1/21 through 12/31/21 (January through December). You will be able to complete the survey at your own time or you can set up a time to complete the survey directly with a member of our research team. The survey can take between 45-60 minutes. If you would like to complete the survey with one of our team members, we can schedule a time to meet with you over the phone or through zoom.

Participation in this study is completely voluntary. Your decision about whether or not to participate will have no impact on your membership or role with the CRSSLA network in any way. Additionally, if you choose to participate, you and your organization will not be individually identified in any way. We will not ask you to provide any information that identifies you personally. That way, there will be no way to link the information that you provide to us with your name or any other personal identifier. All data will be presented in aggregate.

INVESTIGATOR CONTACT INFORMATION

If you have any questions about this study, please contact Dr. Brenda Wiewel by email at brenda.wiewel@med.usc.edu.

**SURVEY INSTRUMENT SAMPLE/
CRSSLA PARTICIPANT SURVEY QUICK GUIDE**



**CRSSLA Participant Survey 2021
Quick Guide**

Survey Link:

Dear Participants,

The purpose of the outcome study is to understand the ways our CRSSLA network members have adapted to the COVID pandemic and what each agency has contributed to the community response program. This guide will help you gather the information requested by the survey, so you are fully prepared to complete efficiently. If you have any questions about the survey or are unsure how to answer, please email Janine Blackmur at Blackmur@USC.edu

Survey Topic Overview:

1. Background Information on your organization
2. COVID-19 PPE
3. COVID-19 Testing
4. COVID-19 Health Education
5. Food Services
6. Medical Services
7. Mental Health & Emotional Support Services
8. School Support for Children & Families
9. Other Services

**Here are the categories of information you will need
to provide about your agency's services in Calendar Year 2021:**

- Background information on agency
- COVID-19 PPE
 - Number of total PPE that was distributed
 - How did CRSSLA help with this?
- COVID-19 Testing
 - Number of tests administered
 - How did CRSSLA help with this?
- COVID-19 Health Education
 - Number of people educated
 - How did CRSSLA help with this?
- Food Services
 - Number of boxes/bags of food given out
 - Pounds of food given out
 - The dollar amount of food given out
 - How did CRSSLA help with this?
- Medical Services
 - Number of patients served/visits provided
- Mental Health & Emotional Support Services
 - Number of patients served/visits provided
- School Support for Children & Families
 - Number of families served
- Other Services
 - Number of care calls made per month
 - The total amount of grants/loans/special financial resources REQUESTED
 - The total amount of grants/loans/special financial resources RECEIVED
 - What grants/loans/special financial resources were used for

List of Actual Survey Questions:

1. Organization Name
2. Individual / Point of Contact
3. Date of Survey Completion
4. Do you / your agency provide services within South Los Angeles?
5. Do you / your agency consider itself to be a part of CRSSLA?

6. In which Los Angeles County cities and/or neighborhoods are you providing services? List names of ALL the communities or neighborhood areas that are served by ANY of your programs. Include neighborhood names and/or street boundaries.
7. What AGE groups are you serving with any of* your programs?
8. Aside from city location or age groups, are there any other eligibility criteria that guide the types of people or communities that you serve through your programs?

9. During 2021, Please choose ALL services your agency provided as part of your core mission:
 10. Did you provide PPE?
 11. Give an estimate of the total PPE that was distributed
 12. If you received support from the CRSSLA network for these services, which of the following apply?

13. Did you provide COVID 19 Testing?
14. How many tests did you administer?
15. If you received support from the CRSSLA network for these services, which of the following apply?

16. Did you provide COVID 19 vaccine education?
17. How many people did you educate?
18. If you received support from the CRSSLA network for these services, which of the following apply?

19. Did you give away food boxes and/or bags?
20. How many boxes/bags did you give out?
21. How many pounds (lbs) of food boxes/bags did you give away?

List of Actual Survey Questions (Continued):

22. What is the \$ value of the food you gave away?
23. Was your foodservice a recurring event?
24. If YES, how often was it occurring?
25. If you received support from the CRSSLA network for these services, which of the following apply?

26. Did you provide Medical Services?
27. If yes, give an estimate of how many patients you served:

28. Did you provide Mental Health/Emotional Support Services?
29. If YES, give an estimate of how many patients you served:
30. If you received support from the CRSSLA network for these services, which of the following apply?

31. How many total families did you serve?
32. If you received support from the CRSSLA network for these services, which of the following apply?

33. Did your or your organization/agency refer to other members of the CRSSLA network to provide COVID 19 special or enhanced services/resources?
34. Did you or your organization make any care calls to your participants or local community members?
35. If YES, estimate how many care calls on average did you make PER MONTH?
36. Did you or your organization apply for any grants, loans, or special COVID 19 financial resources during this time?
37. If YES, we applied for a total of ___ grants/loans/special COVID 19 financial resources and received a total of \$___
38. What community needs did you observe that were NOT met for COVID-19?
39. Additional comments, questions, or feedback

OUTCOME SURVEY METHODOLOGY

Principal Investigator Brenda Wiewel, DSW, revised the 2020 survey format and protocol for use in 2021, along with her research team of USC Master of Public Health Research Team, including Data Lead Manager, Janine Blackmur and Data Collection Specialists Jackeline Baires and Brenda Ramirez. The research team updated the CRSSLA master list to ensure current membership with contact information and communicated with member agencies to participate. The survey was completed on Survey Monkey, allowing agencies to independently participate to represent their activities during the 2021 calendar year.

The survey focus was to identify the types and amounts of services and resources that were offered by the CRSSLA network agencies individually and collectively to address the local needs that are related to COVID 19 impacts in the South Los Angeles community. Forty-four (44) current CRSSLA member agencies were given information about the outcome study and survey by Community Build CEO and CRSSLA Leader, Robert Sausedo, at network meetings and via email to request their voluntary participation. A \$10 dollar gift card was rewarded as an incentive to complete the survey. The student teams contacted CRSSLA member agencies multiple times to introduce the study, through both emails and phone calls. A link to the survey was shared via email. Agencies were given the option to complete the survey independently or directly with one of the students if additional support was needed. Please see the list of participating agencies below. The survey asked participants a series of questions such as information about the services they provided, the numbers of staff who helped during COVID-19 with special targeted services, the types of products they distributed in the community, the outreach calls made to program participants or community members, and the amount of grant funding they received during this time (see study invitation in Attachment XX, study information sheet in Attachment XX, and survey instrument sample in Attachment XX,). After all surveys were completed, the MPH student team tabulated the data and worked with Dr. Wiewel to analyze the results, which are summarized here. They also gathered data for all network member locations and services to prepare a master list and map as well as created the graphics to visualize survey data results. USC Public Health Masters students, Ana Caballero Ponce, Sandy Rios, Queenie Zhang, and Lindsay Rabas gathered data for community engagement such as information from CRSSLA general meetings, education committee meetings, webinars, and special projects. A total of twenty-three (23) of the forty-four (44) recipients who were contacted, followed up to participate in the survey, reporting that they provided COVID-19 special or enhanced services and resources from January 1 to December 31, 2021. These respondents identified a total of thirty-four (34) different names/types of enhanced services and resources, which have been categorized into nine (9) general types of services. Table 1 on page 41 shows the range of services reported by the CRSSLA Network.

