

# COMMUNITY SERVICES BLOCK GRANT

## CSBG ANNUAL REPORT



NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

# Our Mission

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## BUILDING CAPACITY IN STATES TO RESPOND TO POVERTY ISSUES

The National Association for State Community Services Programs (NASCSPP) represents the States in their work to improve the lives of low-income families and strengthen local economies. NASCSPP members administer the federally-funded Community Services Block Grant and the Weatherization Assistance Program that serve millions of American families in communities across the country.

# 2014

## Community Services Block Grant ANNUAL REPORT

Prepared by:



National Association for State  
Community Services Programs

Rae Tamblyn

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# CONTENTS

4	Executive Summary
6	Introduction
7	History of the CSBG Information System Survey
8	CSBG Network
9	CSBG Network Region Map
10	Results Oriented Management and Accountability (ROMA)
11	National Performance Goals and Indicators
13	National Performance Outcomes
37	National Performance Targets and Trends
43	State Uses of CSBG Funds
46	Participants of CAA Programs
51	CAA Resources
54	CAA Uses of CSBG Funds
58	Endnotes
60	Appendix

## TABLES

- 8 Table 1: Local Organizations by Type
- 38 Table 2: National Performance Indicator 1.1 - Employment
- 39 Table 3: National Performance Indicator 1.3 - Economic Asset Enhancement and Utilization
- 40 Table 4: National Performance Indicator 6.2 - Emergency Assistance
- 41 Table 5: National Performance Indicator 6.3 - Child and Family Development
- 43 Table 6: CSBG FY 2013 Appropriations
- 44 Table 7: Uses of CSBG Funds
- 52 Table 8: Resources by Funding Source as Compared to CSBG

## FIGURES

- 13 Figure 1: CAA Program Participants Obtaining Employment
- 14 Figure 2: CAA Program Participants Increasing Their Income From Employment
- 38 Figure 3: NPI 1.1 Targeting Percentage, FY 2009 - FY 2013
- 45 Figure 4: Distribution of CSBG Discretionary Funds by Purpose
- 46 Figure 5: Poverty Status of CAA Program Participant Families
- 47 Figure 6: Sources of Income for CAA Program Participant Families

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- 48 Figure 7: Family Composition of CAA Program Participants
  - 49 Figure 8: Age Groups of CAA Program Participants
  - 50 Figure 9: Education Level of Adult CAA Program Participants
  - 51 Figure 10: Federal Sources of CAA Allocations
  - 53 Figure 11: Non-Federal Leveraging Per CSBG Dollar (\$1.00)
  - 55 Figure 12: CAA Uses of CSBG Funds

## **NARRATIVES**

- 16 Health Centers Provide Quality Care in New Jersey
- 17 Driving to Prosperity in North Dakota
- 18 Tailored Financial Services in Rhode Island
- 20 Asset Building and Financial Growth in Central Illinois
- 22 Effective Programs Revitalized in Wisconsin
- 24 Neighborhood Revitalization Plan Spearheaded in New Jersey
- 26 Building Assets and Communities in Colorado
- 29 Expunging Eligible Criminal Records for a Fresh Start
- 32 Youth and Parents Gain from Skill Building Summer Service Program
- 35 Connecting Resources to Answer Community Need

## Executive Summary

The Community Services Block Grant (CSBG) is unique among federal programs in that it is the only comprehensive investment exclusively focused on reducing poverty. Other federal programs address specific challenges or factors involved in poverty but they take a piecemeal approach. In contrast, CSBG effectively uses a powerful mix of federal, state, and local resources to address the problems that lead to systemic poverty. CSBG allows states and Community Action Agencies (CAAs) to strategically target the root causes of poverty at the local level and to impact health and economic security on a national scale.

CSBG funds result in innovative programs that address the leading causes of poverty, such as lack of affordable housing, inadequate access to health care, and too few job opportunities. CSBG helps low-income Americans obtain employment, increase their education, access vital early childhood programs, and maintain their independence. According to research from the University of Michigan and Columbia University, social factors are just as critical to people's well-being and life expectancy as health factors. The negative impact of poverty, such as lack of social support and income inequality, lead to adverse health outcomes in the same way that a behavior like smoking cigarettes does.<sup>1</sup> Poverty also has been shown to have substantial impacts on the development and function of the brain in both children growing up in poverty, and in adults living under the burden of poverty.<sup>2,3,4,5</sup>

The CSBG National Performance Indicators (NPIs) are a tool for setting priorities and monitoring progress toward the broader goal of ending poverty. Current data indicate that 31.5 million conditions of poverty that create barriers to economic security among low-income individuals, families, and communities were addressed as a result of CAA interventions. While this represents a decrease of three percent from FY 2012, it is a modest decrease when we take budget cuts, the slow recovery of the economy, and the resulting increase in the number of individuals seeking assistance from the CSBG Network into consideration. With the U.S. Census Bureau reporting more than 45 million people living in poverty nationwide in FY 2013, the CSBG Network served 15.7 million individuals and 6.7 million families.<sup>6</sup> Of the 6.7 million families served by Community Action, 32 percent were in severe poverty, living below 50 percent of the Federal Poverty Guidelines (FPG). This indicates both the severity of need facing Americans served by the Network, and the importance of multiple services to move people towards self-sufficiency.

The NPIs track outcomes from emergency services as well as more comprehensive and coordinated services such as employment initiatives, early childhood programs, and education. While emergency services are a piece of the big picture of helping people through crises, clients who receive coordinated or "bundled" services are three to four times more likely to achieve a major economic outcome such as staying employed, earning a vocational certification or associate's degree, or buying a car, than clients receiving only one type of service.<sup>7</sup> Additionally, as poverty often affects several generations, the CSBG Network uses not only "bundled" services but a two-generation approach to poverty. This two-generation approach works to alleviate the burden of poverty for both children and adults receiving services.<sup>8</sup>

CSBG is an infrastructure that provides a vehicle for state administrators and local leaders to create planned and coordinated interventions to ensure economic opportunity for all Americans. CSBG reduces dependence on other federal safety net services and increases the number of citizens contributing to the economy by focusing on the most vulnerable populations. Nationwide, child poverty rates rose from 20.7 percent to 22 percent based on the latest Census data and they may continue to rise in 2014 due to the sluggish job market; a significant increase given that a one-percentage point



increase in child poverty typically costs the economy an extra \$28 billion a year.<sup>9,10</sup> The CSBG Network responded to these increased poverty levels and provided services to 10 percent more children in FY 2013 than in FY 2009.

Children were not the only ones affected by the recession. Across the country in 2013, nearly 40 percent of unemployed Americans had been out of work for over 27 weeks.<sup>11,12</sup> The number of families served by CSBG who were unemployed increased by over 26 percent between 2012 and 2013, and more than 130,000 unemployed people were able to secure a job over the course of the year due to CSBG Network assistance. Additionally, in the past year alone, 10 percent more people increased their income and benefits through the CSBG Network.

Aside from direct employment, education is another major factor in becoming economically secure. The CSBG Network has always been instrumental in helping low-income people obtain college degrees. During the Recovery Act years, fiscal years 2009 through 2011, nearly 52,000 people completed college as a result of CSBG Network assistance. Even now, in the two years after the ending of the Recovery Act and reductions in funding, support from the CSBG Network enabled more than 27,000 people to complete college. This assistance is particularly crucial at a time when 40 percent of undergraduate students in the U.S. have total family incomes below 200 percent FPG.<sup>13</sup> Even more dire is the fact that 245,000 annual deaths in the U.S. can be attributed to low education.<sup>14</sup> This is more than Alzheimer's, diabetes, suicide, flu and pneumonia combined.<sup>15</sup>

The CSBG Network continues to face a slow economic recovery, high long-term unemployment, and a lack of living wage jobs nationwide, creating a straining demand for services. But this anti-poverty network of over 1,000 state-managed local agencies remains committed to ensuring economic security for vulnerable populations and creating employment opportunities for low-wage workers. The coordinated services provided by CSBG go beyond short-term interventions and strengthen long-term economic security for individuals, communities, and the nation. Every dollar invested in CSBG leveraged \$21.91 of other federal, state, local, and private funds. That statistic doesn't even include the significant increase in benefits and wages, tax revenue, and avoided costs to other federal safety net services as a result of improved economic opportunity. The statistics outlined in this report demonstrate the strength and value of CSBG as the national anti-poverty strategy that coordinates local, state, and federal efforts to secure a promising future for our nation.

## Introduction

According to the U.S. Census Bureau, in fiscal year 2013, about 45.3 million people experienced extreme economic hardship.<sup>16</sup> These individuals with incomes below the Federal Poverty Guidelines (FPG) - \$23,550 for a family of four in 2013 - make up 15.8 percent of the total U.S. population.<sup>17,18,19</sup> Many other low-wage workers, retirees, and their families also struggle to meet their most basic needs, despite having incomes above the FPG.

This report reviews how the Community Services Block Grant (CSBG) funded network of States and local Community Action Agencies (CAAs) help individuals and families overcome economic insecurity. The data were gathered for FY 2013 by the Community Services Block Grant Information System (CSBG IS) Survey, a system for statewide reporting that is administered by the National Association for State Community Services Programs (NASCS) and supported by the U.S. Department of Health and Human Services (HHS), Office of Community Services (OCS). All 52 CSBG grantees responded to the CSBG IS Survey, including all 50 States, the District of Columbia, and Puerto Rico. This report refers to these grantees as “States.”

CSBG is a Federal investment and a national commitment to reduce poverty in our nation. This has led to a local delivery infrastructure able to respond to the national problems that cause poverty. CSBG is administered at the state and territory level. This allows administrators to tailor their anti-poverty efforts to address area-specific problems and capitalize on the unique resources in their states. State and territory CSBG administrators coordinate with other federal, state, and local programs improving efficiency, access, and results for low-income individuals and communities. Administration at the state level also provides robust accountability and oversight of CSBG and the ability to track metrics such as employment, education, housing, and health.

CSBG’s results-driven approach allows communities to build thriving economies using environmentally healthy and economically sustainable solutions. CSBG gives local leaders the tools they need to address today’s economic concerns, to provide services to low-income individuals, and to create a better future for struggling Americans and vulnerable communities.

### DATA INCLUDED IN THIS REPORT

The 2014 CSBG Annual Report contains data from FY 2013. All 52 States provided information through the CSBG IS Survey on the funding level, allocations, and expenditures of CSBG funds. CAAs also reported on other sources and uses of other funding administered by the CSBG local network, program activities of the network, results of these activities, and number and demographics of participants served. This report summarizes key data from all parts of the survey.

# History of the CSBG Information System Survey

NASCSP and the National Governors Association conducted the first comprehensive survey of state and local uses of federal CSBG funds in a 1983 cooperative venture with outside assistance from the Center for Community Futures. This led to the development of the National Voluntary Reporting System.

The Center for Community Futures conducted the surveys of FY 1984, 1985, and 1986 with guidance from NASCSP's Data Collection Committee. NASCSP solely has conducted the surveys since FY 1987.

In FY 2005, reporting on the CSBG IS Survey became a federal requirement. The CSBG IS Survey was amended to focus on information of special interest to state and federal policymakers, such as the relationship of CSBG to other funding sources and the development of innovative programs. The Information System Task Force (ISTF) discusses and advises changes to the CSBG IS Survey.

## INFORMATION SYSTEM TASK FORCE

A group of stakeholders (State CSBG offices, CAAs, State CAA Associations, and national partners) who felt it important to design a mechanism to collect statistical data to tell the story of the CSBG Network created the ISTF in 1983. When NASCSP secured the data collection grant to administer the IS Survey in 1987, it was given the responsibility to staff the ISTF.

The ISTF has always been an independent committee responsible for designing the data collection tool in a manner that meets the political and management needs of the CSBG Network. The independence of the task force has been important for a number of reasons. The first is that it allows for the collection of non-statutory data that may be helpful to the CSBG Network. In addition, the ISTF has also played a significant role in maintaining data credibility. The ISTF is comprised of one representative from each of the 10 HHS regions, with five representatives from CAAs or State CAA Associations, and five representatives from State CSBG offices, as well as national partners (the National Community Action Foundation, the Community Action Partnership, OCS, and the National Peer-to-Peer Results Oriented Management and Accountability Network).

## NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS (NASCSP)

As the membership association for State administrators of both the HHS' CSBG and the U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP), NASCSP coordinates semi-annual training conferences for State and local CSBG and WAP staff. NASCSP is the sole provider of orientation training for new State CSBG and WAP administrators and staff, as well as the only collector of national data to reflect the work of the CSBG Network. NASCSP also provides training and technical assistance to States and local agencies upon request in such areas as data collection and Results Oriented Management and Accountability (ROMA) implementation. NASCSP also informs the CSBG Network of best practices, innovative program resources, and anti-poverty tools, as well as convenes the ISTF.

## CSBG Network

CSBG supports a State-administered, nationwide network of local organizations whose purpose is to reduce the causes of poverty in the low-income communities they serve.

To be eligible for CSBG funding, local entities must meet the following statutory requirements:

- Be governed by a three-part community board consisting of one-third elected public officials and at least one-third representatives of the low-income community, with the balance drawn from leaders in the private sector including businesses, faith-based groups, and civic organizations.
- Conduct periodic assessments of the needs of their communities and serve as a principal source of information about, and advocacy for, poverty-reduction actions.
- Develop strategies for achieving the goals of increasing economic opportunity and security for their communities and low-income residents.
- Mobilize and coordinate resources and partnerships to achieve these goals.

Eligible entities, primarily CAAs, carry out their missions by creating, coordinating, and delivering a broad array of programs and services to their communities. In FY 2013, 1,040 CSBG eligible entities served 99 percent of U.S. counties. These entities' core federal support, institutional framework, and shared mission come from CSBG. For the purposes of this report, the designation "CAA" will refer to all local organizations within the CSBG Network.

