

# COMMUNITY SERVICES BLOCK GRANT

## ANNUAL REPORT



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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.

# 2015

## Community Services Block Grant **ANNUAL REPORT**

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Community Services Programs

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## Executive Summary

The Community Services Block Grant (CSBG) is unique among federal grant programs in that it is the only comprehensive investment exclusively focused on reducing poverty. CSBG supports a state-administered, nationwide network of local agencies whose purpose is to reduce the causes of poverty in the low-income communities they serve. Funding from CSBG allows states and Community Action Agencies (CAAs) to leverage funding, strategically target the root causes of poverty at the local level, and impact health and economic security on a national scale. Every dollar invested in CSBG leveraged an average of \$21.91 of other federal, state, local, and private funds. CAAs receiving CSBG funds effectively use this powerful mix of federal, state, and local resources to address the barriers that lead to and perpetuate systemic poverty.

CAAs, also referred to as CSBG – eligible entities, are local private nonprofit and public organizations which are governed by a tripartite board composed of representatives of the low-income neighborhoods being served, elected local officials, and key private partners. Each CAA focuses their efforts on a specific community and coordinates and collaborates with their state CSBG administrators and a wide range of community partners to reduce the causes and consequences of poverty in the low-income communities they serve. CSBG funding provides a vehicle for state CSBG administrators and local leaders to create planned and coordinated interventions to ensure economic opportunity for all Americans. Due to its flexible nature, 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.

The CSBG National Performance Indicators (NPIs) are a tool for setting priorities and monitoring progress toward the broader goal of ending poverty. Individuals and families aided by CAAs face poverty and economic insecurity in varying degrees, across family and community level domains ranging from health and housing to employment and education. In FY 2014, CAAs addressed 33.3 million conditions of poverty that create barriers to economic security among low-income individuals, families, and communities, an increase of eight percent over FY 2013. The 15.9 million individuals served by CAAs represent nearly 34 percent of the 46.7 million Americans in poverty according to the most recent Census data.<sup>1</sup> According to the U.S. Census American Community Survey data, over 20 percent of the U.S. population had incomes below 125 percent of the federal poverty guidelines (FPG), and seven percent had an income below 50 percent of the poverty threshold.<sup>2</sup> Out of the approximately 5 million families reporting their poverty status to CAAs, 71.4 percent were at or below the FPG for a family of four. More than two million families, over 32 percent, were “severely poor,” with incomes at or below 50 percent of the FPG.<sup>3</sup> 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>4</sup> Data from the Bureau of Labor Statistics shows the unemployment rate trending downward, from 6.6 percent in January 2014 to 5.6 percent by December of 2014.<sup>5,6</sup> Reflecting this decreasing unemployment rate, the number of program participants gaining employment increased by 18 percent from FY 2013 outcomes. In the past year, 18 percent more people obtained employment through CSBG Network assistance, and 16 percent more people achieved a living wage employment than in FY 2013.

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 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>7</sup>

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> This focus on multiple generations is especially critical as research has shown that growing up in poverty has substantial impacts on the development and function of the brain.<sup>9,10,11,12</sup> A large body of research underscores the effectiveness of early childhood education interventions on success later in life.<sup>13</sup> Nationwide, child poverty rates remained high, at 21.1% in 2014.<sup>14</sup> The CSBG Network responded to the high child poverty levels and provided services to over 5.2 million children in FY 2014, representing over 30% of all children in poverty.

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. CSBG helps low-income Americans obtain employment, increase their education, access vital early childhood programs, and maintain their independence. The coordinated services provided by CSBG go beyond short-term interventions and strengthen long-term economic security for individuals, communities, and the nation. 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 to the CSBG Network

The Community Services Block Grant (CSBG) supports a state-administered, nationwide network of local organizations whose mission is to reduce the causes and effects of poverty in the low-income communities which they serve. The Office of Community Services (OCS) within the Department of Health and Human Services (HHS) administers CSBG funding to state grantees, the State CSBG Offices. State administrators allocate CSBG funding to local CSBG-eligible entities, also known as Community Action Agencies (CAAs), and state Community Action Agency Associations. This unique collaborative relationship between federal, state, and local leaders sets the CSBG Network apart from other federal grant programs. The network also works closely with national associations and related organizations that collaborate and participate with CSBG-eligible entities in their efforts on behalf of low-income people.

The CSBG's mission is to provide assistance to states and local communities, working through a network of Community Action Agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient. CSBG is administered at the state level and distributed to eligible entities including local private nonprofit and public CAAs, migrant and seasonal farmworker organizations, or other organizations as designated by the states.

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.
- Periodically assess their communities' needs and serve as a principal source of information about, and advocacy for, poverty-reduction actions.
- Develop strategies for increasing economic opportunity and security for their communities' low-income residents.
- Mobilize and coordinate resources and partnerships to achieve these goals.