SURVEY PARTICIPANTS

- Black Women Rally for Action – Los Angeles County
- Charles R. Drew University
- Community Build
- CORE Response
- Dangerman Educational Foundation, Inc.
- Girls Club of Los Angeles
- HACLA
- KAUSE Karing Advocates United for Social Equality
- Kedren Community Health Center
- Los Angeles Community Church
- Mercedes Carreto
- National Alliance on Mental Illness (NAMI) - Urban Los Angeles
- Project: Peacemakers, Inc
- Queue Up Horseback Riding Club
- Randal D. Simmons Outreach Foundation
- South Bureau Ministerial Alliance
- The Healing and Hope Foundation
- The Ross Group Inc
- Vermont Slauson EDC
- WLCAC
- World Famous Skidrow Community Clean Up

Special thanks to all of these organizations, whose survey participation and input was critical to understanding the work and outcomes of the CRSSLA Network!

Appendix C

Member Outcome Survey Data

SUMMARIZED RESULTS FOR KEY CRSSLA SERVICES 1/1/21-12/31/21

Categories	Descriptions of Goods and Services	Amounts
Total Number of Organizations		23
COVID-19 PPE	# Of Member Organizations That Provided PPE	17
	# Of PPE Items Distributed	3,384,390
	\$ Estimated Value Of Total PPE At \$5 Per item	\$16,921,950
COVID-19 Testing	# Of Member Organizations That Administered Tests	7
	# Of Tests Administered	12481
	\$ Value Of COVID Tests	\$87,367
COVID-19 Vaccine Education	# Of Member Organizations That Provided Vaccine Education	13
	# Of People Educated	2,747
	# Of Organizations that provided COVID-19 vaccine	7
	\$ Value Of Each Education Session	\$27,470
Food Services	# Or Organizations The Distributed Food Boxes Or Bags	12
	# Of Food Boxes Or Bags Distributed	6,862
	# Of Pounds Of Food Distributed	2,726,801
	\$ Value Of Food Distributed	\$4,392,954
Lyft Services	# Of Codes Provided	12,228
	# Of People Working On Advertisement/Outreach	11
	# Of Calls Received	4500
	\$ Value Of Lyft Rides Provided	\$305,700
Mental Health/ Emotional Support	# Of Organizations That Provided Mental Health Support Sessions	9
	# Of Families Served	1458
	\$ Value of Each Mental Health Session	\$29,160
Care Calls	# Of Organizations That Made Care Calls	12
	# Of Calls Made	10416
	\$ Value of Care Calls	\$20,832
Financial Support	# Of Organizations That Applied For Loans Or Grants	10
	\$ Value Received	\$2,241,801
Volunteers	Number of Student Volunteers	20
	Total Volunteer Hours	997

VALUE OF SERVICES PROVIDED

The CRSSLA network delivered a total of \$21,785,433 worth of various materials and supplies.

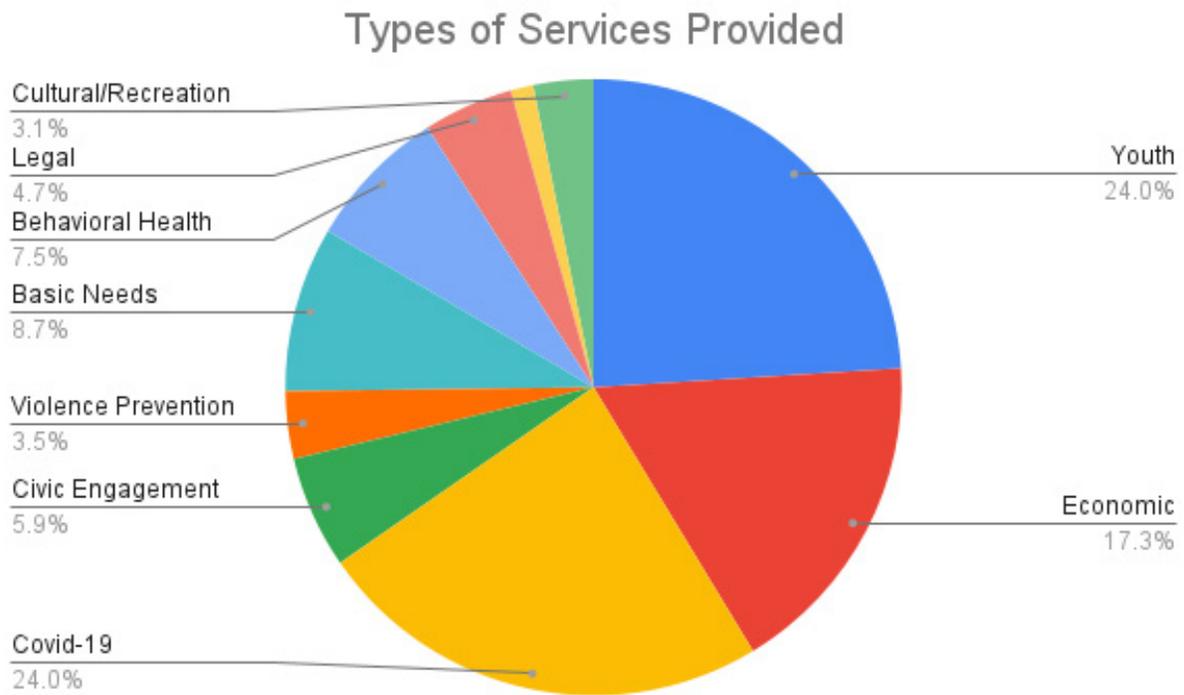
Value of Services Provided	
COVID-19 PPE	\$16,921,950
Food Distribution	\$4,392,954
Lyft Rides	\$305,700
COVID-19 Tests @ approximately \$7.00 per test	\$87,367
COVID-19 Vaccine Education	\$27,470
Mental Health	\$29,160
Care Calls	\$20,832
Total	\$21,785,433.00

CAPACITY BUILDING OPPORTUNITIES

During 2021, 7 members secured a total of \$2,241.801 in grants and/or loans in order to develop their capacity to serve the community. The CRSSLA model of collective action has increased the network's impact. It has offered a breakthrough to a higher level of community organizing and collaboration.