Table 1 shows the number of CSBG-funded eligible entities, by type, in the nation. State-specific details can be found in the Appendix.

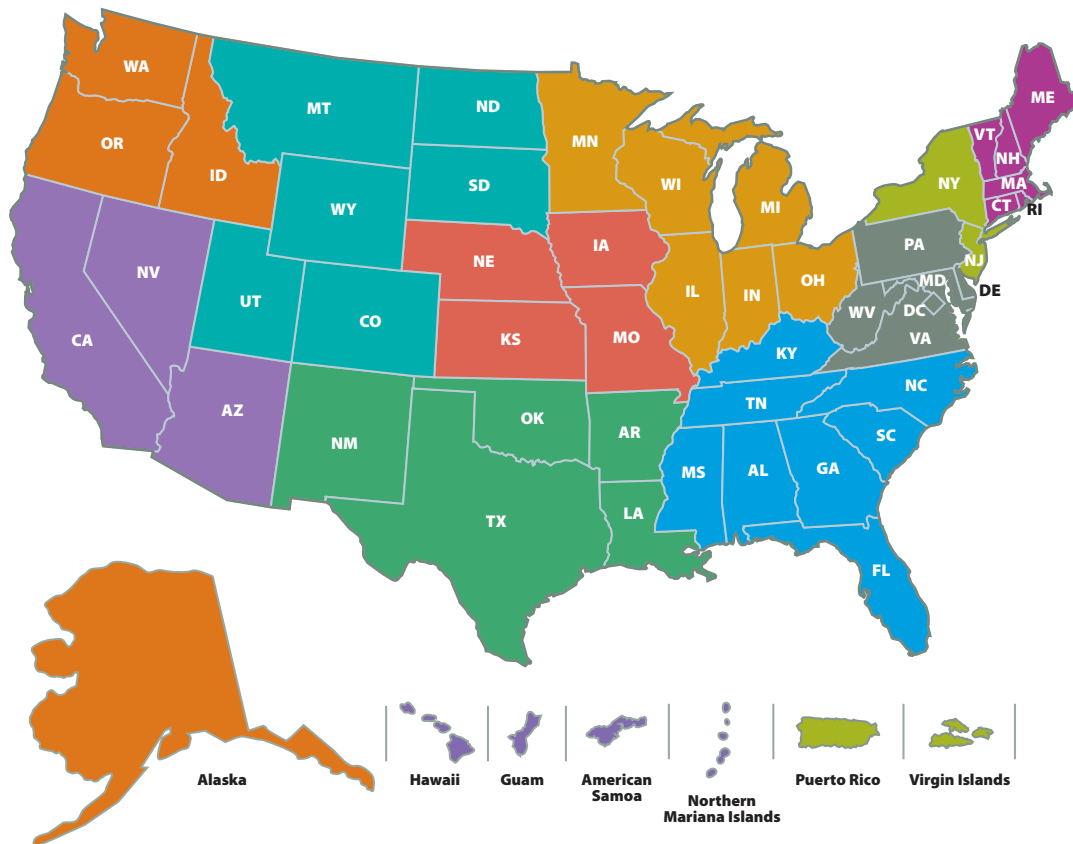
**TABLE 1: LOCAL ORGANIZATIONS BY TYPE**

CATEGORY OF ELIGIBLE ENTITY	NUMBER OF ENTITIES REPORTED	UNDUPLICATED COUNT OF ENTITIES*	NUMBER OF STATES
Community Action Agencies	912	912	52
Limited Purpose Agencies	19	19	10
Migrant and/or Seasonal Farm Worker Organizations	12	5	9
Local Government Agencies	202	86	30
Tribes and Tribal Organizations	16	16	4
Others	3	2	2
<b>TOTAL</b>		<b>1,040</b>	<b>52</b>

\*The unduplicated number shows the number of entities not designated as CAAs and not counted as such in the first row.

# CSBG Network Region Map

As designated by the U.S. Department of Health and Human Services



- Region 1** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
- Region 2** New Jersey, New York, Puerto Rico, and the Virgin Islands
- Region 3** Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
- Region 4** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee
- Region 5** Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin
- Region 6** Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
- Region 7** Iowa, Kansas, Missouri, and Nebraska
- Region 8** Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming
- Region 9** Arizona, California, Hawaii, Nevada, American Samoa, Northern Mariana Islands, and Guam
- Region 10** Alaska, Idaho, Oregon, and Washington

# Results Oriented Management and Accountability (ROMA)

The Monitoring and Assessment Task Force (MATF), a task force of federal, state and local CSBG Network officials, created ROMA in 1994. Based upon principles contained in the Government Performance and Results Act of 1993, ROMA provides a framework for continuous growth and improvement among local CAAs and a basis for State leadership and assistance.

In 1998, the CSBG Reauthorization Act made ROMA implementation a requirement for receiving federal CSBG funds, and established October 1, 2001 as the start date for reporting CSBG Network outcomes in the context of ROMA performance-based management principles. This statutory mandate changed both the nature and pace of ROMA implementation throughout the CSBG Network.

Local CAAs have been encouraged to undertake a number of ROMA implementation actions that focus on results oriented management and accountability.

## RESULTS ORIENTED MANAGEMENT PRINCIPLES

- Assess poverty needs and conditions within the community.
- Define a clear agency anti-poverty mission for the CSBG Network and a strategy to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community.
- Identify specific improvements, or results, to be achieved among low-income people and the community.
- Organize and implement programs, services, and activities, such as advocacy, within the agency and among partnering organizations, to achieve anticipated results.

## RESULTS ORIENTED ACCOUNTABILITY PRINCIPLES

- Develop and implement strategies to measure and record improvements in the condition of low-income people and the communities in which they live that result from CSBG Network intervention.
- Use information about outcomes, or results, among agency tripartite boards and staff to determine overall effectiveness, inform annual and long-range planning, and support agency advocacy, funding, and community partnership activities.
- Encourage State CSBG Offices and State CAA Associations to work as a team to advance ROMA performance-based concepts among local agencies through ongoing training and technical assistance.

# National Performance Goals and Indicators

The CSBG Act Section 678E(a)(1) required States administering CSBG to implement a management and evaluation strategy that measures and reports the performance outcomes of CAAs by FY 2001.

From 2001 to 2003, OCS worked with national, state, and local CSBG officials to identify the results and performance targets that best reflected the multi-faceted work of CAAs. Priority was given to targets that could be collected and reported in a manner that presented an accurate indication of national impact. Results of this collaboration include the National Performance Indicators (NPIs), used to organize and report outcomes, and the identification of four performance indicators for which target information is collected.

## NATIONAL PERFORMANCE GOALS

States and CAAs receiving CSBG funds work to achieve six national performance goals:

“Goal 1: Low-income people become more self-Sufficient.”

“Goal 2: The conditions in which low-income people live are improved.”

“Goal 3: Low-income people own a stake in their community.”

“Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.”

“Goal 5: Agencies increase their capacity to achieve results.”

“Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.”

## NATIONAL PERFORMANCE INDICATORS

To enable greater aggregation and national reporting of the most universal and significant CSBG results among States and CAAs, 12 common categories, or indicators, of CAA performance were identified from FYs 2001 to 2003 data. From FYs 2004 to 2008, the 12 NPIs measured the impact of CSBG Network programs and activities on families and communities. Beginning in FY 2009, the number of indicators was expanded to 16. One indicator was removed this year, as it specifically tracked the impact of the Recovery Act Funding. The NPIs are related to the six national performance goals in that they measure incremental progress toward achieving each of the larger goals.

The NPIs cover the following outcome areas:

- 1.1 – Employment
- 1.2 – Employment Supports
- 1.3 – Economic Asset Enhancement and Utilization
- 2.1 – Community Improvement and Revitalization
- 2.2 – Community Quality of Life and Assets
- 2.3 – Community Engagement
- 3.1 – Civic Investment
- 3.2 – Community Empowerment through Maximum Feasible Participation
- 4.1 – Expanding Opportunities through Community-Wide Partnerships
- 5.1 – Agency Development
- 6.1 – Independent Living
- 6.2 – Emergency Assistance
- 6.3 – Child and Family Development
- 6.4 – Family Supports (Seniors, Disabled, and Caregivers)
- 6.5 – Service Counts

Moreover, while establishing common definitions for reporting family, community, and agency improvement outcomes, the NPIs enable States and CAAs to convey broad family and community outcomes. These outcomes are the result of the strategic use of a variety of change mechanisms, including service provision and program coordination, both within each agency and with partnering organizations in the broader community.



# National Performance Outcomes

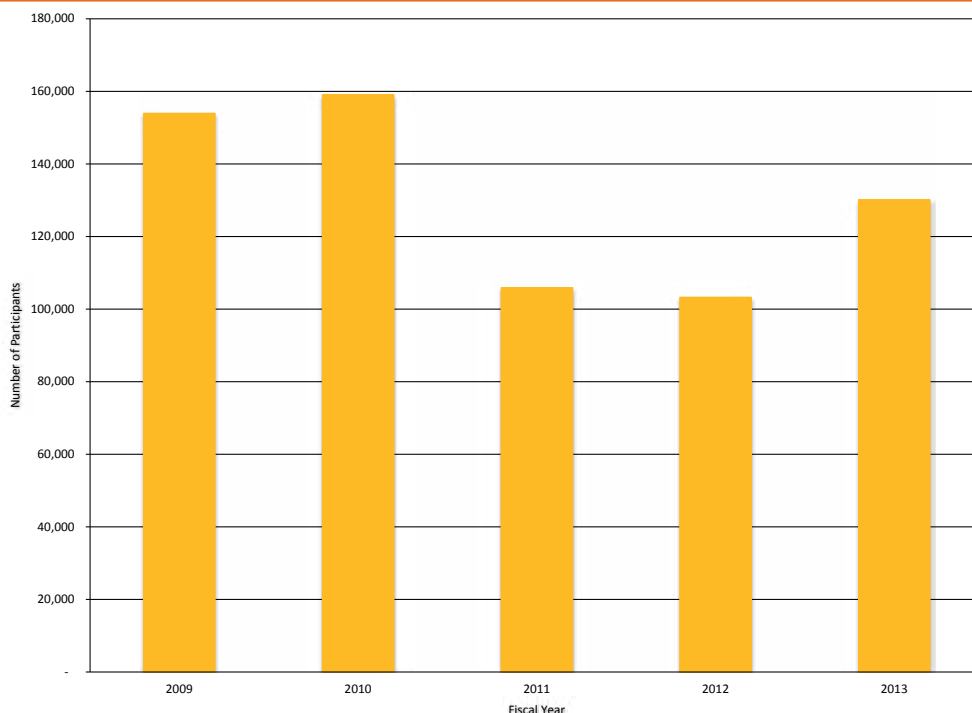
The outcomes in this report represent some of the most common activities among CAAs as categorized by the NPIs. The structure of CSBG allows agencies that receive funding to participate in a broad range of activities to meet the unique needs of their communities. Each CAA captured outcome data specific to its individual goals and priorities. It should be noted that not all agencies participated in the activities that generated outcomes for every NPI, nor do these indicators represent all of the outcomes achieved.

During FY 2013, States and CAAs reported outcomes in support of the NPIs. In order to tell a more complete story, several narratives about NPI outcome achievements and successes are included along with the national data. These narratives, written and submitted by States and CAAs, represent a cross-section of the impact that CAAs make every day in local communities through innovative strategies and with the support of CSBG funding. This report includes narratives that range from demonstrating the impact of employment services to detailing examples of linkages and self-sufficiency efforts, with the aim of illustrating and clarifying the work that is done by the CSBG network.

## RESULTS OF THE COMMUNITY SERVICES BLOCK GRANT

Figure 1 shows the number of CAA program participants who gained employment as a result of CAA initiatives over the last five years. While the share of American adults with jobs has hovered between 58.2 percent and 58.7 percent since 2010, data from the Bureau of Labor Statistics shows the unemployment rate trending downward, from 7.9 percent in January 2013 to 6.7 percent by December of 2013. Reflecting this decreasing unemployment rate, the number of program participants gaining employment increased by over 25 percent from last year's employment outcomes.<sup>20,21</sup>

**FIGURE 1: CAA PROGRAM PARTICIPANTS OBTAINING EMPLOYMENT**



**FIGURE 2: CAA PROGRAM PARTICIPANTS INCREASING THEIR INCOME FROM EMPLOYMENT**

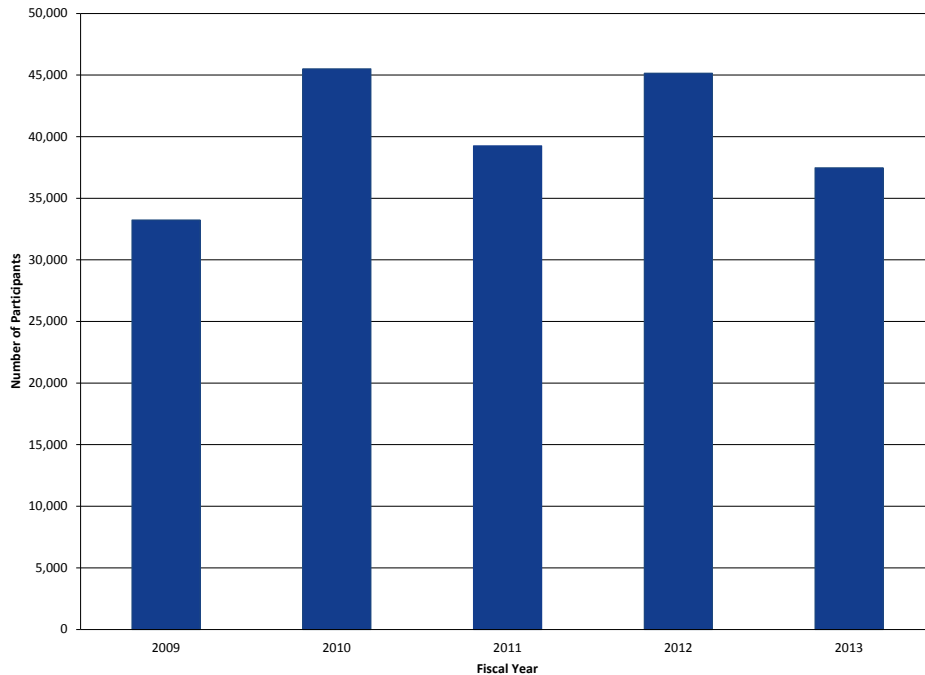


Figure 2 provides trend information for the number of CAA program participants who experienced an increase in income and/or benefits from employment as a result of CAA interventions over the past five years. Every year since 2007, as a result of CAA assistance, at least 33,000 low-income program participants with jobs obtained an increase in income and/or benefits from employment. However, the number of individuals experiencing greater income from employment in FY 2013 decreased by 17 percent from FY 2012. It is possible that this decrease can be traced back to the growth sectors for jobs. While more individuals obtained employment, the Bureau of Labor Statistics indicates that the majority of growth occurred in the agricultural and service-providing sectors, which have lower wage and benefits associated with employment over others sectors.<sup>22</sup>

**GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT.**

**NPI 1.1: EMPLOYMENT**

The CSBG Network achieved employment outcomes:

- 130,081** Unemployed low-income people obtained a job.
- 60,091** Unemployed low-income people obtained a job and maintained it for at least 90 days.
- 37,480** Low-income people with jobs obtained an increase in income and/or benefits.
- 30,463** Low-income people achieved “living wage” employment and/or benefits.<sup>23</sup>

## NPI 1.2: EMPLOYMENT SUPPORTS

The CSBG Network provided services that reduced or eliminated barriers to initial or continuous employment:

### Job Skills

**171,326** Low-income people obtained skills/competencies required for employment.

### Education

**20,532** Low-income people completed Adult Basic Education (ABE) or General Educational Development (GED) coursework and received a certificate or diploma.