Eligible entities, which are primarily private CAAs and public entities, usually housed in government agencies, carry out their missions by creating, coordinating, and delivering a broad array of programs and services to their communities. In FY 2014, 1,033 CSBG eligible entities provided services to low-income families, individuals, and vulnerable communities in 99 percent of U.S. counties.

This collaborative relationship between state and local administrators allows organizations to tailor their anti-poverty efforts to address specific local conditions and capitalize on the unique resources in their states. States and CAAs work together “to stimulate a better focusing of all available local, state, private, and federal resources upon the goal of enabling low-income families, and low-income individuals of all ages, in rural and urban areas, to attain the skills, knowledge, and motivation to secure the opportunities needed for them to become self-sufficient.”<sup>15</sup> Each CAA focuses their poverty reduction efforts on a specific community, under the oversight of their board and the state administrator of the CSBG funding. State CSBG administrators coordinate with other federal, state, and local programs to improve 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 tracking of metrics and performance

indicators around outcomes such as employment, education, housing, and health, which in turn inform this Annual Report.

CSBG represents a federal investment and a national commitment to reducing poverty in our nation. This commitment has created a local delivery infrastructure that responds to the national challenges that contribute to poverty in locally appropriate ways. CSBG’s results-driven approach allows States and CAAs to strategically target the root causes of poverty at the local level and measure progress toward the broad goal of ending poverty. CSBG gives local leaders the tools they need to address today’s economic concerns. Additionally, CSBG is a key resource for many CAAs and often funds cross-cutting programmatic and administrative needs. An important added benefit of receiving CSBG funding is that agencies across the nation share an institutional framework, overarching goals, and a common mission and vision.

The 2015 CSBG Annual Report contains data from FY 2014. 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.

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 ELIGIBLE ENTITIES	NUMBER OF STATES
Private Community Action Agencies	899	52
Limited Purpose Agencies	18	9
Migrant and/or Seasonal Farm Worker Organizations	6	10
Local Government Agencies	90	30
Tribes and Tribal Organizations	16	4
Other	4	2
<b>TOTAL</b>	<b>1033</b>	

# History of the CSBG Information System Survey (CSBG IS 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.

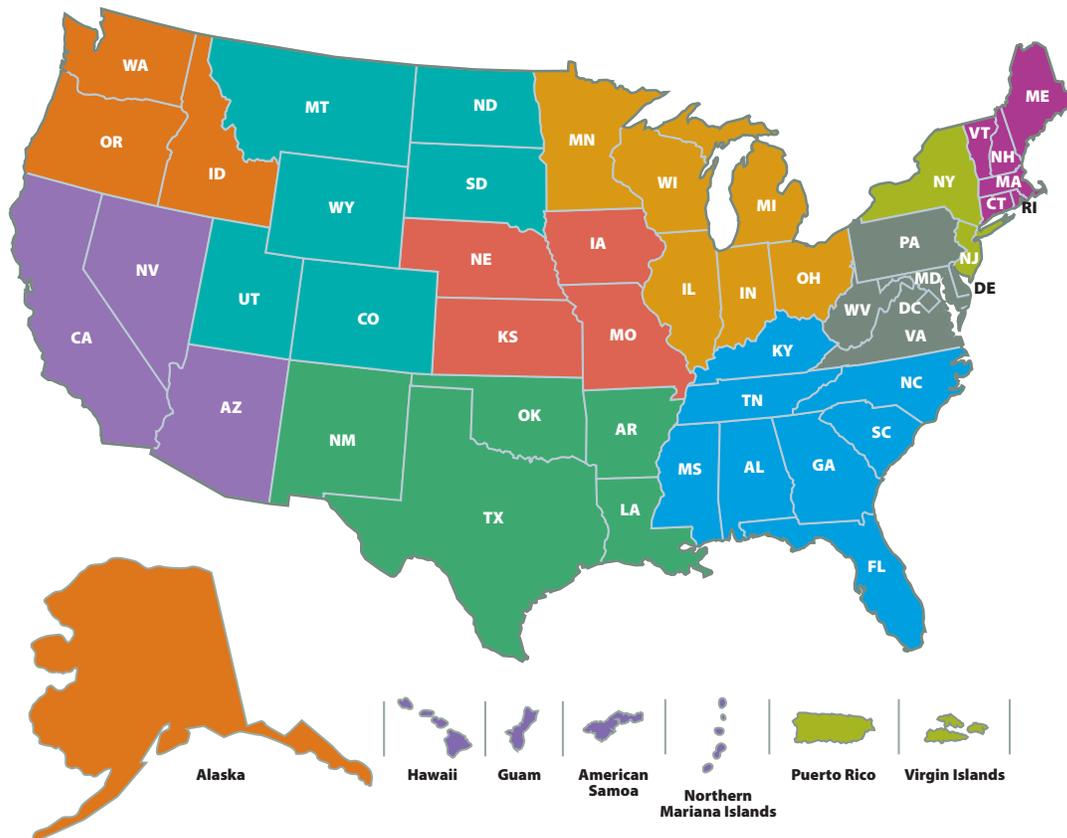
The ISTF has always been an independent committee responsible for designing the data collection tool in a manner that meets the political and management needs of the CSBG Network. The independence of the task force has been important for a number of reasons. The first is that it allows for the collection 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 U.S. Department of Health and Human Service's (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 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