Agencies Which Applied For Grants	Value Of Awarded Grants
Vermont Slauson Economic Development Corporation	\$240,000
Kedren Community Health Center	\$400,000
Community Build	\$1,239,801
Queue Up Horseback Riding Club	\$15,000
Mercedes Carreto	\$144,000
The Healing and Hope Foundation	\$150,000
World Famous Skidrow Community Clean Up	\$15,000
KAUSE Karing Advocates United for Social Equality	\$38,000

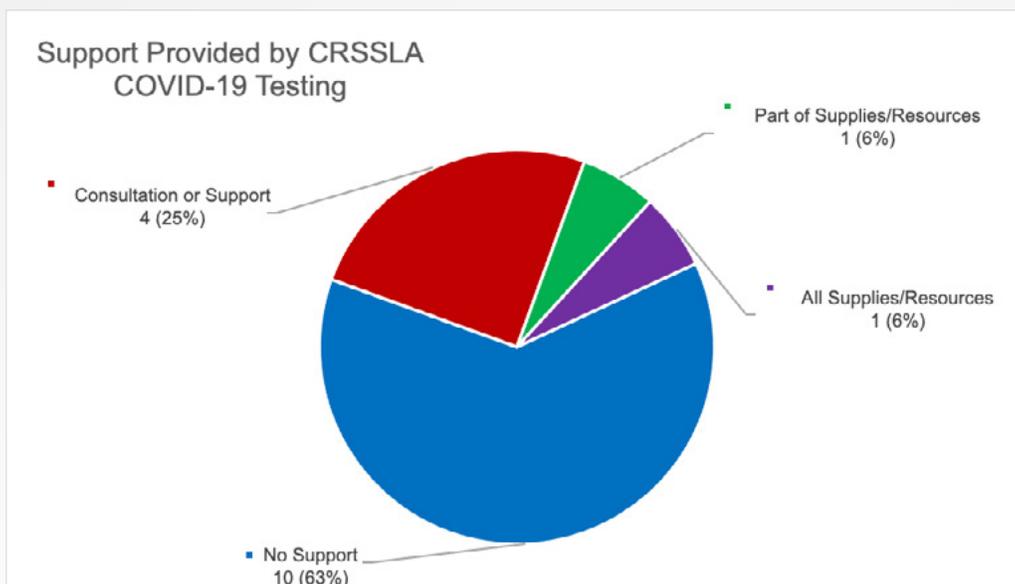
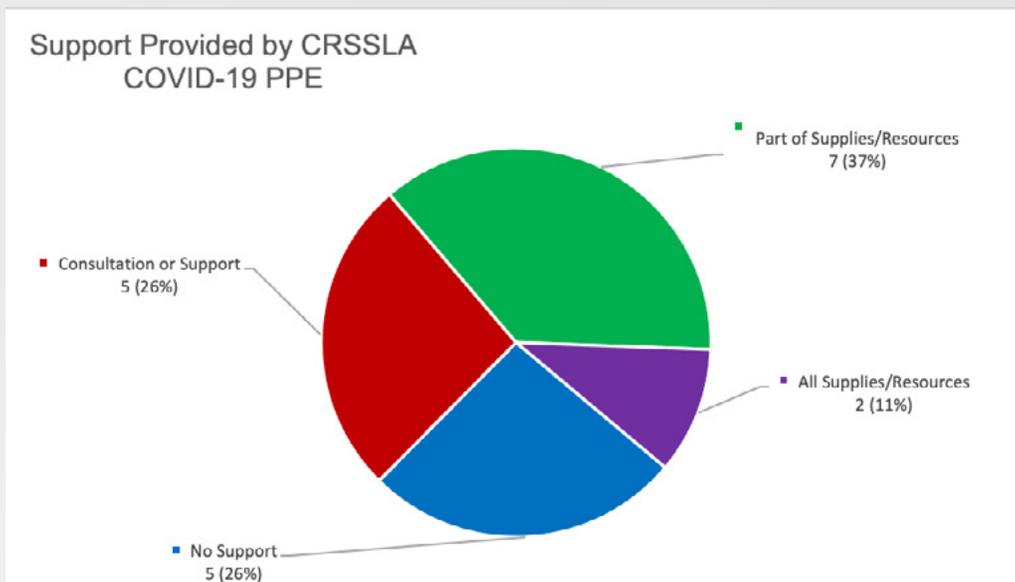
RANGE OF SERVICES OFFERED BY CRSSLA MEMBERS



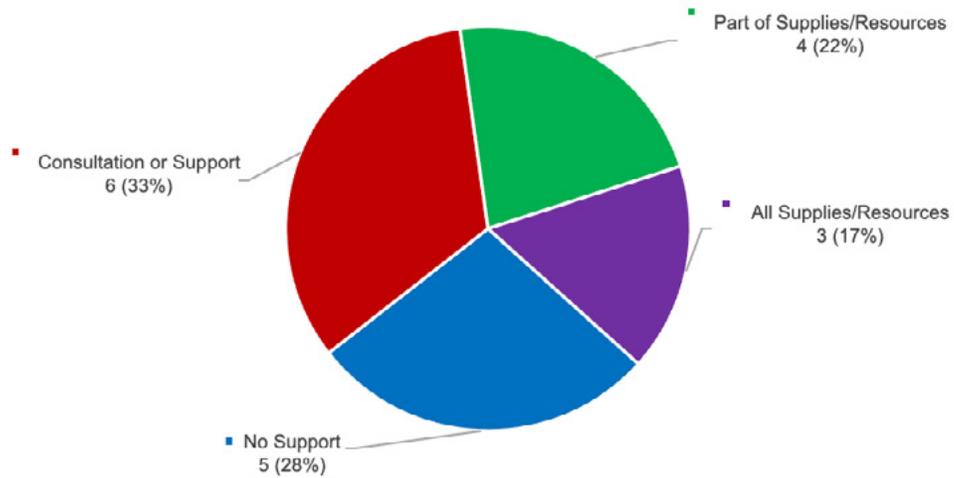
Appendix D

CRSSLA Support Provided

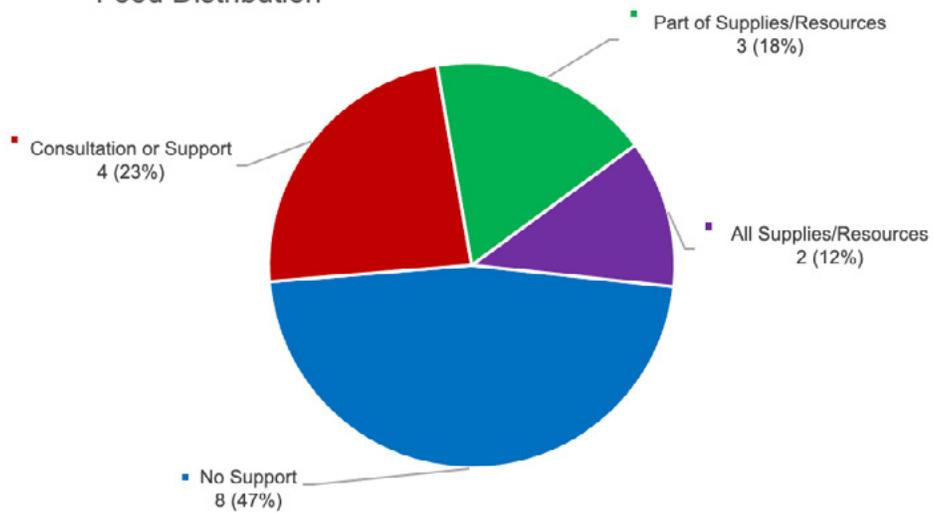
The CRSSLA network provided support of different types and amounts, based on needs and requests. Other resources were also made available, expanding the range of help available in the South Los Angeles community.