**12,859** Low-income people completed postsecondary education and obtained a certificate or diploma.

### Care for Children

**76,419** Low-income people enrolled school-aged children in before and after school programs.

**212,490** Low-income people obtained child care for pre-school children or dependents.

### Transportation

**350,874** Low-income people gained access to reliable transportation and/or a driver's license.

### Health Care

**397,334** Low-income people obtained health care services for themselves or a family member.

### Housing

**159,691** Low-income people obtained safe and affordable housing.

### Food and Nutrition

**1,923,211** Low-income people obtained food assistance.

### Energy Security

**2,342,456** Low-income people obtained non-emergency Low Income Home Energy Assistance Program (LIHEAP) energy assistance.

**83,438** Low-income people obtained non-emergency Weatherization assistance.

**532,694** Low-income people obtained other non-emergency energy assistance.

NPI 1.2 illustrates the breadth of supports provided to low-income people who are able to work. However, the CSBG Network also provides similar supports to people who are unable to work, such as seniors, caregivers, and adults with disabilities. NPI 6.4 captures the outcomes of family supports provided to those individuals.

**North Hudson Community Action**

## **HEALTH CENTERS PROVIDE QUALITY CARE IN NEW JERSEY**

North Hudson Community Action (NHCA) operates 12 health care centers. In an effort to provide the highest quality and most comprehensive health care services, the CAA became certified as a Primary Care Medical Home and increased partnerships with other providers to further improve accessibility. They also added a Drug Discount Program to their extensive list of services.

NHCA health centers provide patient-centered, comprehensive, team-based, affordable health care, directed by a primary care physician. The health centers have strong connections throughout the community and can address all health care needs through internal expertise or collaborations with outside specialists. Attention to patients' cultural and linguistic needs is a priority. This year the health center redesigned its Pharmacy Program to increase low-income patient access to prescription medications. There are now pharmacies throughout the county accepting NHCA prescription cards.

In follow-up surveys, patients at NCHC report high levels of satisfaction with both the quality and depth of health care services they receive as well as the assistance navigating the healthcare system. Data also indicate an increase in the number of patients treated for complex and specialized health needs and pharmaceutical services. With access to affordable health care and expertise in a range of conditions, patients are able to access services quickly to receive medical care and resolve health issues, and the community as a whole benefits from its healthier residents. ❖

## Southeastern North Dakota Community Action Agency

# DRIVING TO PROSPERITY IN NORTH DAKOTA

Imagine getting to work, medical appointments, child care, or shopping without reliable transportation. For the five percent of households in North Dakota without a vehicle, this is a daily reality. Another 10 percent of households juggle one vehicle between two or more working adults. These challenges make getting to work and other critical appointments especially difficult for struggling working families balancing conflicting schedules and unreliable transportation.

Studies suggest that TANF recipients achieve greater employment success if they have access to a vehicle. Low-income individuals with reliable transportation are also likely to earn \$0.70 to \$2.10 more per hour. Without reliable transportation many must find jobs near their residence or work specific hours, limiting employment prospects. In addition, car ownership can be a financial burden. The Southeastern Community Action Agency's Car Donation Program, Driving to Prosperity, eliminates the barriers of owning a vehicle for low-income participants.

The CAA accepts quality donated vehicles that pass an inspection by a certified mechanic. The vehicles are distributed to applicants who meet income guidelines, have a valid driver's license, are employed, and have the ability to pay for six months of auto insurance. By eliminating the constant struggle to get to work on time while balancing family schedules, participants in this program increase or maintain employment income, are better able to pursue educational goals, and meet medical and personal needs. ❖

## Comprehensive Community Action Program TAILORED FINANCIAL SERVICES IN RHODE ISLAND

To help struggling low-income families in Rhode Island, Comprehensive Community Action Program decided to provide financial management and employment training to all clients receiving services from any program housed at the CAA. Families from all agency projects, including Head Start, Family Health Services, Earned Income Tax Credit, Food Stamps, LIHEAP, and Weatherization, are assessed for financial stability by a case manager. Based on individual family needs, agency staff then offer services to address any challenges, such as budgeting and savings trainings, enrollment in matched-savings programs, job skill training, or homeownership educational workshops and classes.

With the belief that all families who come to the CAA for assistance want and are able to overcome their difficult circumstances to attain greater self-sufficiency, the CAA measures outcomes for all program participants in the agency based on indicators of financial stability. Financial stability is a core element for maintaining an independent and self-sufficient life, during and after movement through supportive service programs. ❖

### NPI 1.3: ECONOMIC ASSET ENHANCEMENT

The CSBG Network helped low-income families increase their non-employment financial assets:

#### Tax Credits

**363,095** Low-income families in CAA tax preparation programs qualified for federal or state tax credits.

**\$644,074,908** Anticipated total tax credits.

#### Child Support Payments

**11,751** Low-income families were helped to obtain court-ordered child support payments.

**\$22,720,056** Anticipated total payments.

#### Utility Savings

**419,653** Low-income families enrolled in telephone lifeline programs and/or received energy bill discounts.

**\$75,499,698** Anticipated total savings.

### NPI 1.3: ECONOMIC ASSET UTILIZATION

The CSBG Network helped low-income families gain financial management skills that enabled them to better use their resources and achieve their asset goals:

#### Maintain a Family Budget

**72,055** Low-income families demonstrated the ability to complete and maintain a budget for over 90 days.

#### Open Individual Development Accounts or Other Savings

**8,130** Low-income families opened Individual Development Accounts (IDA) or other savings accounts.

#### Increase Savings

**8,416** Low-income families increased their savings through IDA or other savings accounts.

**\$6,683,315** Total savings amount.

#### Capitalize Small Business

**655** Low-income families began small businesses with accumulated savings.

**\$4,385,618** In savings used.

#### Enroll in Higher Education

**1,246** Low-income families pursued post-secondary education with accumulated savings.

**\$1,190,960** In savings used.

#### Purchase a Home

**958** Low-income families purchased a home with accumulated savings.

**\$ 4,453,520** In savings used.

#### Purchase Other Assets

**794** Low-income families purchased other assets with accumulated savings.

**\$801,423** In savings used.

**Mid Central Community Action**

## **ASSET BUILDING AND FINANCIAL GROWTH IN CENTRAL ILLINOIS**

Mid Central Community Action created the Next Step program to respond to generational and systemic financial challenges facing the community in which the Community Action Agency (CAA) operated as a trusted resource. An innovative, research-based, comprehensive strategy for creating financial opportunity, Next Step uses proven program management practices. These include streamlined eligibility criteria for clients, a centralized data collection system, and a multi-disciplinary, collaborative team approach involving a wide range of other community services. The service strategy includes income supports, assistance navigating career and educational pathways, and financial and life coaching. Next Step helps clients increase income, build savings, relieve debt, access income supports, and participate in case management services. The goal is to gain and sustain assets.

Each Next Step client works with a personal finance coach to help them achieve self-determined goals. Coaches assist with behavioral adjustments and decision making. Next Step customers aim to achieve financial independence within two years and increase their net worth by 15 to 20 percent. Over its inaugural year, Next Step program participants reduced or eliminated their debt, established a relationship with mainstream financial institutions, increased their income, and accumulated assets. Not only has Next Step made a difference in participants' lives, but the community as a whole is stronger and better able to weather economic change. ❖



## GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED.

<b>NPI 2.1: COMMUNITY IMPROVEMENT AND REVITALIZATION</b>	
The CSBG Network increased and preserved community opportunities and resources for low-income people through programs, partnerships, and advocacy*:	
<b>Saved or Created Jobs</b>	
<b>16,104</b>	Jobs created or saved from reduction or elimination in the community.
<b>Living Wage Jobs</b>	
<b>6,055</b>	Accessible “living wage” jobs created or preserved in the community.
<b>New Housing</b>	
<b>39,473</b>	Safe and affordable housing units created in the community.
<b>Improved or Preserved Housing</b>	
<b>180,197</b>	Existing housing units improved or preserved through construction, weatherization, or rehabilitation.
<b>Health Care Services</b>	
<b>296,541</b>	Accessible safe and affordable health care services/facilities for low-income people created or saved from reduction or elimination.
<b>Child Care and Child Development</b>	
<b>177,136</b>	Child care or child development placement opportunities for low-income children created or saved from reduction or elimination.
<b>Youth Programs</b>	
<b>125,098</b>	Before or after school program placement opportunities for low-income families created or saved from reduction or elimination.
<b>Transportation</b>	
<b>1,683,842</b>	Transportation opportunities for low-income people (public transportation routes, rides, carpool arrangements, car purchase, and maintenance) created, expanded, or saved from elimination.
<b>Educational Opportunities</b>	
<b>114,741</b>	Educational and training placement opportunities for low-income people created, expanded, or saved from elimination (including literacy, job training, ABE/GED, and postsecondary education).

\* CSBG does not support lobbying activities. The NPIs are outcomes from all activities of a Community Action Agency and many of the agencies typically receive funding from multiple (federal, state, local, and private) sources, not just CSBG. Many of these sources will allow for advocacy activities. In addition, the outcomes reported in NPI 2.1 and NPI 2.2 describe the alliances, partnerships, and relationships developed by the CAA to improve the quality of life and assets of the community and do not indicate lobbying efforts, but rather an increasing awareness and education of the public that influences public policy.

## ADVOCAP

# EFFECTIVE PROGRAMS REVITALIZED IN WISCONSIN

When the community's Red Cross decided to discontinue three vital programs for low-income families and seniors in their service area, ADVOCAP stepped in. Data showed that the three programs were proven and effective strategies in addressing community needs. The Bridges Program provides crisis intervention, the Senior Friends Program helps isolated seniors stay in their own homes and maintain self-sufficiency, and the Volunteer Transportation Program helps low-income residents travel to medical appointments and parental visits.

The Red Cross determined that the programs were no longer consistent with its mission and goals. However, these programs and services were critical programs to serve low-income residents and to assist them in maintaining a stable and healthy living. ADVOCAP was able to take over program management, thereby keeping these services and the outcomes they achieve available to the community and the residents in need of these supportive measures. ❖

## NPI 2.2: COMMUNITY QUALITY OF LIFE AND ASSETS

CSBG Network initiatives and advocacy\* improved the quality of life and assets in low-income neighborhoods:

### Public Policy

193,479

Community assets (i.e. low- and moderate-income housing, jobs, education and training opportunities, bus rides, and medical appointments) preserved or increased as a result of CAA advocacy for changes in laws, regulations, or public policies.

### Community Facilities

643,652

Community facilities created, expanded, or saved from reduction or elimination as a result of CAA initiatives.

### Community Services

120,345

Community services created, expanded, or saved from reduction or elimination as a result of CAA initiatives.

### Commercial Services

17,870

Commercial services within low-income communities created, expanded, or saved from elimination as a result of CAA initiatives.

### Quality-of-Life Resources

469,882

Neighborhood quality-of-life resources (i.e. parks, youth sports teams, recreation centers, special police foot patrols, and volunteer neighborhood watch programs) created, expanded, or preserved as a result of CAA initiatives.

\* CSBG does not support lobbying activities. The NPIs are outcomes from all activities of a Community Action Agency and many of the agencies typically receive funding from multiple (federal, state, local, and private) sources, not just CSBG. Many of these sources will allow for advocacy activities. In addition, the outcomes reported in NPI 2.1 and NPI 2.2 describe the alliances, partnerships, and relationships developed by the CAA to improve the quality of life and assets of the community and do not indicate lobbying efforts, but rather an increasing awareness and education of the public that influences public policy.

**Greater Bergen Community Action**

**NEIGHBORHOOD REVITALIZATION PLAN SPEARHEADED IN NEW JERSEY**

Greater Bergen Community Action is a change-leader, a collaborator, and a convener within the community. A significant business district redevelopment project recognized Greater Bergen Community Action’s proven record as a trusted leader with a track record of results, and elected the CAA as the project lead.