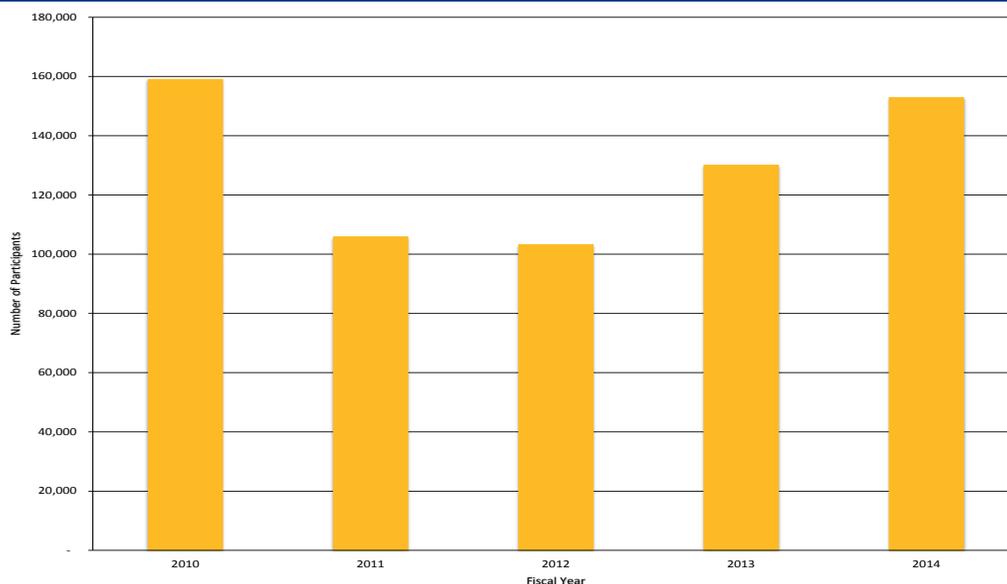
The outcomes measured by the NPIs represent some of the most common activities performed by CAAs. The CSBG allows agencies to participate in a broad range of activities to meet their communities' unique needs, and in turn capture outcome data specific to its individual programs. Not all agencies participated in the activities which generated outcomes for every NPI, nor do these indicators represent all of the outcomes achieved by agencies. This report is based on outcomes which support the NPIs, reported by states and CAAs for FY 2014. CAAs organize a range of services to have a measurable and potentially major impact on the causes of poverty in the communities served. In order to tell a more complete story, narratives about NPI outcome achievements and successes are included along with the national data. These narratives represent a cross-section of the impact that CAAs make every day in local communities through innovative strategies with the necessary support of CSBG funding.

The outcomes documented below demonstrate the CSBG Network's widespread impact on the nation's most vulnerable individuals, families, and communities. In all, the CSBG Network reduced or eliminated nearly 33.3 million barriers contributing to poverty in FY 2014. CAAs were able to leverage their CSBG dollars more effectively, expanding and maintaining highly successful program outcomes. While some participants may have received a single service in only one key area to improve their self-sufficiency, many others received multiple, bundled services. For example, a person coming to a CAA may receive support finding a job, obtain support while pursuing and securing additional education access, stable transportation, and enroll children in quality childcare.

## RESULTS OF THE COMMUNITY SERVICES BLOCK GRANT

Figure 1 shows the number of program participants who gained employment as a result of CAA initiatives over the last five years. The number of program participants gaining employment increased by 18 percent over last year's employment outcomes of 2013.