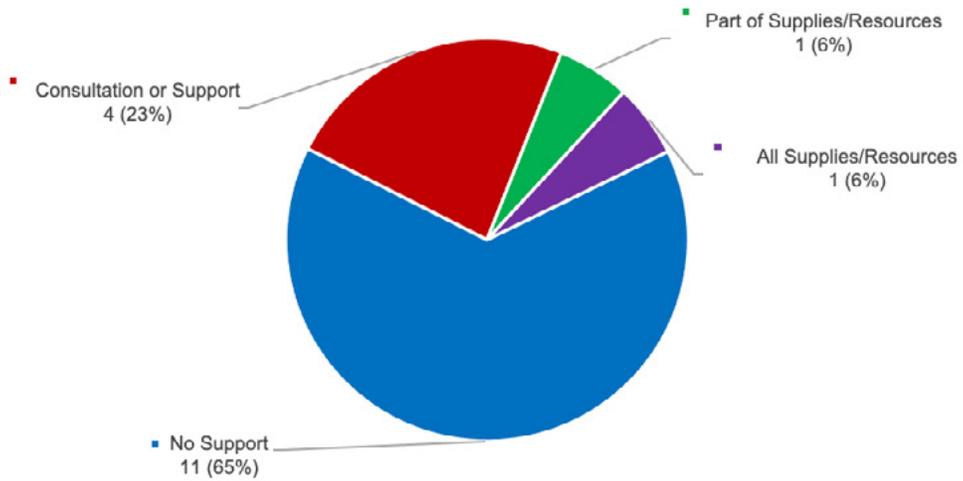
Support Provided by CRSSLA
COVID-19 Vaccine Education



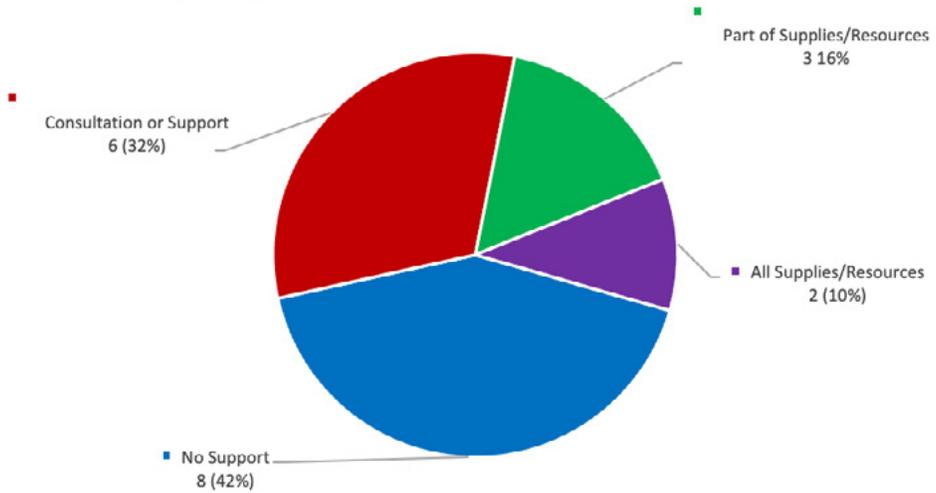
Support Provided by CRSSLA
Food Distribution



Support Provided by CRSSLA Medical Services



Support Provided by CRSSLA Family Support



Appendix E

Additional Information on Network Activities

YOUTH HEALTH AMBASSADOR PROJECT

This project educated community-based youth on COVID and arrange for them to educate their peers

- 5 ambassadors
- 9 hours of trainings were provided

September-December 2021

- 17 virtual sessions with 186 youth and mentors attended health education activities
- Youth became influences with their peers
- Held a Teen Summit on Health

Youth Ambassadors were:

- Jace Dawson -34 yrs old (MAP)
- Tanness Walker -24 (Community Coalition)
- Myles Moore – 21 years old (Al Wooten Youth Center)
- Ashlynn Whitt – 18 years old (Al Wooten Youth Center)
- Anderson Moore – 16 years old (CRSSLA Education Committee)

From a Young Ambassador:

Youth Ambassador Anderson Moore, who received a glowing recommendation from his school for his involvement with the CRSSLA Health Education Project, reported about his experience, “ Before this project, the Covid-19 pandemic had made me feel sidelined and helpless. There was no way of protecting my family, school, or community. Working as a Youth Ambassador with CRSSLA and the project made me feel empowered to help battle this faceless villain with knowledge, masks, and sanitizer. I spread information to anyone who would listen, through my flyers or social media. I appointed myself as Dorsey High School’s Covid-19 liaison. I felt I grew during this period, personally and professionally, as a person and a leader. I realized; I could be part of the solution.”



Youth Ambassador, Anderson Moore, was an influencer and educator

FINANCIAL EMPOWERMENT EDUCATION

During the 2021 year, a Financial Empowerment Project was developed through CRSSLA to connect residents with important financial resources. The following are projects completed by the Financial Empowerment Project Team within the past year to empower our community.

- Education about available federal benefits and assistance with IRS 2021 tax returns
- 21 informal tax consultations
- 7 sites for community information and education events
- 14 persons received tax filing assistance
- 275 flyers distributed
- Staff training created and shared with 3 agencies (with videos and slideshow)
- Created training on use of budgeting through coupons, English and Spanish, posted on youtube

Federal Benefits Offered to Our Community Staff Training

Help clients get their funds!

A SPECIAL SERVICE OF COMMUNITY BUILD, INC. AND CRSSLA

CRSSLA Financial Empowerment Project (FEP) Goals

- ▶ Help eligible clients receive their appropriate funds.
- ▶ Empower clients by assisting them in filing their 2020 and 2021 tax returns.
- ▶ Educate clients to improve their financial literacy and well-being



Role and Responsibility of CBI Staff

- ▶ Understand that your clients, community, and family may have unclaimed federal funds available to them
- ▶ Know who is eligible for this funding
- ▶ Screen people for referral
- ▶ Provide form to request an appointment

** Please note that staff can help coordinate access & transportation to appointments at CBI pop-up event or VITA Program

HAVE YOU FILED FOR A STIMULUS CHECK?

- THERE IS STILL TIME
- YOU MAY BE ELIGIBLE

Even without a job, a permanent address, a previous tax return filed, or a bank account, you may qualify for a \$1,400 payment.

SEE A STIMULUS CHECK? CALL US TODAY OR VISIT OUR WEBSITE FOR MORE INFO.
WWW.CRSSLA.ORG
800.452.4545

Benefit Navigation Results

A total of 14 persons were provided direct tax preparation advice and services and outreach was conducted with various local organizations, which made these resources available to their clients. A total of 7 general community education events were held in June and July, as demonstrated in the chart below.