Working with state, county and local governments, community residents, and businesses, the CAA built and strengthened partnerships, and unveiled an ambitious Neighborhood Revitalization Plan. The plan aims to improve community infrastructure, transportation systems, and access to resources that enhance the quality of life for vulnerable residents over the next five years. Because of the CAA’s collaborative approach, the community is highly invested in contributing to these goals. The community feels ownership for the goals and a sense of urgency around the plan’s commitment to creating jobs, increasing community involvement, and encouraging commercial investment in New Jersey. ❖

**NPI 2.3: COMMUNITY ENGAGEMENT**

The CSBG Network mobilized individuals to work together for community improvement:

- 716,111** Community members mobilized by CAAs to participate in community revitalization and anti-poverty initiatives.
- 40,779,121** Volunteer hours donated to CAAs.

## GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY.

### NPI 3.1: COMMUNITY ENHANCEMENT THROUGH MAXIMUM FEASIBLE PARTICIPATION

The CSBG Network mobilized low-income individuals to work together for community improvement:

**25,364,717** Volunteer hours donated by low-income individuals to CAAs.

Many low-income people empowered by the CSBG Network are invested not only in their own success, but that of their community and their peers. To capture the impact and dedication of low-income program participants, NPI 3.1 was added in FY 2009. Based on the total number of volunteer hours reported in NPI 2.3, 62 percent of total volunteered time was donated by low-income individuals.

### NPI 3.2: COMMUNITY EMPOWERMENT THROUGH MAXIMUM FEASIBLE PARTICIPATION

The CSBG Network empowered low-income individuals to engage in activities that promoted their own well-being and that of their community:

#### Community Decision-Making

**56,715** Low-income people participated in formal community organizations, government, boards, or councils that provide input to decision-making and policy setting as a result of CAA efforts.

#### Community Business Ownership

**4,192** Low-income people acquired businesses in their communities as a result of CAA assistance.

#### Homeownership in the Community

**4,662** Low-income people purchased a home in their community as a result of CAA assistance.

#### Community Involvement

**281,377** Low-income people engaged in non-governance community activities or groups created or supported by CAAs.

**Boulder County****BUILDING ASSETS AND COMMUNITIES IN COLORADO**

When Boulder County's community needs assessment showed that poverty rates were spiking rapidly, Boulder County began proactively looking for inventive ways to change those trends, reduce poverty and create more economic security for their community. After conducting a comprehensive review of current best practices and innovative models to affect community change, the Community Action Agency decided to join the Circles Campaign.

The National Circles model started in 2000 as a way to increase the capacity of communities to address poverty. The approach combines best practices in several disciplines including community organizing, case management, grassroots leadership, Specific, Measurable, Attainable, Realistic and Timely (SMART) goal setting, financial literacy, mentoring, peer-to-peer counseling and learning, and child/youth development (<http://www.circlesusa.org/>). The Circles model was a change in approach but not a huge change in services, as the agency's long-standing goal has always been economic security. The CAA reorganized and refocused internally to purposefully link clients to services to better enable them to meet their overall goal of economic security.

For example, the CAA continued to offer their successful matched-savings program that helps participants build savings to invest in a home, business start-up, or education. However, under the new model and focus of Boulder County, the CAA was able to ensure these participants also received case management to support their other needs and enable them to achieve their savings goals. Participants are also encouraged to be actively involved in their community through leadership training focused on board service. To bring this empowerment and inclusion full-circle, the agency developed a training curriculum for local non-profit and government boards.

The Boulder County Circles Campaign coordinates and works with a wide-range of partners, including local governments, faith-based groups, legal advocates, the local Workforce Investment Act board, social service

agencies and businesses. This wide range of partnerships enables the CAA to actively link clients to services and employment, and to implement a flexible, comprehensive approach to addressing the needs of each individual client seeking economic security.

Last year, participants in the Circles Campaign increased their income by 55 percent, decreased use of public benefits by 17 percent, increased their assets by 38 percent and increased their support network by 77 percent. In addition, 80 percent of those participating in the savings program obtained a significant asset. Of those with leadership goals, 30 percent are now active on boards and commissions. After refocusing the agency's services in a comprehensive way, the agency was able to tailor program enrollments to participants, enabling them to access the programs they needed to fully move towards economic security. ❖

**GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME PEOPLE ARE ACHIEVED.**

<b>NPI 4.1: EXPANDING OPPORTUNITIES THROUGH COMMUNITY-WIDE PARTNERSHIPS</b>	
<b>190,433</b>	Organizations worked with the CSBG Network to promote family and community outcomes.
<b>These organizations included:</b>	
<b>44,729</b>	Nonprofits
<b>19,489</b>	Faith-Based Organizations
<b>14,498</b>	Local Governments
<b>10,374</b>	State Governments
<b>3,874</b>	Federal Government
<b>44,697</b>	For-Profit Business or Corporations
<b>10,775</b>	Consortiums/Collaborations
<b>5,339</b>	Housing Consortiums/Collaborations
<b>9,431</b>	School Districts
<b>5,231</b>	Institutions of Postsecondary Education/Training
<b>4,658</b>	Financial/Banking Institutions
<b>13,019</b>	Health Service Institutions
<b>4,319</b>	Statewide Associations or Collaborations

For many years the CSBG IS Survey has reflected the outcomes of partnerships between CAAs and other organizations in the community, including faith-based organizations. Beginning in FY 2009, NPI 4.1 was expanded to show a more comprehensive view of these partnerships.



## Metropolitan Action Commission

# EXPUNGING ELIGIBLE CRIMINAL RECORDS FOR A FRESH START

About 70 percent of low-income adults in Tennessee have some sort of legal issue each year. As many as one million Tennesseans need legal counsel but do not have the money to pay for it because there are few affordable legal aid options. As a result, many people with low-incomes find themselves with a criminal record and subsequently struggle to find good jobs.

In 2012, a new state law went into effect that allows Tennessee residents convicted of certain crimes to have that incident expunged from their records. However, many people with low-incomes simply do not turn to the legal system for solutions because they may feel shut off from the system, are unaware of laws that may benefit them, or believe they are not able to access certain opportunities. To address this issue, the Metropolitan Action Commission (Metro Action) partnered with the Metro Nashville Criminal Court Clerk's Office to assist their community in applying to expunge eligible criminal offenses.

Since Metropolitan Action Commission is a long-established community resource, many individuals who would not initiate contact with the courthouse were able to take advantage of this opportunity to apply for expungement through the trusting relationship they had with Metro Action. Metro Action staff received expert training from the Court Clerk's Office to help participants determine eligibility, fill out forms, and explore other options if ineligible. When participants finally submit their applications to the courthouse, the process is quick and easy.

The Metropolitan Action Commission efforts from this partnership with the Court Clerk's Office have been so successful, the National Office of Head Start nominated Metro Action's initiative for the U.S. White House Champion of Change Award. The CAA continues to assist with monthly expungement events throughout the city. Many people with low-incomes are now able to find work without the barrier of a criminal record holding them back. ❖

## GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS.

### NPI 5.1: AGENCY DEVELOPMENT

The CSBG Network worked to expand agency capacity to achieve results:

#### Certified Trainers in Local CAAs

<b>428</b>	Certified Community Action Professionals (CCAP)
<b>269</b>	Nationally Certified ROMA Trainers
<b>3,575</b>	Family Development Trainers
<b>13,289</b>	Child Development Trainers

#### Training Participation

<b>114,355</b>	Staff attending trainings
<b>13,695</b>	Board members attending trainings
<b>2,813,247</b>	Hours of staff in trainings
<b>102,730</b>	Hours of Board members in trainings

The CSBG Network continually works to increase its capacity to provide high quality services to people and communities. At the local level, one way that CAAs increase their capacity is by investing in staff and board development. In FY 2009, NPI 5.1 was added to capture this information. CCAP and ROMA certifications are only two of a number of professional development opportunities that CSBG Network agencies offer their workforce. However, these certifications demonstrate the commitment of CAAs to implement the highest level of performance management and measurement within their agencies.

In addition to agency-level investments, State CSBG Offices also work to increase their staff capacity. At the state level, there are 40 ROMA and CCAP certified staff nationwide.

**GOAL 6: LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE ENVIRONMENTS.**

**NPI 6.1: INDEPENDENT LIVING**

The CSBG Network assisted vulnerable individuals to maintain an independent living situation:

**Senior Citizens**

**1,998,778** Senior citizens received services and maintained an independent living situation as a result of services.

**Individuals with Disabilities**

**1,425,784 \*** Individuals with disabilities received services and maintained an independent living situation as a result of services.

**104,286** Of those individuals were 0-17 years old.

**392,606** Of those individuals were 18-54 years old.

**577,806** Of those individuals were 55 years old and older.

\*The total includes the sum of the individual age categories, plus individuals whose age data were not collected.

**NPI 6.2: EMERGENCY ASSISTANCE**

The CSBG Network administered emergency services that helped individuals obtain and maintain self-sufficiency:

<b>Individuals</b>	<b>Emergency Services</b>
<b>5,261,242</b>	Emergency Food
<b>2,883,248</b>	Emergency Fuel or Utility Payments
<b>200,409</b>	Emergency Rent or Mortgage Assistance
<b>41,920</b>	Emergency Car or Home Repair
<b>152,336</b>	Emergency Temporary Shelter
<b>81,041</b>	Emergency Medical Care
<b>60,911</b>	Emergency Protection from Violence
<b>54,885</b>	Emergency Legal Assistance
<b>301,039</b>	Emergency Transportation
<b>51,559</b>	Disaster Relief
<b>289,672</b>	Emergency Clothing

### NPI 6.3: CHILD AND FAMILY DEVELOPMENT

The CSBG Network helped infants, children, youth, parents, and other adults achieve developmental and enrichment goals:

#### Infants and Children

- 525,901** Infants and children obtained age-appropriate immunizations, medical, and dental care.
- 1,638,040** Infants and children received adequate nutrition, assisting in their growth and development.
- 412,762** Infants and children participated in pre-school activities, assisting in developing school readiness skills.
- 329,334** Children who participated in pre-school activities became developmentally ready to enter kindergarten or first grade.

#### Youth

- 239,984** Youth experienced improved health and physical development.
- 144,017** Youth experienced improved social and emotional development.
- 92,009** Youth avoided risk-taking behavior for a defined period of time.
- 37,448** Youth reduced involvement with the criminal justice system.
- 135,748** Youth increased their academic, athletic, or social skills by participating in before or after school programs.

#### Parents and Other Adults

- 215,737** Parents and/or other adults learned and exhibited improved parenting skills.
- 225,465** Parents and/or other adults learned and exhibited improved family functioning skills.

#### State of Delaware's Division of State Service Centers

## YOUTH AND PARENTS GAIN FROM SKILL BUILDING SUMMER SERVICE PROGRAM

The State of Delaware's Division of State Service Centers (DSSC) created an innovative pilot program that answered a need in their community and responded to the Federal Administration's focus on low-income youth summer employment. DSSC linked the Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP) and the program model for the national AmeriCorps Service-Learning to facilitate

employment, education and leadership opportunities.

The pilot, Delaware Leadership in Service Program (DLISP), combined the energy education and conservation components of LIHEAP with the community service and civic responsibility of CSBG and AmeriCorps to encourage accountability, civic-mindedness and job skills among low-income youth. DLISP targeted low-income youth between 14 and 18 years old. As part of the outreach for connecting with the youth, adult family members were included in the pilot program's focus. Parents of the youth received financial literacy training and, when needed, case management services. Family participation was encouraged through direct incentives provided as credits toward energy bills.

CSBG and LIHEAP funding made employment a reality for 30 youth in the Southbridge neighborhood of Wilmington, Delaware. Employment opportunities included entry-level and internship positions in government agencies, summer camps, non-profits, small businesses, and retail shops. The partnership with LIHEAP allowed youth teams, under the supervision of trained adults, to install low-cost energy conservation materials in homes throughout the community. All participants obtained valuable skill development through job coaching, energy conservation training, and other educational supports.

In an area already burdened with chronic unemployment, the youth in the program would have likely been unable to find summer work to gain skills and to contribute to their families' income. Collectively, DLISP youth participants contributed more than 7,200 hours of labor and service to the community and each participant earned an income of \$1,740 over the course of the summer.

The comprehensive nature of the pilot is due to the collaborative relationships formed across state divisions and service centers as well as the nonprofit community. The pilot project's effectiveness was evaluated by an outside nonprofit research institute in order to collect and analyze data about program design, operations, and impact. The evaluation demonstrated the effectiveness of DLISP and will be used for future planning. By providing linkages while retaining the integrity of each funding source, partners developed an initiative that engaged the entire family in service learning, financial empowerment, job readiness and energy conservation. ❖

### NPI 6.4: FAMILY SUPPORTS

The CSBG Network provided services that reduced or eliminated barriers to family stability:

#### Care for Children

- 35,494** Participants enrolled children in before or after school programs.
- 61,328** Participants obtained care for a child or other dependent.

#### Transportation

- 394,168** Participants obtained access to reliable transportation and/or a driver's license.

#### Health Care

- 184,134** Participants obtained health care services for themselves or a family member.

#### Housing

- 127,309** Participants obtained safe and affordable housing.

#### Food and Nutrition

- 1,289,148** Participants obtained food assistance.

#### Energy Security

- 1,314,078** Participants obtained non-emergency Low Income Home Energy Assistance Program (LIHEAP) energy assistance.
- 47,216** Participants obtained non-emergency Weatherization assistance.
- 143,700** Participants obtained other non-emergency energy assistance.

Just as the CSBG Network provides supports to low-income people who are able to work, it also provides similar supports to those who are unable to work. Thus, NPI 6.4 has been added to capture the outcomes of family supports provided to those individuals.