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



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

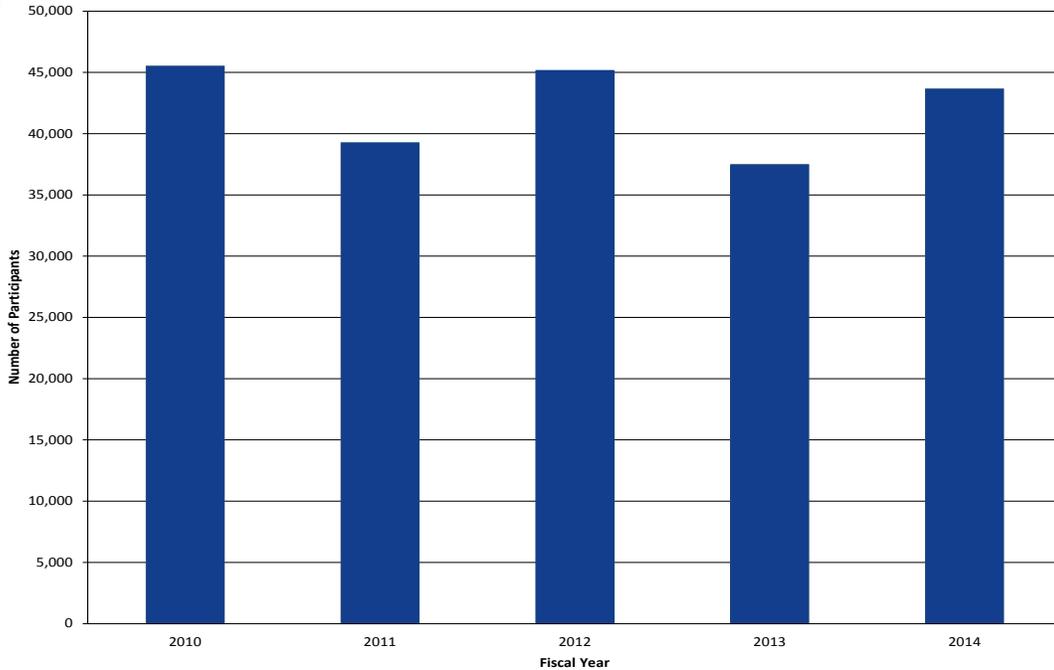


Figure 2 provides trend information for the number of CAA program participants who experienced an increase in income and/or benefits from employment as a result of CAA interventions over the past five years. The Bureau of Labor Statistics indicates that the majority of growth occurred in the agricultural and service-providing sectors, which has lower wages and benefits associated with employment compared with other sectors.<sup>16</sup> Therefore, not all jobs obtained by program participants resulted in income or benefit increases. However, as demonstrated in Figure 2, the number of individuals experiencing greater income from employment increased by 16 percent over FY 2013. Evidence from the Bureau of Labor Statistics suggest there was sufficient growth in higher-paying sectors to make this increase possible.<sup>17,18</sup>

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

**NPI 1.1: EMPLOYMENT**

The CSBG Network achieved employment outcomes:

- 152,850** Unemployed low-income people obtained a job.
- 65,544** Unemployed low-income people obtained a job and maintained it for at least 90 days.
- 43,643** Low-income people with jobs obtained an increase in income and/or benefits.
- 29,446** Low-income people achieved “living wage” employment and/or benefits.<sup>19,20</sup>

## NPI 1.2: EMPLOYMENT SUPPORTS

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

### Job Skills

**171,746** Low-income people obtained skills/competencies required for employment.

### Education

**12,894** Low-income people completed Adult Basic Education (ABE) or General Educational Development (GED) coursework and received a certificate or diploma.

**14,286** Low-income people completed postsecondary education and obtained a certificate or diploma.

### Care for Children

**252,397** Low-income people enrolled school-aged children in before and after school programs.

**218,656** Low-income people obtained child care for pre-school children or dependents.

### Transportation

**435,434** Low-income people gained access to reliable transportation and/or a driver's license.

### Health Care

**484,083** Low-income people obtained health care services for themselves or a family member.

### Housing

**163,023** Low-income people obtained safe and affordable housing.

### Food and Nutrition

**2,070,517** Low-income people obtained food assistance.

### Energy Security

**2,368,444** Low-income people obtained non-emergency Low Income Home Energy Assistance Program (LIHEAP) energy assistance.

**79,798** Low-income people obtained non-emergency Weatherization assistance.

**271,082** 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.

## Addressing Rural Poverty | First State Community Action Agency | DE SHORT TERM CAMP STRIDES TOWARDS REVITALIZATION

Delaware's First State Community Action Agency regularly address severe issues of rural poverty related to inadequate housing, lack of basic utilities and community crisis through their Strong Communities Initiative, improving the quality of life for area residents. Recently, an unprecedented need was brought to the agency's attention. An entire community consisting of 25 homes built 40 years ago as short-term residential camp housing was in desperate need of extensive intervention.

The Delaware, Maryland, and Virginia Camp, Inc. (Delmarva Camp) was originally formed to attract families to a get-away from larger urban cities. Families were able to buy a small residence through purchase of a stock certificate. The home, or "tent" as they were called, was a small structure approximately 800 square feet and situated on land owned by the Delmarva Camp. These homes were constructed from plywood with no heating, cooling, or plumbing and were intended to add to the rustic living experience. The homes were never intended to be long-term residences but that is what they became for many low-income residents. Over time, most of the tents fell into disrepair and all of them needed major renovations to be truly habitable. The community was in need of help.