Organization	Location	Date	Number of Flyers Given	Number of Informational Consultations Only	Number of Consultations with Application Assistance
Aaron Community Center	1010 W. 108 St. Los Angeles CA	06/15/21	50	-	-
CORE Community Organized Relief Effort HOPICS NAV 8	729 W. Manchester Ave. Los Angeles CA	06/22/21	25	-	-
CORE Community Organized Relief Effort – Compton Library	240 W. Compton Blvd Los Angeles	06/24/21	50	-	-
Community Build Inc.	4305 Degnan Blvd. Los Angeles	07/01/21	60	10	10
Slauson Rec. Center	5306 Compton Blvd	07/02/21	40	6	-
Community Build Inc.	4305 Degnan Blvd	07/15/21	30	3	-
Community Build Inc.	3916 S. Western Ave	07/16/21	45	2	-

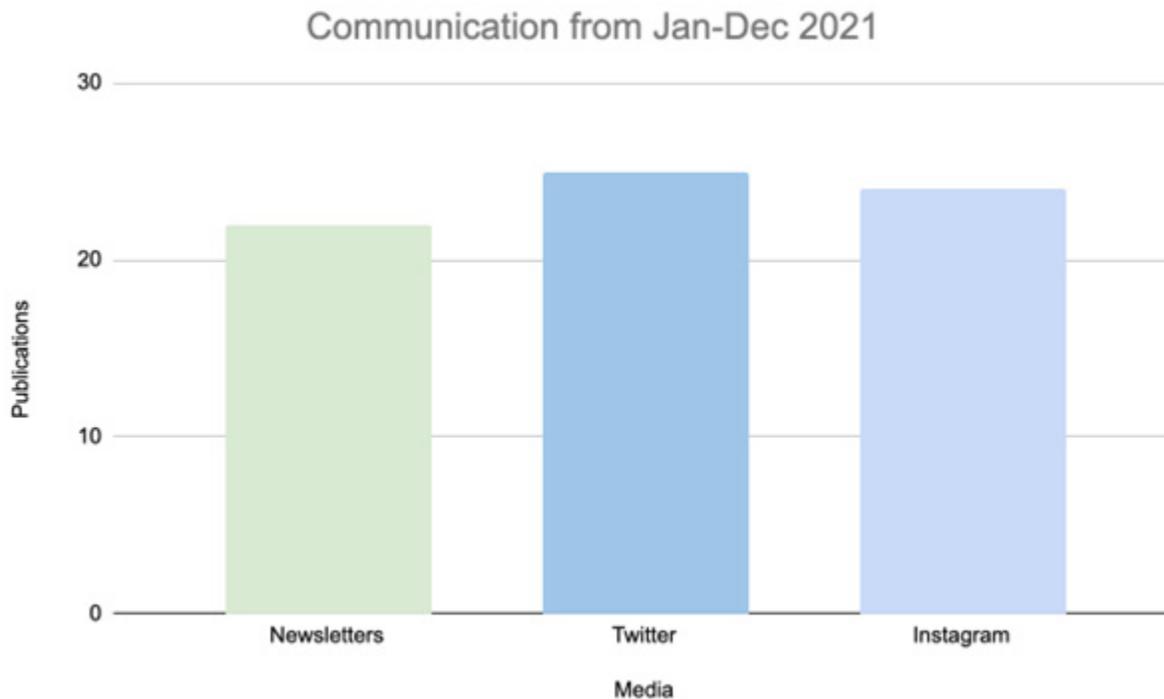
COMMUNITY ENGAGEMENT & COMMUNICATION

A total of twenty (20) USC Public Health Masters' students completed experiential practicums and helped with all aspects of the CRSSLA projects under the supervision of Brenda Wiewel, DSW with the encouragement of Jane Steinberg, MPH, PhD, Associate Professor of Preventive Medicine

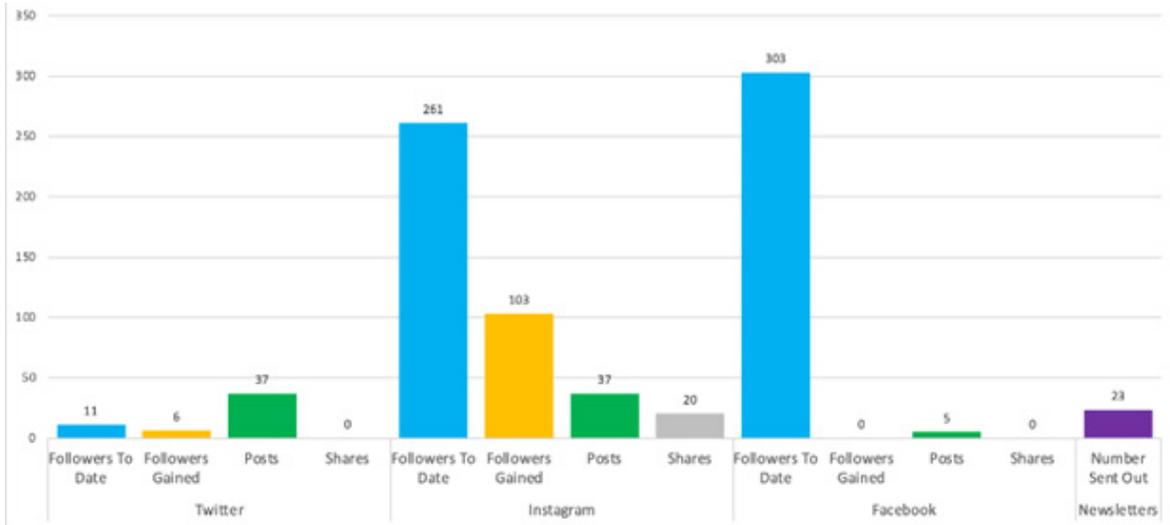
2021 CRSSLA activities included:

- 22 bimonthly E Newsletters
- Email listserv of 1241 members
- 79 Social media posts between facebook, twitter, and instagram
- 7 youtube videos with 243 views
-

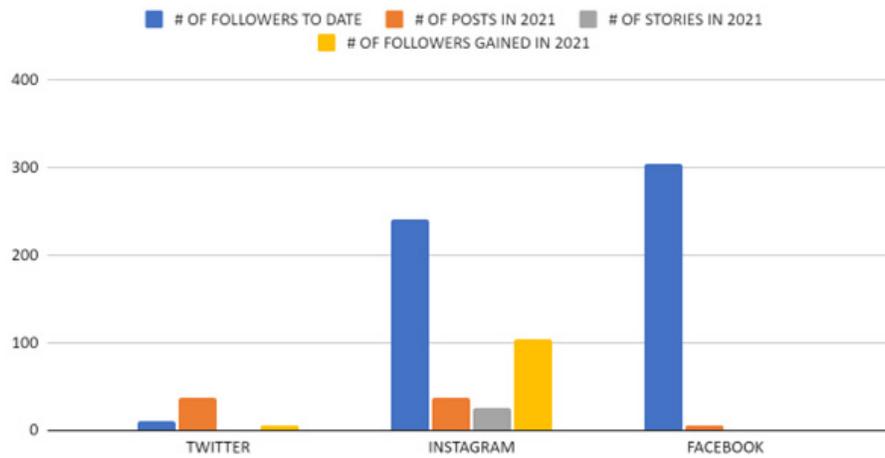
Communications From Jan-Dec. 2021



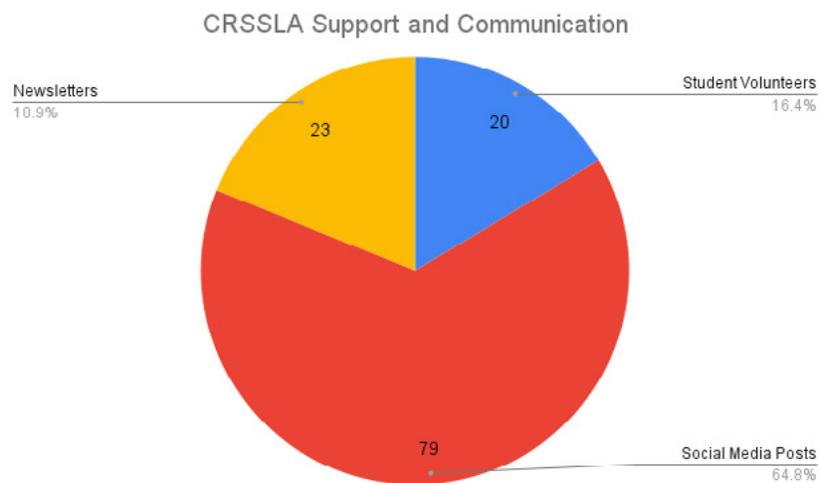
Media Engagement



Social Media Activity From Jan-Dec. 2021



CRSSLA Support and Communication



CRSSLA YouTube Statistics

CRSSLA has a YouTube channel with 15 subscribers. If subscribed to the channel, you will see views created by major stakeholders on community and COVID-19. On the channel we have 7 videos which total to 243 views during 2021. Refer to Appendix G for links to YouTube videos.