### NPI 6.5: SERVICE COUNTS

The CSBG Network helped low-income individuals and families meet basic household needs and improve economic security:

#### Services Provided

- 14,041,172** Food Boxes
- 256,346,715** Pounds of Food
- 1,508,729** Units of Clothing
- 17,820,859** Rides Provided
- 8,076,000** Information and Referral Calls

CAAs that meet the needs of low-income families through the provision of services and resources report those services in NPI 6.5. Unlike the other NPIs, where outcomes are mostly measured in the number of unduplicated individuals or families impacted, NPI 6.5 measures services.

Marion-Winston Counties Community Action Committee, Inc.

## CONNECTING RESOURCES TO ANSWER COMMUNITY NEED

Many counties in Alabama have no public transportation system, leaving some working families struggling for a reliable way to get to work, school, and medical services. Elderly and disabled persons who were unable to drive were isolated from the community, and unable to access the services and care they needed. While several public agencies had resources for basic transportation infrastructure, such as vehicles, drivers and subsidies for low-income riders, they lacked the necessary administrative support and flexibility of funding needed for dispatch, scheduling, and reporting in order to run a fully functioning service.

The Marion-Winston Counties Community Action Committee, Inc. recognized this gap in the service chain, and stepped in. This Community Action agency was already immersed in the targeted communities so they were the perfect partner to connect residents in need with van service and to provide outreach, scheduling and administrative support. In the 2012-2013 program year, this collaborative transportation service provided 715 rides for individuals going to work, the bank, grocery stores, medical facilities, pharmacies, and school.

Without Marion-Winston Community Action and their flexibility to respond to changing needs in their community, many residents would have suffered the consequences of going without having their basic needs met and would have ended up requiring even more local resources. Most importantly, each of these rides represented a chance at independence and self-sufficiency for those lacking transportation. ❖

## OUTCOMES SUMMARY

The outcomes documented in this section demonstrate the CSBG Network's widespread impact on the nation's most vulnerable individuals, families, and communities. While some participants may have received a single service in only one key area to improve their self-sufficiency, many other clients received multiple services. For example, someone coming to a CAA in need of employment may need additional education to secure a job and also need transportation and child care as essential supports to maintaining the job. CAAs use ROMA to continually analyze and improve their programs and results, and continued success is evident in the indicators. It is critical to emphasize that in conjunction with an overall decrease in funding due to sequestration and the ending of CSBG Recovery Act and other Recovery Act funds, many outcome achievements also decreased. In all, the CSBG Network reduced or eliminated 31.5 million conditions of poverty in FY 2013. The following is a demonstration of the key areas in which the Network made improvements.

### Employment

The CSBG Network assisted clients with finding and maintaining employment and increasing wages or benefits. CAAs supported these outcomes by partnering with local businesses to provide job training and certifications and by subsidizing positions that would have been eliminated without CSBG Network involvement. As a result, over 130,000 unemployed individuals obtained jobs. In addition to direct job-seeking and training assistance, CAAs provided many services that remove barriers to employment, such as safe and reliable housing and transportation. For example, to help low-income people maintain employment, the CSBG Network helped over 350,000 people secure reliable transportation. This is an increase of 18 percent from the previous year.

### Education

Children and adults benefit from the educational opportunities provided by the CSBG Network. CAAs make education more accessible to low-income adults through ABE or GED courses, college scholarships, skills training, and a multitude of options and support services based on local need. Over 171,000 individuals obtained skills required for employment, and an additional 20,532 individuals obtained their ABE/GED. More than 12,000 people completed college. In addition to supporting adults in pursuit of educational opportunities, the CSBG Networks enrolls tens of thousands of youth in before and after-school programs nationwide. The CSBG Network also assisted more than 412,000 children develop necessary school readiness skills through participation in pre-school activities.

### Health Care

The CSBG Network made health care more accessible to nearly 581,500 low-income individuals. CAAs helped infants and children improve and maintain their health in several ways. Nearly 526,000 infants and children received necessary immunizations, medical care, and dental care. In addition, over 1.6 million infants and children received adequate nutrition, which assisted in their growth and development.

### Energy

The CSBG Network provided energy services to almost 4.5 million low-income individuals through Weatherization Assistance Program (WAP), Low Income Home Energy Assistance Program (LIHEAP), and other energy programs. For example, over 130,600 low-income families obtained WAP services. Low-income individuals' homes were made more energy-efficient to decrease utility payments and also to positively impact the environment and health of the communities as a whole.



# National Performance Targets and Trends

In addition to CSBG's performance measurement initiative, the Executive Office of the President, Office of Management and Budget (OMB) has established a government-wide initiative to use performance targets and outcome measures to assess the program efficiency and effectiveness of all federally-funded domestic assistance programs. As a result, beginning in FY 2004 OCS began to develop and report CSBG performance targets, or anticipated levels of result achievement. This 2014 report (with FY 2013 data) represents the eighth year of collecting performance targets based on the NPIs.

The nature and scope of national CAA outcome reporting has been incorporated into the NPIs. OCS collects baseline information concerning CAA performance targets to which future years' performances may be compared. This information serves as a means to gauge the effectiveness and efficiency of CAA program activities. This section provides target performance levels for the following four NPIs:

- National Performance Indicator 1.1 – Employment
- National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization
- National Performance Indicator 6.2 – Emergency Assistance
- National Performance Indicator 6.3 – Child and Family Development

Section 678E of the CSBG statute requires agencies to measure their performance and achievement in carrying out their goals. CAAs set targets for the number of participants they expect to achieve specific goals and then collect data on the number of participants who actually achieve those goals.

As the data accrue, agencies relate their abilities to predict performance outcomes by dividing the number of participants achieving the goal by the number expected to achieve the goal. The resulting percentage assesses CAAs' knowledge of their programs as well as the success of their participants.

Trends indicate that agencies' abilities to set targets remain high as the anticipated and actual numbers converge. Tables 2 through 5 reveal performance outcomes for the four indicators.

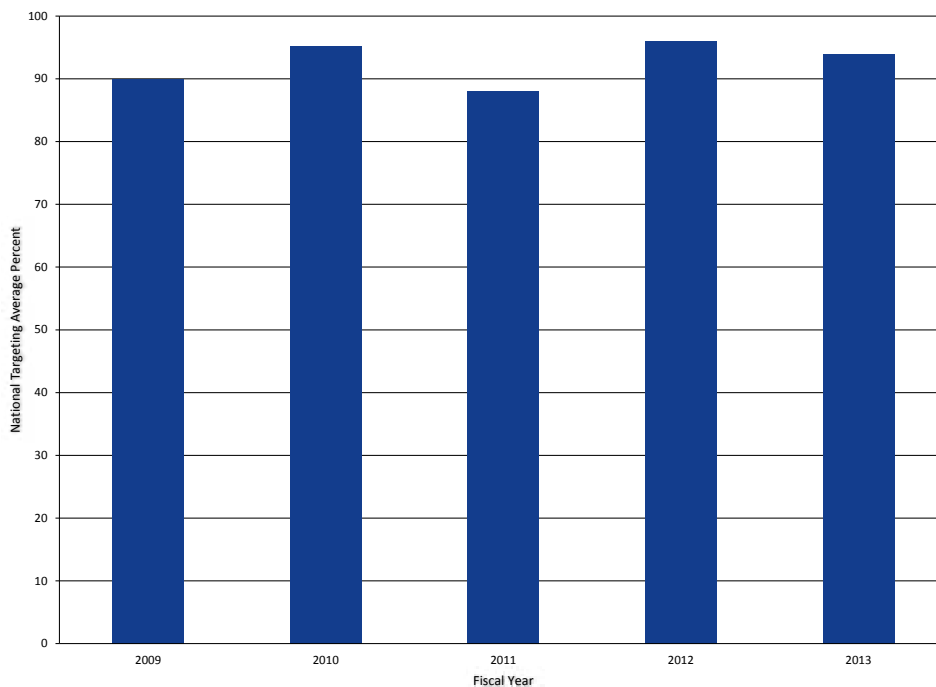
### NPI 1.1 - EMPLOYMENT

Table 2 shows performance measures for NPI 1.1: *The number and percentage of low-income participants in Community Action employment initiatives who get a job or become self-employed.* This table depicts how agencies set and met their outcome goals for Employment in FY 2013, with 869 CAAs reporting outcomes under this indicator. CAAs achieved their performance targets save for obtaining an increase in income and/or benefits by at least 89 percent.

**TABLE 2: NATIONAL PERFORMANCE INDICATOR 1.1 - EMPLOYMENT**

PERFORMANCE MEASURE	ENROLLED	EXPECTED TO ACHIEVE OUTCOME (TARGET)	ACHIEVING OUTCOME	ACHIEVING TARGET
Unemployed and obtained a job	221,124	133,658	130,081	97.32%
Employed and maintained a job for at least 90 days	110,741	62,987	60,091	95.40%
Employed and obtained an increase in employment income and/or benefits	75,483	44,503	37,480	84.22%
Achieved “living wage” employment and/or benefits	58,654	34,009	30,463	89.57%
<b>TOTAL</b>	<b>466,002</b>	<b>275,157</b>	<b>258,115</b>	<b>93.81%</b>

**FIGURE 3: NPI 1.1 TARGETING PERCENTAGE, FY 2009-FY 2013**



### NPI 1.3 - ECONOMIC ASSET ENHANCEMENT AND UTILIZATION

Table 3 shows performance measures for NPI 1.3: *The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance.* This table depicts how agencies set and met their outcome goals for Economic Asset Enhancement and Utilization in FY 2013, with 859 CAAs reporting outcomes under this indicator. Achievements of targets were high, with CAAs achieving their performance targets by at least 80 percent in all but one measure. The purchase of and saving for homes typically results in lower numbers in comparison to the other indicators; in both FY 2012 and FY 2013, the number is lower than usual due to the recession and its impact on the housing market and families' ability to save.

**TABLE 3: NATIONAL PERFORMANCE INDICATOR 1.3 -  
ECONOMIC ASSET ENHANCEMENT AND UTILIZATION**

PERFORMANCE MEASURE	ENROLLED	EXPECTED TO ACHIEVE OUTCOME (TARGET)	ACHIEVING OUTCOME	ACHIEVING TARGET
Identified and received Federal/State tax credits	418,412	350,294	363,095	103.65%
Received court-ordered child support	23,555	12,747	11,751	92.19%
Received telephone and energy discounts	468,812	420,273	419,653	99.85%
Developed/maintained a family budget for 90 days or more	107,523	70,332	72,055	102.45%
Opened Individual Development Account (IDA)	16,654	9,650	8,130	84.25%
Increased savings through IDA or other savings accounts	13,799	8,882	8,416	94.75%
Used IDA to capitalize a business	2,247	763	655	85.85%
Used IDA to pursue higher education	3,750	1,516	1,246	82.19%
Used IDA to purchase a home	4,047	1,396	958	68.62%
Used IDA to purchase other assets	2,837	850	794	93.41%
<b>TOTAL</b>	<b>1,061,636</b>	<b>876,703</b>	<b>886,753</b>	<b>101.15%</b>

## NPI 6.2 - EMERGENCY ASSISTANCE

Table 4 shows performance measures for NPI 6.2: *The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.* This table depicts how agencies set and met their outcome goals for Emergency Assistance in FY 2013, with 993 CAAs reporting outcomes for this indicator. CAAs responded to almost 93 percent of all emergency needs for low-income families. One measure with increased need, emergency rent or mortgage assistance, was only met 60 percent of the time. While this measure saw an increase in need by 10 percentage points, this percentage has not changed much over the past several years and rarely rises above 65 percent, indicating that the need for housing assistance is a chronic issue.

**TABLE 4: NATIONAL PERFORMANCE INDICATOR 6.2 - EMERGENCY ASSISTANCE**

PERFORMANCE MEASURE	EMERGENCY SERVICE	INDIVIDUALS SEEKING SERVICE	INDIVIDUALS RECEIVING SERVICE	EMERGENCY NEEDS MET
Strengthened individuals and families via emergency assistance	Emergency Food	5,520,768	5,261,242	95.30%
	Emergency Fuel or Utility Payments	3,069,360	2,883,248	93.94%
	Emergency Rent or Mortgage Assistance	329,208	200,409	60.88%
	Emergency Car or Home Repair	52,817	41,920	79.37%
	Emergency Temporary Shelter	192,639	152,336	79.08%
	Emergency Medical Care	97,501	81,041	83.12%
	Emergency Protection from Violence	61,875	60,911	98.44%
	Emergency Legal Assistance	63,447	54,885	86.51%
	Emergency Transportation	349,554	301,039	86.12%
	Disaster Relief	53,028	51,559	97.23%
	Emergency Clothing	299,378	289,672	96.76%
<b>TOTAL</b>		<b>10,089,575</b>	<b>9,378,262</b>	<b>92.95%</b>

## NPI 6.3 - CHILD AND FAMILY DEVELOPMENT

Table 5 shows performance measures for NPI 6.3: *The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals.* This table depicts how agencies set and met their outcome goals for Child and Family Development, with 914 CAAs reporting outcomes for this indicator. CAAs were able to exceed their targets for most of the measures in this indicator, and met their targets no less than 100 percent of the time.

**TABLE 5: NATIONAL PERFORMANCE INDICATOR 6.3 - CHILD AND FAMILY DEVELOPMENT**

PERFORMANCE MEASURE	ENROLLED	EXPECTED TO ACHIEVE OUTCOME (TARGET)	ACHIEVING OUTCOME	ACHIEVING TARGET
<b>Infants and Children</b>				
Improved immunization, medical, dental care	546,294	507,880	525,901	103.55%
Improved nutrition (physical health)	1,693,510	1,400,123	1,638,040	116.99%
Achieved school readiness skills	451,790	395,277	412,762	104.42%
Improved developmental readiness for kindergarten or first grade	374,881	327,592	329,334	100.53%
<b>Youth</b>				
Improved health and physical development	249,349	230,448	239,984	104.14%
Improved social and emotional development	160,508	134,334	144,017	107.21%
Avoided risk-taking behaviors	106,371	86,739	92,009	106.08%
Reduced involvement with the criminal justice system	67,568	37,214	37,448	100.63%
Increased academic, athletic, and social skills	149,232	126,557	135,748	107.26%
<b>Adults</b>				
Improved parenting skills	250,795	215,746	215,737	100.00%
Improved family functioning skills	261,560	216,811	225,465	103.99%
<b>TOTAL</b>	<b>4,311,858</b>	<b>3,678,721</b>	<b>3,996,445</b>	<b>108.64%</b>

## TARGETING SUMMARY

CAAs were most successful in setting and achieving performance targets for 6.3 (Child and Family Development), with at least 100 percent achievement for all outcome indicators. Targeting for NPI 1.1 (Employment), NPIs 1.3 (Economic Asset Enhancement and Utilization) and NPI 6.2 (Emergency Assistance) were consistently well above the goal of 80 percent, with only four exceptions.