The CAA stepped in to do a comprehensive evaluation of the community's needs. First State completed a community needs assessment after involving interested residents in focus groups. Several needs were identified including renovations of the housing, paved roads, street lighting, and installation of sewer and water systems.

As a partner, First State was able to guide the community through the election of officers for a civic association, establish current organization incorporation status, set up the civic association's bank account, establish a dues collection system, and negotiate utility payments for the Delmarva Camp's old unpaid electric bill to keep the street lights on. The issues of unpaved roads and sewer/water were also addressed. First State facilitated many community meetings and focus groups in addition to providing

technical assistance. Delmarva Camp made remarkable strides to becoming a self-sufficient healthy community.

With the assistance of First State Community Action Agency, Delmarva Camp also has a three-year strategic plan, regular community clean-ups and renovations to what was a dilapidated community store. The store has now been converted into a community center to host meetings and provide future service programs. The community has a direction and purpose. Because of a land ownership arrangement, the residents will decide to either relocate to better sustainable housing or subdivide the community into smaller parcels creating home-ownership opportunities for existing stock certificate holders. The community residents will collaborate on next steps to achieve either option.

First State will continue to assist Delmarva Camp's community organization as well as provide the necessary support to residents through partnership and resource building, technical assistance, and community revitalization. ❖

National Performance Indicators Addressed:

- 1.2 Employment Supports
- 2.1 Community Improvement and Revitalization
- 2.2 Community Quality of Life and Assets
- 2.3 Community Engagement
- 3.2 Community Empowerment Through Maximum Feasible Participation
- 6.4 Family Supports

## Supporting Seniors | Las Vegas Urban League | NV

# THE ROAD TO SENIOR CARE

When the Las Vegas Urban League conducted a needs assessment, their results showed that senior citizens were hardest hit by current economic challenges. In response, they developed a comprehensive plan to address urgent and ongoing needs. The CAA's wrap-around service model includes case management, transportation, congregate meals, computer classes, recreational activities, volunteer opportunities, employment, and referrals to other service providers. Through collaborations with other organizations and strategic community engagement efforts, the CAA significantly expanded services, and over 600 seniors gained increased self-sufficiency and improved health and wellness due to increased access to holistic services. ❖

National Performance Indicators Addressed:

- 2.1 Community Improvement and Revitalization
- 2.2 Community Quality of Life and Assets
- 3.1 Community Enhancement through Maximum Feasible Participation
- 4.1 Expanding Opportunities Through Community-Wide Partnerships
- 6.1 Independent Living
- 6.4 Family Supports
- 6.5 Service Counts: Addressing basic family needs

### NPI 1.3: ECONOMIC ASSET ENHANCEMENT

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

#### Tax Credits

**358,197** Low-income families in CAA tax preparation programs qualified for federal or state tax credits.

**\$494,145,940** Anticipated total tax credits.

#### Child Support Payments

**8,393** Low-income families were helped to obtain court-ordered child support payments.

**\$23,506,328** Anticipated total payments.

#### Utility Savings

**444,906** Low-income families enrolled in telephone lifeline programs and/or received energy bill discounts.

**\$100,245,769** 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

**69,843** Low-income families demonstrated the ability to complete and maintain a budget for over 90 days.

#### Open Individual Development Accounts or Other Savings

**8,477** Low-income families opened Individual Development Accounts (IDA) or other savings accounts.

#### Increase Savings

**7,443** Low-income families increased their savings through IDA or other savings accounts.

**\$4,472,862** Total savings amount.

#### Capitalize Small Business

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

**\$919,875** In savings used.

#### Enroll in Higher Education

**980** Low-income families pursued post-secondary education with accumulated savings.

**\$837,251** In savings used.

#### Purchase a Home

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

**\$3,527,661** In savings used.

#### Purchase Other Assets

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

**\$578,329** In savings used.

## Stemming the Tide | Ocean Community Economic Action Now, Inc. | NJ REBUILDING AFTER SUPERSTORM SANDY

In 2012, Superstorm Sandy devastated the communities served by a New Jersey CAA, Ocean Community Economic Action Now, Inc. (O.C.E.A.N.). Twenty-five thousand homes (10.6%) in the county were damaged. Damages estimated at \$65 billion made it the second-costliest natural disaster in United States history. The storm affected all residents of the community, but elderly and low-income households were hardest-hit. The community is partway through what is estimated to be a five to seven year recovery process.