CRSSLA YouTube Channel (Videos)			
Date	Title	Views	Description
		243 views total	15 subscribers
5/3/2021	Dr. Barbara Ferrer On COVID-19 "Saving Lives Through Effective Community Engagement"	38	
5/5/2021	Dr. Muntu Davis- Health Officer for Los Angeles County on COVID-19 Vaccination	26	
5/5/2021	Dr. Sheila M Young- 'Are We There Yet?'"	27	
6/16/2021	CRSSLA Community Chat - Micheal Browning (People Coordinated Services Of Southern California)	84	
6/21/2021	CRSSLA Community Chats -Bernita R Walker	26	
8/9/2021	CRSSLA Community Chats- Sherry Scott, Dickerson Elementary School Teacher	41	
10/15/2021	Vaccine Rydes / CRSSLA	1	

CRSSLA Press Conferences and Media Coverage

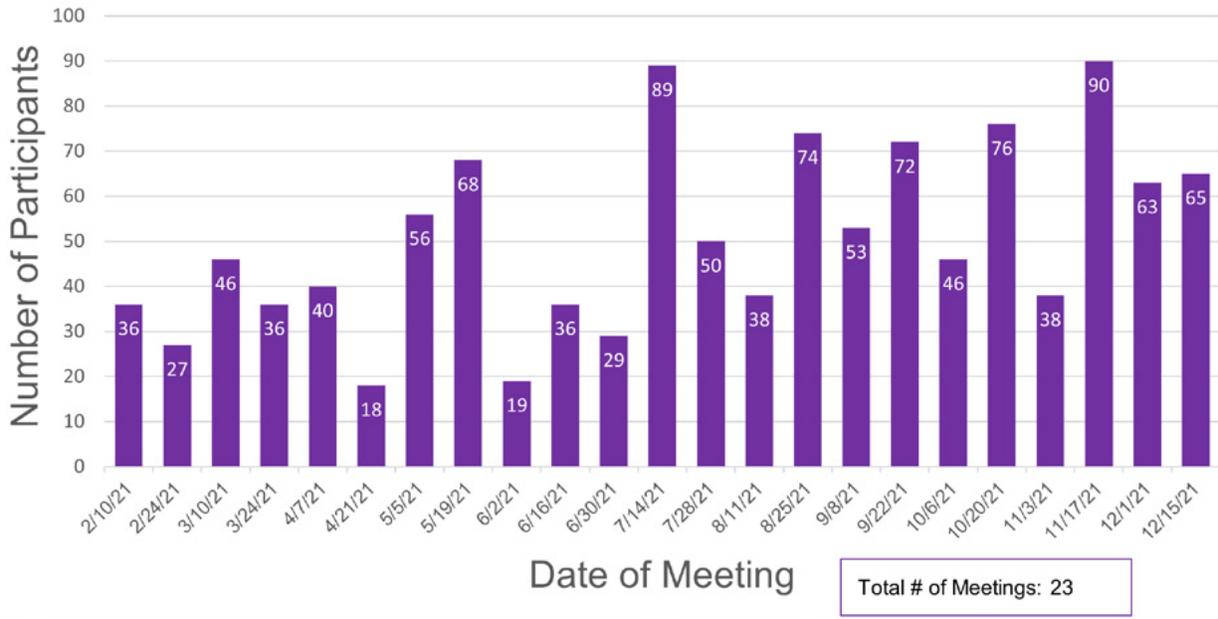
During 2021, CRSSLA participated in 12 Press Conferences. Topics range from the Lyft Ride Launch, George Floyd and a Juneteenth exhibit. Refer to Appendix G for links to view the press conferences videos

Press Conferences and Media Coverage 2021		
Date	Topic	Link
February 2	Protest Reprioritization of Covid vaccines	https://youtu.be/7duYs8wBACU
March 11	Vaccine safety	https://youtu.be/2XtcrPwQUFg
April 8	Lyft Rides Launch	South L.A. residents to get free, discounted rides for vaccines wavepublication
April	Los Angeles Business Journal – CRSSLA was divinely inspired	Divine Inspiration Leads to a Game-Changing Emergency Response System for the Community - Los Angeles Business Journal (labusinessjournal.com)
May	Game Changer: Robert Sausedo	cc019b_c6601f02570e4d8886e416255fba9c75.pdf (communitybuildinc.org)
May 25	George Floyd remembrance on 1 year anniversary	https://youtu.be/OsE7YKOl8ZQ
May 25	George Floyd remembrance on 1 year anniversary	https://youtu.be/jWjLqBGpnl8
May	LA 84 – Unsung Heroes	https://youtu.be/x0jlaz0X4XY
June	Denouncement of Gun violence	https://youtu.be/6sVDQi1XfSQ
June	Juneteenth exhibit	https://youtu.be/V6Q24BLR-To
June	Juneteenth exhibit	https://youtu.be/O4GrpTo46SE
June	Juneteenth exhibit	Exhibit showcases history for Juneteenth, Black Music Month (spectrumnews1.com)
October 8	Announcement of the George Floyd Family Foundations	NA
December 19	Denouncement of Jacqueline Avant’s murder	NA