Overall, the data demonstrate that despite volatile and hard-to-predict economic conditions, the CSBG Network has remained knowledgeable about its capacity to achieve results and to effectively provide the most needed services to low-income families and communities.

## State Uses of CSBG Funds

In FY 2013, Congress appropriated \$625 million for the CSBG Act.<sup>24</sup> Table 6 below details the appropriations breakdown. States were allocated a little over \$617 million and their outcomes and activities are detailed in this report. Tribes and territories were allocated nearly \$8.4 million. In addition, the CSBG Act provides for community economic development and rural facilities grants that were funded at approximately \$33 million.<sup>25</sup> Some CAAs received these grants, which are separate from their regularly appropriated CSBG allocations. For the CAAs that received this funding, the CSBG IS provided them an opportunity to report on their funding level and efforts. OCS also produces a separate report on community economic development and rural facilities grants.

**TABLE 6: CSBG FY 2013 APPROPRIATIONS**

States (Including the District of Columbia and Puerto Rico)	\$617,133,070
Tribes	\$4,790,070
Territories (Guam, American Samoa, Virgin Islands, Northern Mariana Islands)	\$3,340,193
<b>Total CSBG Allocations to States, Territories, and Tribes</b>	<b>\$625,263,333</b>
Other (Including Community Economic Development & Rural Community Facilities)	\$33,000,000*
<b>TOTAL CSBG ACT APPROPRIATIONS</b>	<b>\$658,263,333</b>

\*Approximate number, rounded to nearest million

Using FY 2013 appropriated funds and \$124.5 million carried over from the previous year, States expended nearly \$620 million CSBG dollars in FY 2013. There are three allowable uses for regularly appropriated State CSBG funds: grants to local eligible entities, State administrative costs, and discretionary projects.

### GRANTS TO LOCAL ELIGIBLE ENTITIES

The CSBG statute requires 90 percent of the state block grant to be allocated to local eligible entities. The 1,040 CAAs expended \$573.2 million, or 92.46 percent of total CSBG expenditures, as shown in Table 7. These funds supported direct services to low-income individuals as well as the management, infrastructure and operations of the CAAs. The block grant funded personnel who work to coordinate multiple programs, fill gaps in services, manage systems to avoid duplication, and improve the continuity of services and activities for participants. CSBG-funded staff were also assigned to build local partnerships for reducing poverty. In addition, CSBG covered indirect expenses associated with the space, equipment, materials, and services needed for the CAAs to work effectively.

**TABLE 7: USES OF CSBG FUNDS**

USE OF FUNDS	AMOUNT EXPENDED*	NUMBER OF STATES	PERCENTAGE OF FUNDING USED
Grants to Local Eligible Entities	\$573,249,169	52	92.46%
State Administrative Costs	\$24,954,182	52	4.02%
Discretionary Projects	\$21,778,865	45	3.51%
<b>TOTAL EXPENDED IN FY 2013**</b>	<b>\$619,982,216</b>	<b>52</b>	<b>100%</b>
Carried Forward to FY 2014	\$120,572,735	41	

\*All dollar figures in this table are rounded to the nearest hundred.

\*\* includes funds carried over from FY 2012.

## STATE ADMINISTRATIVE COSTS

States may use up to five percent of the block grant for their state's administrative costs, with the exception of states that have very small allocations, which may use more. This administrative allotment provides states with the resources necessary to maintain strong oversight of CSBG through fiscal reporting, data collection and analysis, and ongoing assessments of CAAs. It also helps states coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of services to low-income people and avoid duplication of services. As Table 7 shows, States collectively used 4.02 percent for their administrative expenditures.

The block grant funded all or part of 492 state positions, the equivalent of 194.7 full-time state employees (FTEs). Just as the local agencies administer a number of federal and state programs in conjunction with CSBG, so do the State CSBG offices. Altogether, State CSBG offices administered 216 programs in addition to CSBG.

CSBG State administrators are housed in a variety of administrative locations, most often in a state's Social Services and/or Human Services Department or the state's Community Affairs, Community Services, or Community Economic Development Department. A few State CSBG offices are housed in departments related to health or labor and still others are in a state's executive office. State-specific details showing the administrative locations and responsibilities of CSBG State administrators are available in the Appendix.



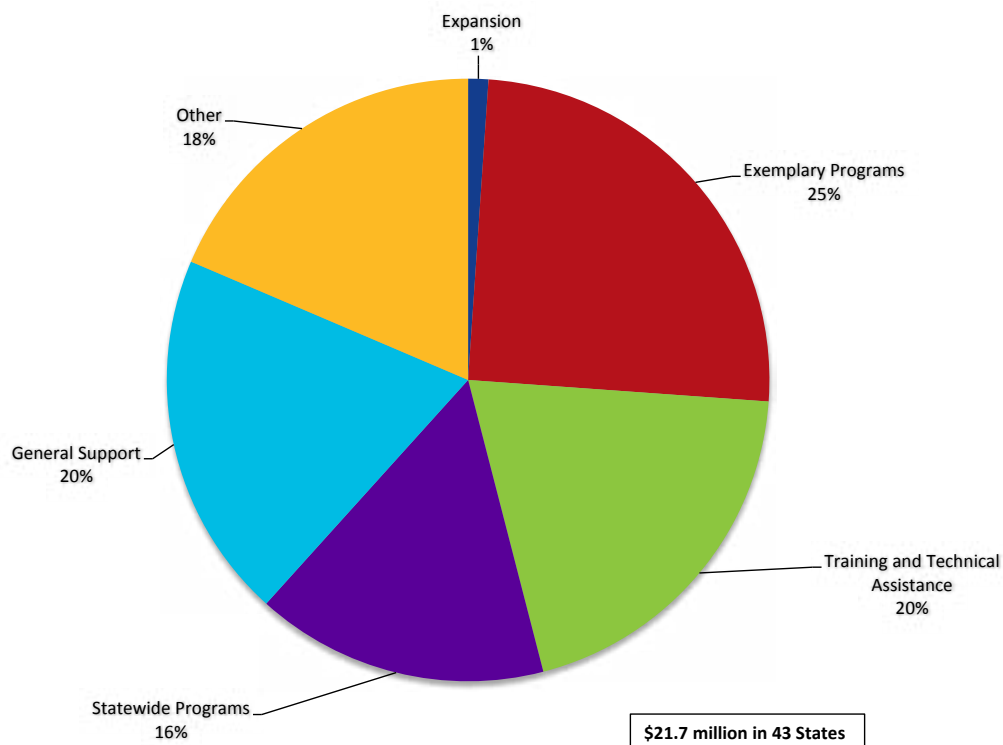
## DISCRETIONARY PROJECTS

The remaining funds may be used at the State's discretion for programs that help accomplish the statutory purposes of the block grant. Discretionary project funding by 45 states accounted for 3.51 percent of CSBG expenditures, or \$21.7 million. These expenditures included:

- Statewide initiatives, such as programs that address a particular need and involve state-level planning, research, information dissemination, coalition building, and/or intra-State coordination.
- Grants awarded to CAAs through a vigorous process that support exemplary competitive or demonstration programs to eliminate one or more causes of poverty.
- Training and technical assistance to local agencies.
- Expansion to new geographic areas.

Information for state-level initiatives funded by discretionary grants can be found in the Appendix.

**FIGURE 4: DISTRIBUTION OF CSBG DISCRETIONARY FUNDS BY PURPOSE**

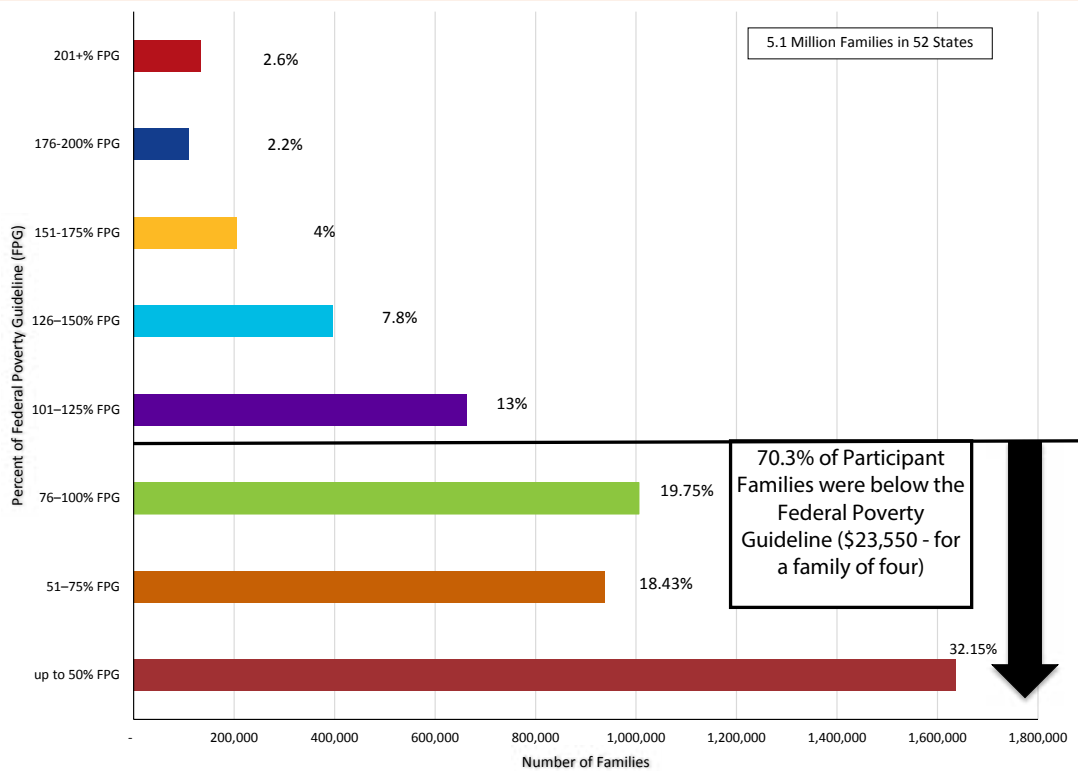


# Participants of CAA Programs

In FY 2013, CAAs in every state reported information about the participants in their programs and projects. Over 15.7 million individuals, who were members of 6.7 million families, participated in CAA programs. The CSBG IS Survey captured demographics of 80 percent of individuals and 84 percent of the families of this population. The CSBG Network serves a heterogeneous group of low-income Americans who live in a wide variety of communities. However, typical CAA program participants were White, had incomes below the Federal Poverty Guideline (FPG), and were members of families that relied on either a worker’s wages or retirement income. State-specific data on participant characteristics are available in the Appendix.

Individuals and families aided by CAAs face poverty and economic insecurity in varying degrees. Out of the five million families reporting their poverty status to CAAs, 70.3 percent were at or below the FPG, \$23,550 for a family of four. More than two million families, 32 percent, were “severely poor,” with incomes at or below 50 percent of the FPG, or below \$11,775 for a family of four.<sup>26</sup> Figure 3 shows the proportion of families with incomes at or below percentages of the FPG. Only 17 percent of all participant families had incomes higher than 125 percent of the FPG. A meager 1.3 percent of all participant families had incomes higher than 200 percent of FPG. However, many families with incomes twice as high as the official poverty level are still struggling. In other words, millions of people are either in poverty or just above it.<sup>27,28</sup> CAAs served about 20 percent of the 45.3 million Americans in poverty according to recent Census data, and over 1.5 million others with slightly higher incomes.<sup>29</sup>

**FIGURE 5: POVERTY STATUS OF CAA PROGRAM PARTICIPANT FAMILIES\***



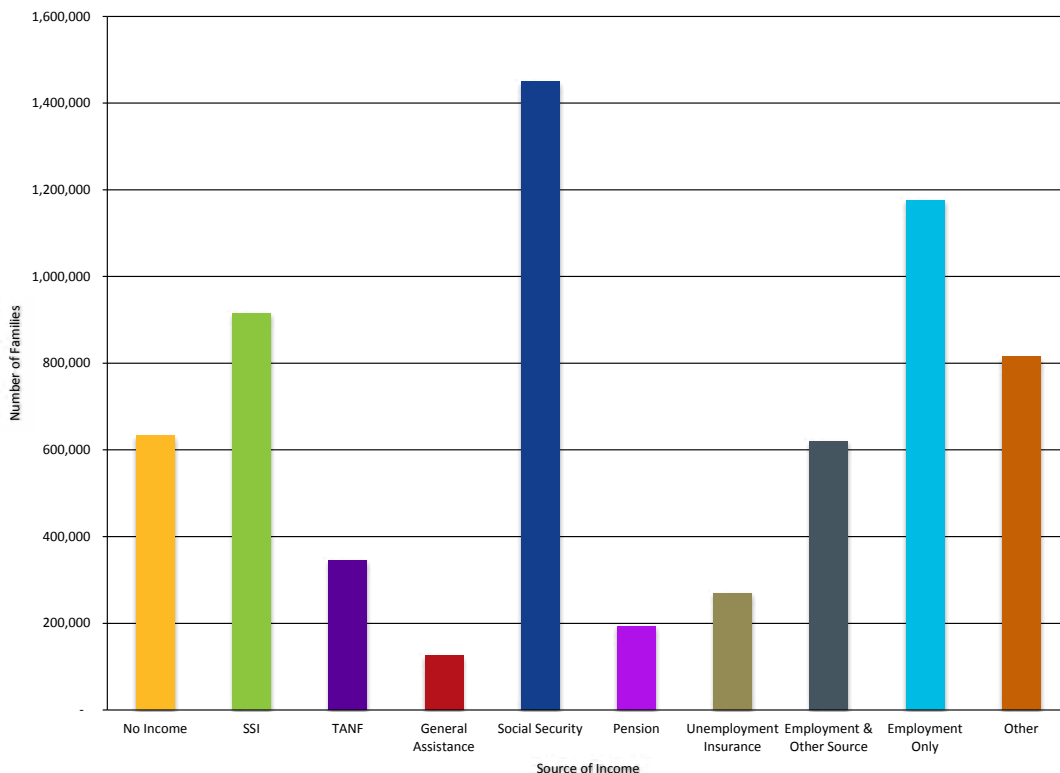
\*Percentages do not add to 100 due to rounding.