The CAA has been a vital partner in cleanup efforts since the beginning. They joined with other community organizations to assist residents with food vouchers, home repair, and mortgage or rent assistance. The CAA sought grant funding from foundations and the state to prevent homelessness among the most vulnerable residents who lost their homes. These funds were used to provide rental assistance and ultimately to construct a number of single-family homes to replace lost, affordable housing units. So far, the CAA has served 5,868 families (10,473 individuals) with rent, mortgage, utility, or security deposit assistance, and with replacing of essential items like furniture and appliances. ❖

National Performance Indicators Addressed:

- 1.2 Employment Supports
- 2.1 Community Improvement and Revitalization
- 4.1 Expanding Opportunities Through Community-Wide Partnerships
- 6.2 Emergency Assistance
- 6.4 Family Supports
- 6.5 Service Counts: Addressing basic family needs

## 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>28,093</b>	Jobs created or saved from reduction or elimination in the community.
<b>Living Wage Jobs</b>	
<b>8,310</b>	Accessible “living wage” jobs created or preserved in the community.
<b>New Housing</b>	
<b>24,179</b>	Safe and affordable housing units created in the community.
<b>Improved or Preserved Housing</b>	
<b>143,773</b>	Existing housing units improved or preserved through construction, weatherization, or rehabilitation.
<b>Health Care Services</b>	
<b>369,534</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>139,084</b>	Child care or child development placement opportunities for low-income children created or saved from reduction or elimination.
<b>Youth Programs</b>	
<b>122,225</b>	Before or after school program placement opportunities for low-income families created or saved from reduction or elimination.
<b>Transportation</b>	
<b>2,867,520</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>117,127</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.

**Building Strong Futures | Total Community Action | LA****FIGHTING CRIME ONE UNIQUE COLLABORATION AT A TIME**

Total Community Action (TCA), the New Orleans, Louisiana CAA, leads a unique community collaboration to end violent crime and strengthen the community through comprehensive wrap-around services. The Group Violence Reduction Strategy (GVRS) balances strong consequences for street groups involved in violent crimes with a firm commitment to help individuals who want to turn their lives around.

This strategy is based on the premise that violent crime can be prevented when the cost of committing the crime is perceived by the offender to outweigh the benefits. GVRS targets geographic areas of high crime and groups that commit violent acts. The GVRS is comprised of three major components: community collaboration, organized service provision and focused law enforcement. The CAA leads the collaborative component and serves as the point of entry for potential participants.

Another component of this comprehensive program addresses job skills and employment. Partnerships with local government workforce development links job seekers to employment that leads to self-sufficiency. Employment and training services are provided through funds from the Workforce Investment Act.

Since many violent crimes are committed by teens and young adults who have themselves experienced serious trauma, another aspect of this program addresses at-risk youth in collaboration with another local non-profit to provide homeless, abandoned, trafficked, and exploited youth with housing and services. The program includes street outreach, crisis intervention, social support, healthcare, educational support, GED preparation, and job training.

To date there have been over 75 participants in the program. Forty-eight are currently enrolled, receiving some level of services, 23 previously unemployed participants are now employed and 16 are employed directly by the CAA to provide services.❖

- National Performance Indicators Addressed:
- 1.1 Employment
  - 1.2 Employment Supports
  - 2.1 Community Improvement and Revitalization
  - 4.1 Expanding Opportunities Through Community-Wide Partnerships
  - 6.2 Emergency Assistance
  - 6.3 Child and Family Development

**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:

<b>Public Policy</b>	
<b>196,538</b>	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.
<b>Community Facilities</b>	
<b>585,043</b>	Community facilities created, expanded, or saved from reduction or elimination as a result of CAA initiatives.
<b>Community Services</b>	
<b>94,137</b>	Community services created, expanded, or saved from reduction or elimination as a result of CAA initiatives.
<b>Commercial Services</b>	
<b>217,967</b>	Commercial services within low-income communities created, expanded, or saved from elimination as a result of CAA initiatives.
<b>Quality-of-Life Resources</b>	
<b>253,585</b>	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.

**Engaging Youth | Douglas Cherokee Economic Authority | TN**  
**REACHING ECONOMIC SECURITY THROUGH EMPLOYMENT SUPPORT**

The Douglas Cherokee Economic Authority in Tennessee has always been committed to improving economic security through employment support services. Doing so requires staying current with trends in the local labor market and adjusting services as needed. In late 2012, a community forum found that while there were plenty of living wage jobs available, people just didn't have the right skills to meet the bulk of employers' needs for highly skilled manufacturing workers. The CAA quickly created the Hamblen County Workforce/Education Partnership to bridge the skills gap. The partnership brought together school systems, local employers, and other community organizations to better prepare the current and future workforce to meet employers projected needs. The partnership developed curricula, made classroom presentations, coordinated student internships, conducted plant tours, and used social media to engage students' interest around careers in manufacturing. Over 400 students in grades 9 through 12 participated in these activities. ❖

National Performance Indicators Addressed:

- 1.1 Employment
- 1.2 Employment Supports
- 2.1 Community Improvement and Revitalization
- 4.1 Expanding Opportunities Through Community-Wide Partnerships

**NPI 2.3: COMMUNITY ENGAGEMENT**

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

- 765,626** Community members mobilized by CAAs to participate in community revitalization and anti-poverty initiatives.
- 39,162,169** 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:

**25,555,926** 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

**59,111**

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

**2,043**

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

#### Homeownership in the Community

**4,449**

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

#### Community Involvement

**312,991**

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

### Skating to Success | North East Kingdom Community Action | VT

## ALL WHEELS ON DECK- PROGRESSIVE EMPLOYMENT OPPORTUNITIES FOR YOUTH

Northeast Kingdom's YouthWorks pilot project provides progressive employment opportunities for youth who need opportunities for career exploration, employment preparation, and direct work experiences. The Vermont CAA's project utilizes research-based employment principles to facilitate long-term success in the context of permanent community connections. A Youth Employment Specialist works directly with local youth to identify skills, interests, and training needs. A collaboration between the CAA and area employers provides job preparation and placement services including informal interviews and job shadowing. These partnerships are vital to providing links for youth to both employment and the broader community.

A committee comprised of CAA staff, the city parks and recreation director, and youth representatives, determined that the community was in need of safe and constructive activities for youth that could also lead to employment. In response, the committee designed a concept for a new skatepark and applied for and received matching funds through a community development grant. Youth contributed to the construction of the Newport Skatepark through the YouthWorks program.

The skatepark and accompanying facility headquarters, the Skate Shack, are now a training ground for youth wanting both an athletic outlet and job skill training. The park is fully staffed by five youth throughout the summer months. They provide training and demonstrations on how to skateboard. The staff also keeps busy renting out kayaks, bikes and other outdoor gear for use in the city park as well as providing bike and skateboard repairs. Since its inception less than a year ago, 52 youth gained employment skills through the program.

Last summer, the skatepark committee, along with staff from University of Vermont Extension hosted its first Newport Skatepark Shred Fest event with vendors, live performances, skateboard competitions and music. Over

100 people attended this event. As the youth contribute to the life of the community, the project also changes attitudes about young people and the important role they play. ❖

National Performance Indicators Addressed:

- 1.1 Employment
- 1.2 Employment Supports
- 1.3 Economic Asset Enhancement and Utilization
- 2.1 Community Improvement and Revitalization
- 3.2 Community Empowerment Through Maximum Feasible Participation
- 4.1 Expanding Opportunities Through Community-Wide Partnerships
- 6.3 Child and Family Development

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

**NPI 4.1: EXPANDING OPPORTUNITIES THROUGH COMMUNITY-WIDE PARTNERSHIPS**

**188,930** Organizations worked with the CSBG Network to promote family and community outcomes.

**These organizations included:**

- 43,610** Nonprofits
- 19,249** Faith-Based Organizations
- 14,377** Local Governments
- 7,136** State Governments
- 3,905** Federal Government
- 46,290** For-Profit Business or Corporations
- 10,944** Consortiums/Collaborations
- 5,497** Housing Consortiums/Collaborations
- 9,674** School Districts
- 5,650** Institutions of Postsecondary Education/Training
- 5,032** Financial/Banking Institutions
- 12,857** Health Service Institutions
- 4,709** 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.

### Innovating Across the State | KCEOC Community Action Partnership | KY

## THINKING OUTSIDE THE BOX TO ADDRESS THE NEEDS OF A CHALLENGED COMMUNITY

KCEOC Community Action Partnership, Inc. of Kentucky, is a prime example of how local CAAs come together to address community needs with comprehensive and innovative solutions to challenges. Lacking living-wage job opportunities in the community, this state-wide CAA bought and renovated a high-tech office space and landed a partnership with the Xerox Corporation. Although the CAA Association owns the building, Xerox is not simply a tenant. In addition to providing jobs, they contract with the Association's career center to screen job applicants, schedule interviews, and provide on-the-job training. The Association hosts several job fairs each year, drawing hundreds of applicants.

The first round of hires began in August 2013. Xerox hired 50 full-time, first-shift employees with full benefits at a living wage. The second round of hires began in July 2014, hiring 45 second-shift employees, also full time and with full benefits. An additional 40 new hires are planned for the next CSBG program year. ❖

#### National Performance Indicators Addressed:

- 1.1 Employment
- 1.2 Employment Supports
- 2.1 Community Improvement and Revitalization
- 2.2 Community Quality of Life and Assets
- 4.1 Expanding Opportunities Through Community-Wide Partnerships

## 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>454</b>	Certified Community Action Professionals (CCAP)
<b>339</b>	Nationally Certified ROMA Trainers
<b>3,887</b>	Family Development Trainers
<b>13,764</b>	Child Development Trainers

#### Training Participation

<b>121,443</b>	Staff attending trainings
<b>16,155</b>	Board members attending trainings
<b>2,880,242</b>	Hours of staff in trainings
<b>102,212</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 48 ROMA and 7 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**

**2,249,952** Senior citizens received services and maintained an independent living situation as a result of services.

**Individuals with Disabilities**

**1,522,789 \*** Individuals with disabilities received services and maintained an independent living situation as a result of services.