NETWORK MEETINGS

Bi-Weekly General Meeting Attendance

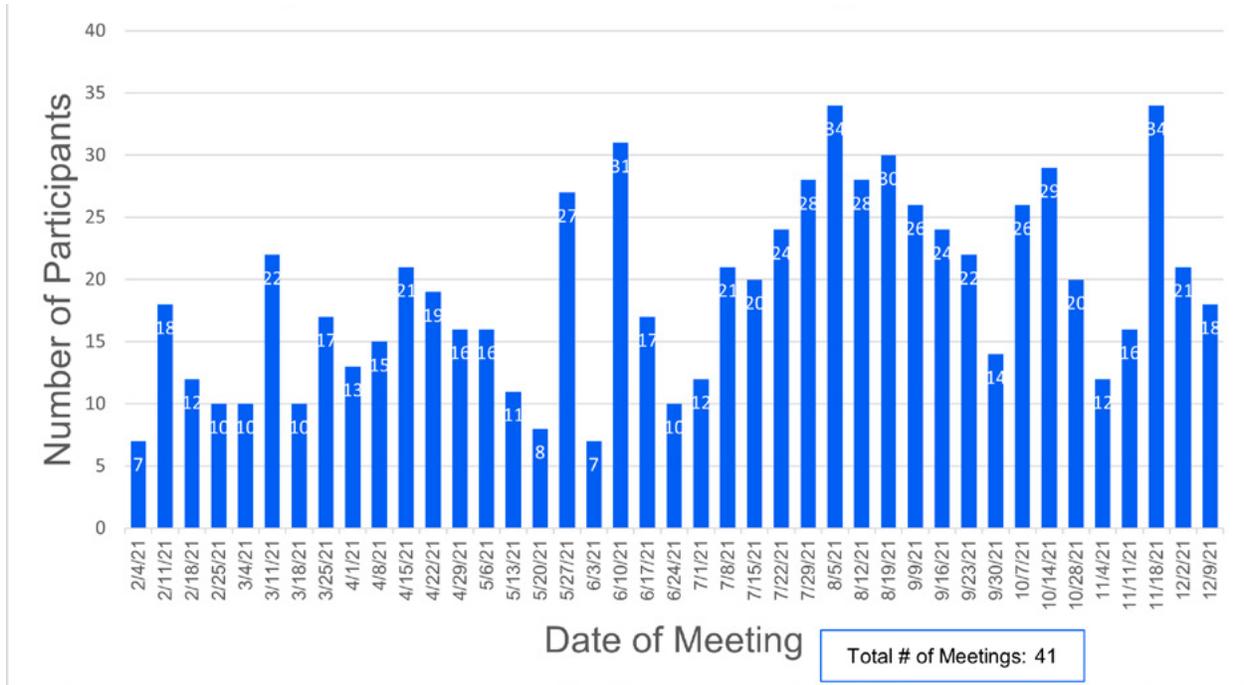
CRSSLA held regular virtual bi-weekly general meetings to facilitate community discussion, bring in special speakers, and share information. Attendees included representatives from member agencies, service providers, and interested community members. Local faith-based leaders and clergy helped to kick off meetings to offer uplift and spiritual support. The “sage the space” Healing4Change self-care and wellness skill development was offered at beginning of network meetings. A total of 23 meetings were held with a total attendance of 1165 community representatives.



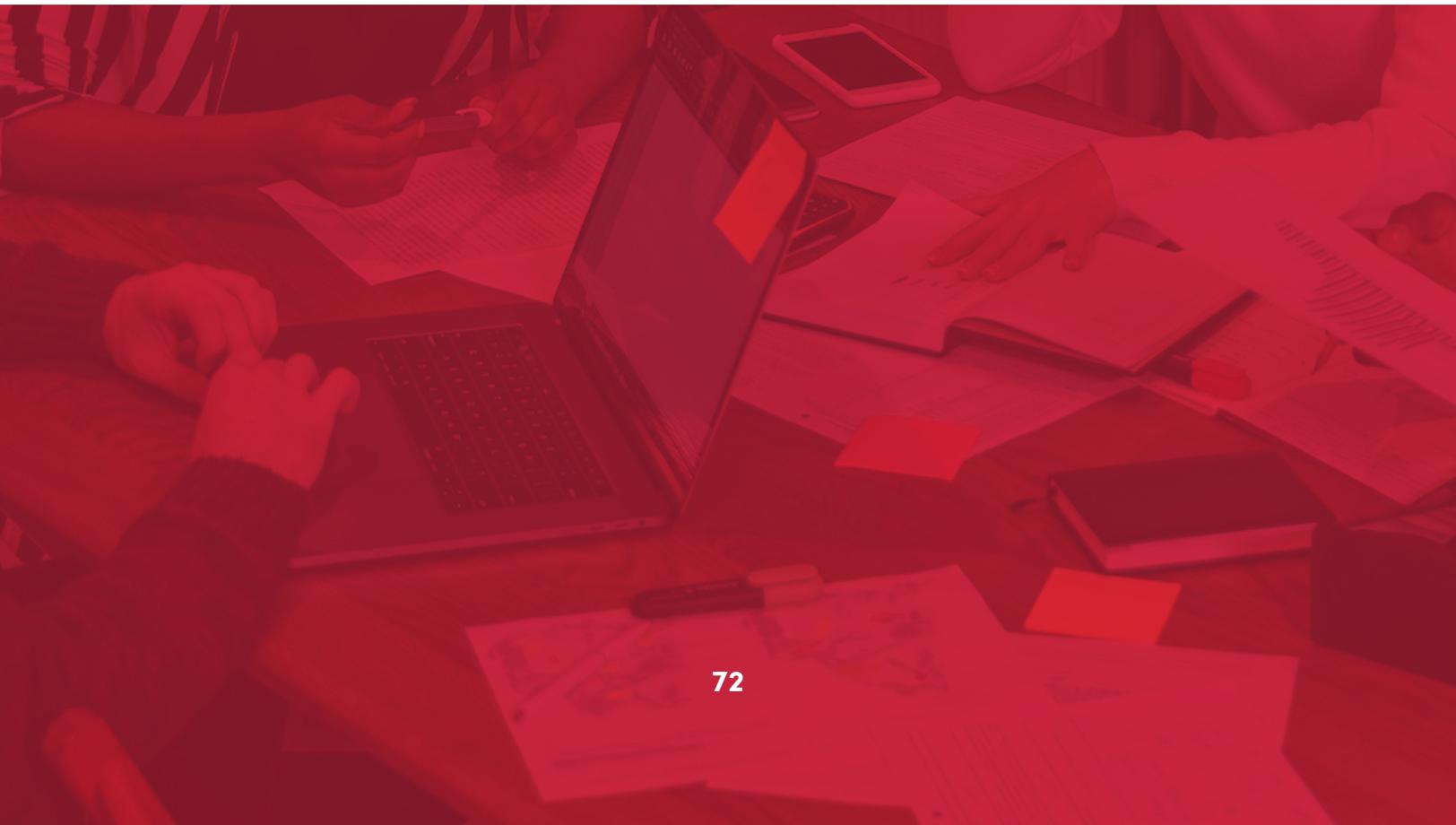
Total # of Meetings: 23, Total Attendees for the year: 1165

Weekly Health Committee Meeting Attendance

An active committee on Health also met regularly to discuss community health needs and gaps, along with planning health-related campaigns, communications, and resources.



Total # of Meetings: 41, Total Attendees for the year: 776



Appendix F

Sample E-News ([View Here](#))



CRSSLA Upcoming Meetings Community and COVID-19 Resources

October 19, 2021

RSVP General/Public Health/Education Meetings

General Meeting

Wed, Oct 20, 9:30-10:30am

Join us for our biweekly meeting with agencies working collaboratively to mitigate the impacts of COVID-19 in the South LA area.

CRSSLA is a project of [Community Build, Inc.](#) in cooperation with [Los Angeles Metropolitan Churches](#), [USC Government Relations](#), and other South Los Angeles-area [partners](#).