## INCOME SOURCES

Lower-income households experience significantly greater instability in their monthly incomes than higher-income households. Income sources are wages, government assistance\*, social security, pension, and other. Families have the ability to report all sources of income, not just the primary source. In addition, 633,378 families that came to their CAAs reported zero income. The following statistics outline key income trends of families in the CSBG Network who reported one or more sources of income.

- Over 85 percent of participant families reporting one or more sources of income, or 3.7 million families, included a worker, an unemployed job-seeker, or a retired worker.
- Approximately 1.2 million low-wage participant families relied solely on their wages for income.
- CAAs served 1.6 million families living on retirement income from Social Security or pensions.
- Temporary Assistance for Needy Families (TANF) provided income to less than eight percent of the families served by CAAs.

**FIGURE 6: SOURCES OF INCOME FOR CAA PROGRAM PARTICIPANT FAMILIES\*\***



\*Government assistance includes TANF and unemployment insurance.

\*\* Figure 6 includes a full list of income sources. Note that General Assistance is a state income supplement program, not a federal source of assistance.

## FAMILY STRUCTURE OF PARTICIPANTS

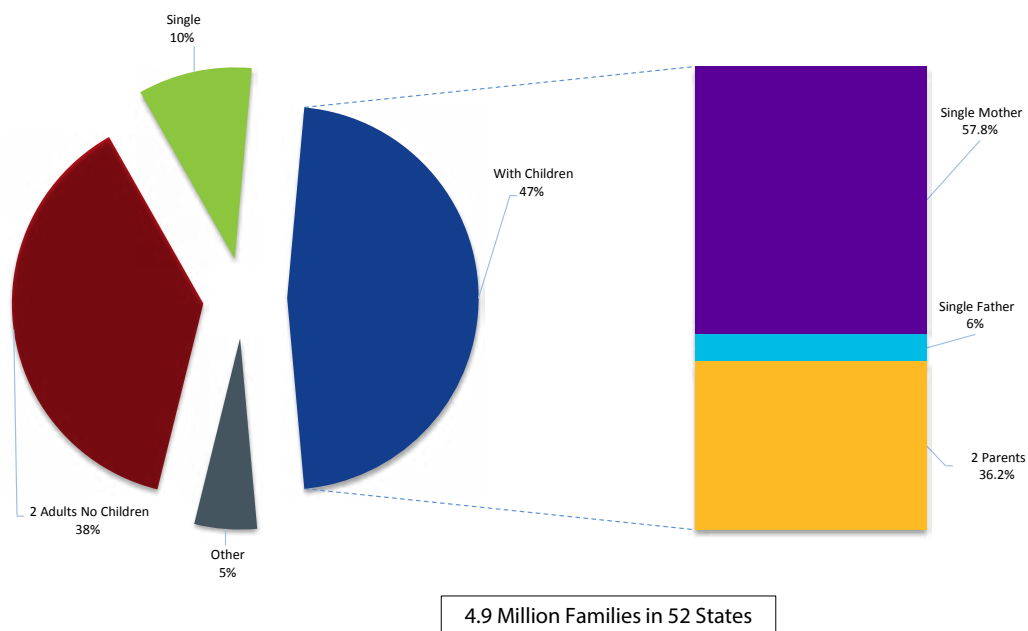
Single parent families have the highest poverty rate of all family types.<sup>30</sup> Nationally, over 30 percent of families with a female head of house lived in poverty, roughly twice the percent of male-headed households in poverty.<sup>31</sup> The annual data reflect this reality. Nearly 64 percent of all CAA program participants' households with children were single parent families.

Figure 7 illustrates that nearly 50 percent of participating families included children, out of which:

- 36.2 percent had both parents present.
- 57.8 percent were headed by a single mother.
- 6 percent were headed by a single father.
- “Other” includes families composed of children living with grandparents, or other extended family.

CAAs served almost two million two- and three-person families and more than 48,000 families with eight or more members. The average family size of the participants was 2.47 members per family.

**FIGURE 7: FAMILY COMPOSITION OF CAA PROGRAM PARTICIPANTS**



## RACE AND ETHNICITY OF PARTICIPANTS

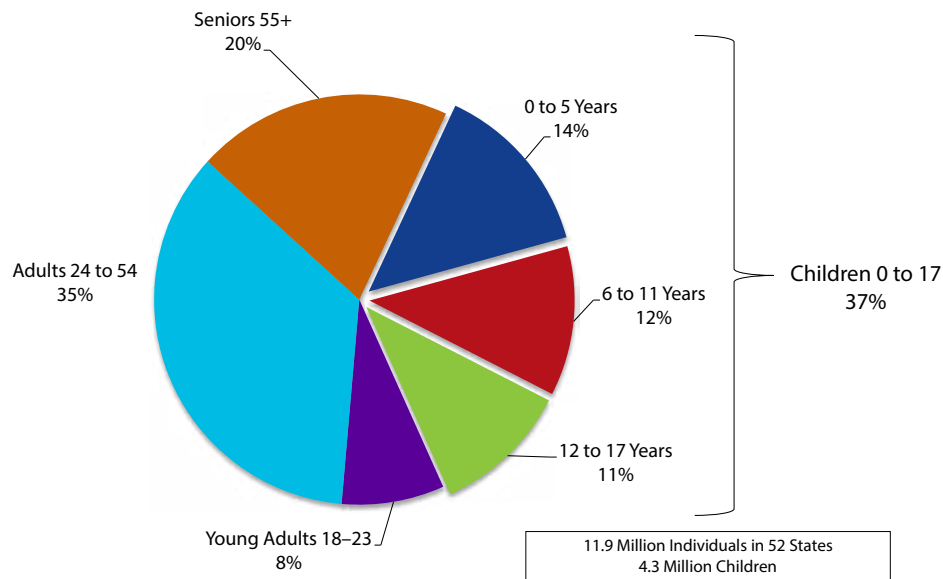
CAA program participants are ethnically and racially diverse. Ethnicity data offered by over 11.1 million individuals indicated that nearly 18 percent identified themselves as Hispanic or Latino. In fourteen states, 20 percent or more of the participants self-identified as Hispanic or Latino, reflecting Census data which states that the Hispanic population is the fastest growing in the U.S.<sup>32</sup>

Participants' survey responses reflect the following racial breakdown:

- 58.1 percent White

- 26 percent African-American
- 1.7 percent American Indian or Alaska Native
- 2 percent Asian
- 4.4 percent multi-racial
- 0.4 percent Native Hawaiian and Other Pacific Islander
- 7.4 percent of another race

**FIGURE 8: AGE GROUPS OF CAA PROGRAM PARTICIPANTS**



\*Totals do not sum to 100% due to rounding

## CHILDREN AND SENIORS IN CAA PROGRAMS

The participants in CAA programs included nearly 5.3 million children and adults under age 24. In fact, children age 17 and under made up almost 37 percent of all individuals served. Approximately 1.6 million, or 14 percent of all CAA participants, were five years of age or younger, as Figure 8 shows.

Over 20 percent of CAA program participants reporting age, or over 2.4 million people, were 55 years or older, and 39 percent of the participants in that age group were 70 years or older. CAAs helped these older participants maintain their independence and remain engaged in their communities.

## BARRIERS TO SELF-SUFFICIENCY

Most CAA program participants report facing multiple barriers to achieving economic security, including but not limited to health risks, disabilities, level of education, and homelessness.

### Health Risks

Health insurance data offered by over 9.2 million participants indicated that 32 percent were without medical insurance. Research has found that lack of health insurance is a strong predictor of future critical hardships for families at all income levels, but it is particularly strong for those with incomes below 200 percent FPG.<sup>33</sup>

### Disabilities

Disability data collected from over 10.2 million participants indicated that 19 percent of the CAA program participants were disabled. Research shows that among work-age adults with disabilities, over 65 percent are unemployed. Of those working adults, nearly one-third earn an income below the poverty level.<sup>34</sup>

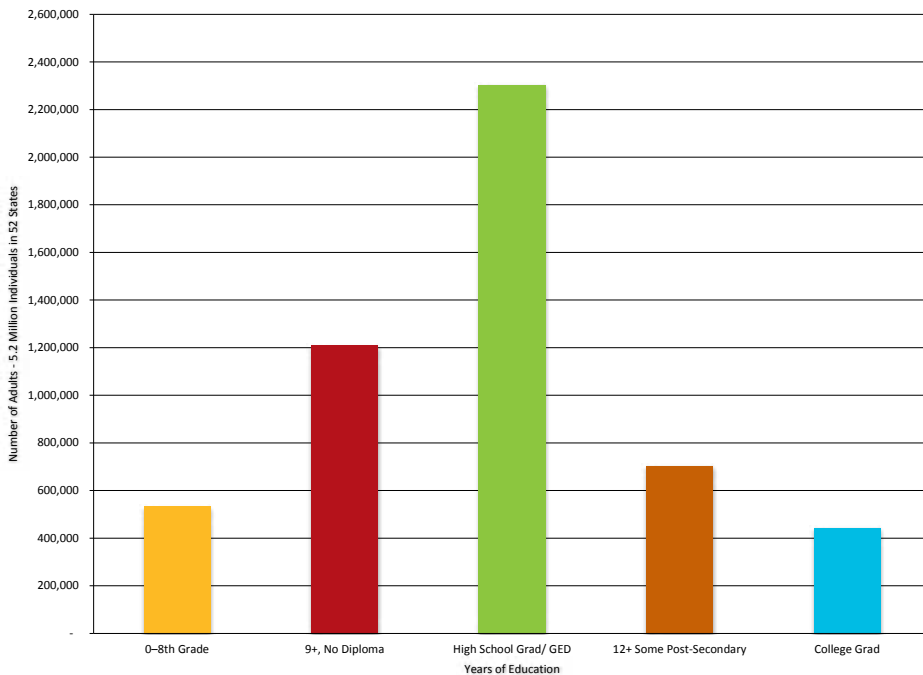
### Education Levels

Thirty-four percent of adults older than 24 reporting their educational attainment lacked a high school diploma or equivalency certificate, and only 22 percent undertook any postsecondary study. Research has found that adults with a bachelor’s degree earn 50 percent more than high school graduates and 114 percent more than those who do not have high school diplomas.<sup>35</sup> Figure 9 illustrates the distribution of educational level amongst adults served by CAAs.

### Homelessness

Housing data offered by nearly 5 million participants indicated that 3.4 percent were homeless. Homelessness does not equate to unemployment. In fact, almost half of the homeless population works, but does not earn enough to pay for housing.<sup>36</sup>

**FIGURE 9: EDUCATION LEVEL OF ADULT PROGRAM PARTICIPANTS**

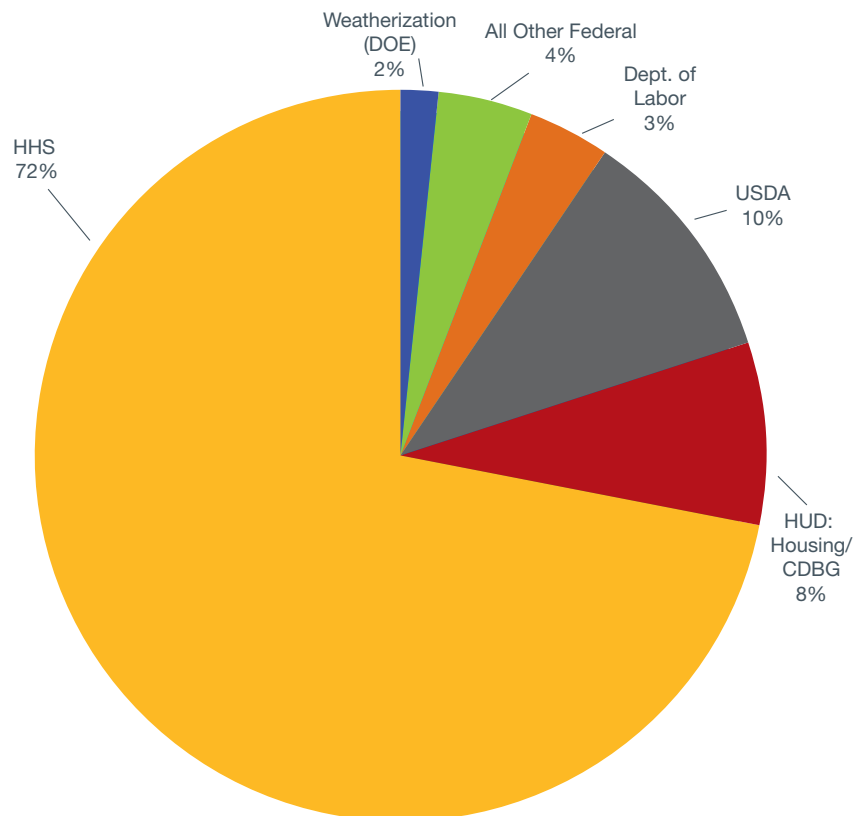


# CAA Resources

## NATIONWIDE RESOURCES

In FY 2013, CAAs were allocated financial resources totaling \$13.3 billion, including \$593 million in CSBG funding. Although CSBG is a small part of the total resources managed by CAAs, CSBG's flexibility allows them to fund staff, infrastructure, innovative programs, and activities not supported by other resources. While federal programs, predominantly those of HHS, provided more than three-quarters of non-CSBG funding allocations, as detailed in Figure 10, private partners contributed over \$1.3 billion. Volunteers contributed an additional \$295 million in value, bringing the total resources available to the CSBG Network to \$13.5 billion. Table 9 shows all allocated resource amounts, as well as the leveraging ratio as compared to CSBG. State-specific details, including federal, state, private, and local allocations, are available in the Appendix.