Agenda

- 1. LAUSD Black Student Achievement Plan**
Education co-chair Alberta Moore with reps from Westchester High and LA Urban League -- See info on LAUL [Project Ready](#)
- 2. LAUSD Restricting Maps**
- 3. Grant Essentials Workshop -- Oct 21-22**
- 4. CRSSLA Youth Ambassadors, Youth Town Hall -- Nov 4**
- 5. Executive Support Network, Foundation Roundtable -- Nov 18**



Public Health Meeting

Thu, Oct 21, 9-10am

Join us for our biweekly meeting developing resources and tools to mitigate the impacts of COVID-19 in the South Los Angeles area.

Chaired by Sylvia Drew-Ivie, office of the president, [Charles R. Drew University of Medicine and Science](#).

For more information, visit www.crssla.org/public-health.

Education Meeting

Mon, Nov 1, 2-3pm

Starting in Nov, our education and case management meetings will be combined into one Education Meeting per month. To be held on the first Mon, 2-3:30pm.

Join us in working collaboratively to provide educational support services for students in the South LA area. Guest presenters will help inform our work, particularly in the areas of academic enrichment, education policy, and youth and community engagement.

Our co-chairs are Alberta Moore, board member, [Randal D. Simmons Outreach Foundation](#), and Naomi McSwain, executive director, [Al Wooten Jr. Youth Center](#).

For more information, visit www.crssla.org/education.



RSVP Grant Essentials

Thu and Fri, Oct 21-22, 9am-12pm

\$70 for both days

In today's time, grant-writers must continue to adapt and respond to an increasingly complex funding environment. This multi-day program will introduce participants to logic models and why they're needed, new technologies and tools, best-practice research and much more. Optimized for the virtual environment, this two-day certificate program will consist of presentations, group discussions, breakout group sessions, polls and short breaks. This session is for beginners and for seasoned grant writers/fundraisers.



COMMUNITY RESOURCES



Checklist When Calling 911

Mental Health Support for LA County

Service Area 6 Resources

CALLING OUTREACH WORKERS VACCINE OUTREACH TRAINING FOR THE CRSSLA NETWORK



THANKS TO PROJECT RECOVER CORE FOR CRSSLA OUTREACH WORKERS

IF YOU ARE NEW TO OUTREACH: JOIN US ON OCTOBER 20TH, 11 AM-12N PT REGISTER HERE

IF VACCINE OUTREACH IS YOUR ORGANIZATION'S FIRST FORAY INTO THIS TYPE OF WORK AND YOU FEEL LIKE YOU'RE BUILDING THE PLANE AS YOU FLY IT, THIS SESSION IS DESIGNED FOR YOU! THIS SESSION WILL PRIORITIZE THOSE WHO ARE AT THE BEGINNING OF THEIR OUTREACH JOURNEY

IF YOU ARE EXPERIENCED IN OUTREACH: JOIN US ON OCTOBER 21ST, 11 AM-12NOON PT REGISTER HERE

VACCINE OUTREACH MIGHT BE NEW, BUT YOUR ORGANIZATION HAS BEEN DOING THIS TYPE OF WORK FOR QUITE SOME TIME. THIS SESSION WILL BE A BIT MORE ADVANCED, FOCUSING ON PEER-SHARING AND LEARNING. REGISTER AS YOUR AGENCY CRSSLA MEMBER

CRSSLALEADAGENCY@GMAIL.COM



JOIN US FOR AN ONLINE EVENT

COMMUNITY VOICES

Priorities and Preferences of Californians with Low Incomes for Health Care Reform

WEDNESDAY • OCT. 20 • 3:30-5:00PM PST

Hear about the views and perspectives of communities of color on improving health care in California through findings from recent research, polling, and listening sessions.

PRESENTERS INCLUDE:



RSVP TODAY AT [BIT.LY/COMMUNITYVOICES1020](https://bit.ly/communityvoices1020)



COVID-19 Resources

COVID19.CA.GOV

Official website for California Coronavirus (COVID-19) Response daily updates and resources. Stay home - save lives. Find information and services to help you and help others.

Free Lyft Rides to Vaccine Appointments

[Click here](#) to book free or discounted rides to vaccine appointments. Sponsored by CRSSLA in partnership with Lyft, Community Build, Inc., and Los Angeles Metropolitan Churches. Must call 24 hours in advance.



FREE COVID-19 TESTING

- HOPICS Navig8** — Tuesdays
 729 W MANCHESTER AVE
 LOS ANGELES, CA 90044 8/17 - 9/21
 10am - 4pm
- Girls Club of Los Angeles** — Wednesdays
 2057 W. CENTURY BLVD
 LOS ANGELES, 90047 8/18 - 9/22
 10am - 4pm
- Compton Library** — Thursdays
 240 W. COMPTON BLVD
 COMPTON, CA 90220 8/19 - 9/23
 10am - 4pm
- Nickerson Gardens** — Fridays
 11251 COMPTON AVE
 LOS ANGELES, CA 90059 8/20 - 9/24
 8am - 2pm
- First United Methodist Church** — Saturdays
 1025 S LONG BEACH BLVD
 COMPTON, CA 90221 8/21 - 9/25
 10am - 4pm

No appointment or ID required. PCR Test. Results within 72 hours. Visit vaccinerides.com for free transportation to & from testing sites. @ [core_la](https://twitter.com/core_la) @ [core_la_angeles](https://twitter.com/core_la_angeles)

COPING WITH STRESS DURING COVID-19

LAM
 SOMEONE TO TALK TO
 WWW.HBITCENTER.COM

THE HEALING BLACK INTERGENERATIONAL TRAUMA CENTER



LA County Road to Recovery

REDUCE YOUR RISK OF COVID-19 OUTSIDE THE HOME

CHOOSE WISELY - AVOID THE THREE C'S

- CONFINED SPACES** - especially with poor ventilation. Outdoors is better than indoors.
- CROWDS** - the more people the higher the risk.
- CLOSE CONTACT** - staying further apart is safer than being close together.

THE MORE C'S, THE HIGHER THE RISK!

TAKE STEPS TO REDUCE YOUR RISK

- Wash your hands often
- Wear a cloth face covering around others
- Avoid touching your face
- Avoid sharing food, drinks, toys, sports equipment
- Avoid or clean surfaces that are touched by others
- Increase ventilation - go outside, open windows
- Keep interactions with others short
- Give yourself space from others

PLAN AHEAD

- Stay informed - check online or call and ask about safety measures before going to a restaurant, place of worship, salon or gym
- Be flexible - be willing to change activities to avoid the three C's

For more information, visit publichealth.lacounty.gov/coronavirus/ Revised 8/13/20



Remember to take these measures to protect your loved ones:



Thank you essential workers for helping slow the spread. Visit covid19.lacounty.gov



Community Response System of South Los Angeles (CRSSLA) was launched in March 2020 in response to the COVID-19 pandemic to create a resource hub for underserved communities. Over 30 South LA community-based organizations, churches and stakeholders formed a coalition to ensure that the residents of South LA have vital provisions to maintain sustenance and stability during an emergency.



CRSSLA
COMMUNITY RESPONSE SYSTEM
OF SOUTH LOS ANGELES
"Seeking the welfare of the city"

CRSS LA

COMMUNITY RESPONSE SYSTEM
OF SOUTH LOS ANGELES

"Seeking the welfare of the city"



A Project of Community Build, Inc.

2021 IMPACT REPORT