**FIGURE 10: FEDERAL SOURCES OF CAA ALLOCATIONS**



**TABLE 8: RESOURCES BY FUNDING SOURCE AS COMPARED TO CSBG**

FUNDING SOURCE	ALLOCATION	LEVERAGING RATIO PER \$1 OF CSBG*
<b>CSBG</b>	<b>\$593,732,178</b>	<b>\$1.00**</b>
Total Federal Sources without CSBG	\$8,576,989,665	\$14.45
Total Federal Sources with CSBG	\$9,170,721,843	
<b>State</b>	<b>\$1,594,842,716</b>	<b>\$2.69</b>
Local	\$1,162,615,713	\$1.96
Private	\$1,369,756,812	\$2.31
Value of Volunteer Hours	\$295,648,627	\$0.50
<b>Total Non-Federal Sources***</b>	<b>\$4,422,863,868</b>	<b>\$7.45</b>
<b>TOTAL ALL RESOURCES</b>	<b>\$13,593,585,710</b>	<b>\$21.90</b>

\*Calculated by dividing the funding source allocation by the CSBG allocation.

\*\*This amount not included in totals below.

\*\*\*Including value of volunteer hours

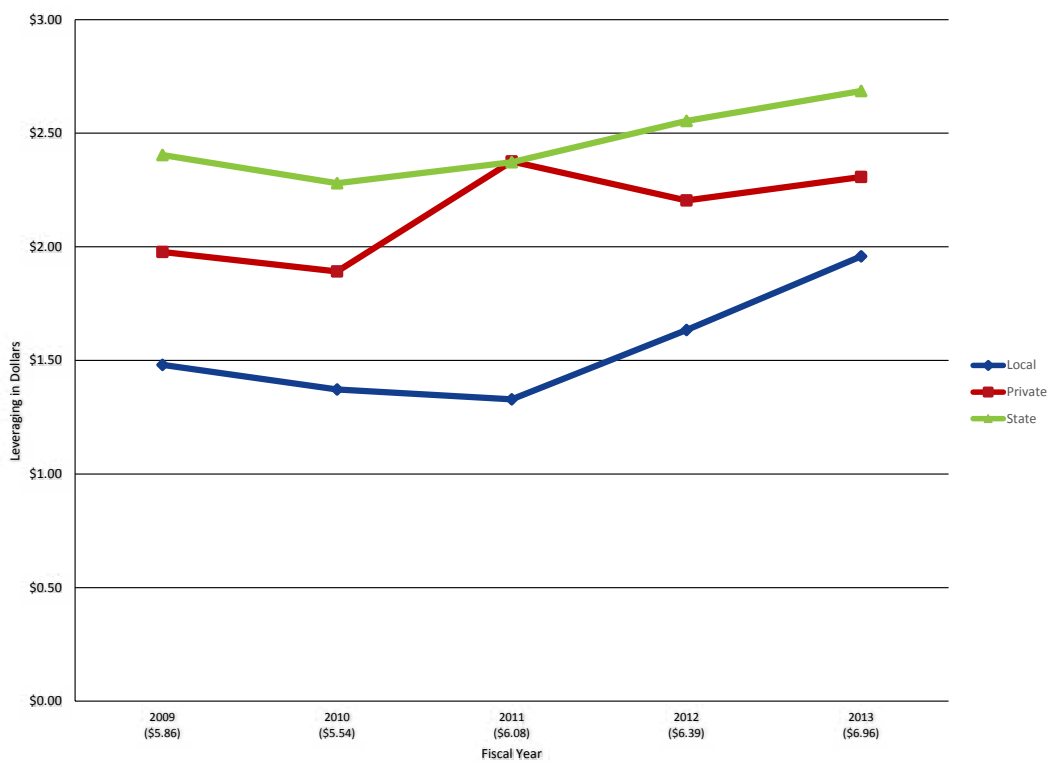
A major function of staff funded by CSBG is developing resources to meet community needs. The high leveraging ratio reflects CAAs' progress towards this goal. CAAs develop partnerships to offer opportunities for private donors, businesses, and volunteers to donate their resources or time to improve the lives of families in their communities. They also generate federal, state, and local government support by obtaining contracts, grants, and partnership agreements. The total financial resources of a given year can reflect the organization's resource development work of the previous few years.



## TRENDS IN NETWORK RESOURCES

Altogether, the allocated non-federal sources of funds matched local CSBG dollars by a ratio of \$6.95 to every dollar of CSBG. If the value of volunteer hours is included, the ratio of these resources to each CSBG dollar increases to \$7.45.<sup>37</sup> In FY 2013, the “leveraging” ratio of CSBG to non-federal funding, an important indicator of CAAs’ efficacy, was 24 percent higher than 2007 and nine percent higher than last year. Figure 11 shows the non-Federal resources leveraged by CSBG funds.

**FIGURE 11: NON-FEDERAL LEVERAGING PER CSBG DOLLAR (\$1.00)**



## CAA Uses of CSBG Funds

Although most CAAs manage multiple programs that are classified by the group served (such as the Special Supplemental Nutrition Program for Women, Infants, and Children; Crime Victims Assistance Program; or Emergency Services to the Homeless), CAA CSBG-funded projects are classified by their focus on addressing conditions that the CSBG statute identifies as major barriers to economic security. These include health, education, employment, income management, housing, emergency services, and nutrition. In order to more fully capture the work done by the CSBG Network to reduce the impact of barriers contributing to poverty, CAAs also report on their participation in statewide and national activities to increase self-sufficiency initiatives and linkages. While some categories are targeted, such as employment, education, income management, health, housing, nutrition, and emergency services, others like self-sufficiency initiatives and linkages have a broader scope.

### Self-Sufficiency Initiatives

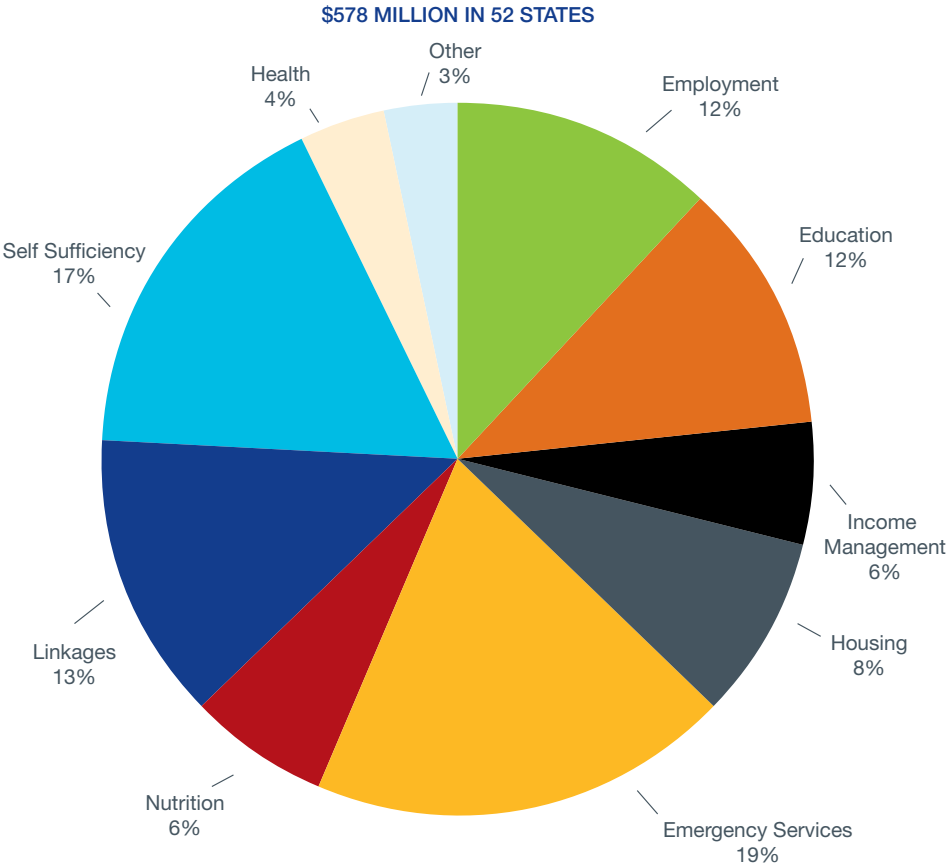
All activities funded by CSBG support the goal of increasing economic security for low-wage workers, retirees, and their families. CAAs partner with many organizations that also aim to help families and individuals become more self-sufficient. CAAs have created formal family development, case management, and self-sufficiency programs that can offer participants a continuum of services to assist them in gaining or increasing economic security. Oftentimes, these self-sufficiency programs offer support in the form of bundled services that may include programs focused on any combination of health, education, employment, income management, housing, emergency services, and nutrition services. They are tailored to each participant to meet a unique set of needs. Self-sufficiency programs provide trained staff to help families analyze their economic, social, medical, and educational goals. After the family develops a formal plan, dedicated CAA staff members identify and coordinate supportive services to help the family members attain their goals over an extended period of engagement. Nearly 17 percent of CSBG funds, over \$98 million, were used for self-sufficiency initiatives.

### Linkages

The term “linkages” describes funding for a unique local institutional role. It refers to the activities that bring together - i.e., link by mobilizing and coordinating - community members, or groups and, often, government and commercial organizations that serve many communities. Linking a variety of local services, programs, and concerned citizens is a way to combat community-wide causes and conditions of poverty. Linkages also can be observable connections, such as medical transportation, integrated databases of community resources, communications systems, or support and facilities for new community-based initiatives. CAAs mobilize initiatives that benefit entire communities, such as effective responses to predatory lending or a local business closure. Typically, CAAs must develop the investment partnerships or coalitions that support community improvement. The staff, facilities, and equipment needed for this work are often supported by CSBG. The block grant funding permits CAAs to coordinate national and State programs to meet local needs. Some CAA programs may also either fill a gap in community supports or coordinate existing facilities and services. CAAs categorized 13 percent of their CSBG expenditures, a little over \$75 million, as linkages expenditures.

Figure 12 shows how CAAs expended CSBG funds among these categories. A project in any one category might further progress toward multiple CAA goals, and many projects fall into more than one of these categories. To ensure unduplicated figures, funds are only reported under the primary category. The expenditures include agencies' CSBG funds and any discretionary funds, as well as any funds carried forward from the previous year and expended during the reporting period. States and CAAs vary in their methods for recording expenditures. Of note, while CAAs may have expended funds prior to the end of the reporting period, they may not have requested reimbursement from the state within the timeframe. This causes a variation between states' and CAAs' reported CSBG expenditures.

**FIGURE 12: CAA USES OF CSBG FUNDS**



## CAA RESOURCES HIGHLIGHTS

### Youth and Senior Expenditures

Within the service categories, CAAs reported spending nearly \$45 million in CSBG funds on programs serving youth, and approximately \$52 million in CSBG funds on programs serving seniors. Services noted under these categories were targeted exclusively to youth from ages 12 to 18, or persons over 55 years of age. Examples of youth programs include recreational facilities and programs, educational services, health services, prevention of risky behavior, delinquency prevention, employment, and mentoring projects. Seniors' programs help seniors to avoid or ameliorate illness or incapacity, address absence of a caretaker or relative, prevent abuse and neglect, and promote wellness. Expenditures made by each state for programs serving youth and seniors can be found in the Appendix.

## FUNDING AND PARTICIPANT SUMMARY

The decrease in overall funding due to the end of many Recovery Act programs was reflected in the number of people the CSBG Network was able to serve. However, CAA accomplishments in dealing with poverty through innovative community programs remain high. CAAs leveraged CSBG to greatly increase their available resources to create unique programs to improve the lives of low-income individuals and families and to address community needs. CAAs reach a large segment of the low-income population in local communities and they succeed in helping people become self-sufficient.

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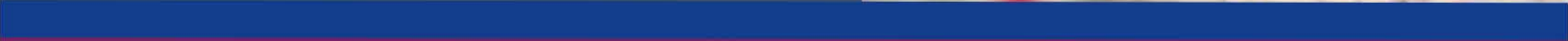
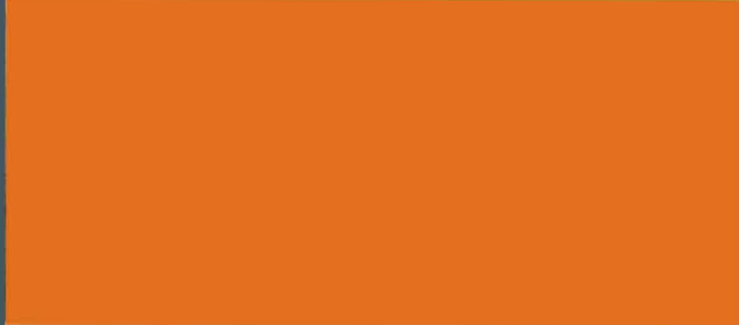
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NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS  
111 K Street, NW | Suite 300 | Washington, DC 20002  
nascsp.org | 202.624.5866