**118,320** Of those individuals were 0-17 years old.

**405,481** Of those individuals were 18-54 years old.

**662,158** 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>5,409,545</b>	Emergency Food
<b>2,749,552</b>	Emergency Fuel or Utility Payments
<b>184,064</b>	Emergency Rent or Mortgage Assistance
<b>42,832</b>	Emergency Car or Home Repair
<b>138,481</b>	Emergency Temporary Shelter
<b>78,078</b>	Emergency Medical Care
<b>62,801</b>	Emergency Protection from Violence
<b>51,685</b>	Emergency Legal Assistance
<b>299,410</b>	Emergency Transportation
<b>30,674</b>	Disaster Relief
<b>313,149</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

- 565,922** Infants and children obtained age-appropriate immunizations, medical, and dental care.
- 1,825,269** Infants and children received adequate nutrition, assisting in their growth and development.
- 407,929** Infants and children participated in pre-school activities, assisting in developing school readiness skills.
- 351,812** Children who participated in pre-school activities became developmentally ready to enter kindergarten or first grade.

#### Youth

- 279,522** Youth experienced improved health and physical development.
- 112,716** Youth experienced improved social and emotional development.
- 86,194** Youth avoided risk-taking behavior for a defined period of time.
- 35,780** Youth reduced involvement with the criminal justice system.
- 128,537** Youth increased their academic, athletic, or social skills by participating in before or after school programs.

#### Parents and Other Adults

- 226,912** Parents and/or other adults learned and exhibited improved parenting skills.
- 252,768** Parents and/or other adults learned and exhibited improved family functioning skills.

## Leading the State | Minnesota Office of Economic Opportunity | MN ENSURING STRONG AGENCIES ACROSS THE STATE

The Minnesota Office of Economic Opportunity is one example of the leadership and support States provide to ensure strong CAAs across the state. States provide agency monitoring, training, technical assistance, and support for succession planning and training of new staff. In Minnesota last year, when one local CAA experienced significant turnover in staff responsible for the planning, implementation and reporting of CSBG related activities, representatives from the Minnesota State CSBG office provided

assistance and extended additional critical CSBG training opportunities to the agency.

State monitoring of local agencies focus on building a partnership between local agencies and the state office in order to strengthen service delivery. The goal of the partnership is to improve overall service delivery to program participants and track progress and outcomes generated by CSBG funding.

State CSBG staff understand the need for well-trained high-quality agency staff who are able to perform their duties effectively and according to state and federal regulations. The state of Minnesota facilitates training events that address the diverse needs of agencies across regions and communities. For example, last year, a panel presentation brought together program and technical assistance experts to discuss various types of agency collaboration, consolidation, and mergers. Interested program staff were linked to resources that could benefit them in developing best practices and provide them with options to consider when planning a change in their business model. The Minnesota CSBG office is particularly supportive of mergers, collaboratives, and consolidations when local boards of directors choose to move in this direction. The State is a leader in facilitating mergers between CAAs to streamline services and eliminate duplicative costs.

Beyond monitoring and training, State staff demonstrate their dedication to the overall strength of the community by regularly participating in CAA events. State staff participated in annual meeting at various agencies and presented to stakeholders about the value of the partnership between government and Community Action Agencies. The State's contributions to annual meetings also helped reinforce the collaborative commitment to anti-poverty initiatives across the state. ❖

National Performance Indicators Addressed:

5.1 Agency Development

### NPI 6.4: FAMILY SUPPORTS

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

#### Care for Children

- 45,438** Participants enrolled children in before or after school programs.
- 66,331** Participants obtained care for a child or other dependent.

#### Transportation

- 462,109** Participants obtained access to reliable transportation and/or a driver's license.

#### Health Care

- 209,977** Participants obtained health care services for themselves or a family member.

#### Housing

- 124,205** Participants obtained safe and affordable housing.

#### Food and Nutrition

- 1,389,683** Participants obtained food assistance.

#### Energy Security

- 1,450,173** Participants obtained non-emergency Low Income Home Energy Assistance Program (LIHEAP) energy assistance.
- 55,191** Participants obtained non-emergency Weatherization assistance.
- 178,783** 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 UPDATED

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

#### Services Provided

- 19,346,827** Food Boxes
- 289,197,409** Pounds of Food
- 1,644,604** Units of Clothing
- 17,514,498** Rides Provided
- 8,635,625** 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.

**Expanding Assets: A Multi-Generational Approach | Community Action Partnership of Mid-Nebraska | NE**

## **CREATING A WIN-WIN SITUATION FOR ALL**

The Community Action Partnership of Mid-Nebraska takes a two-generational approach to providing services. Working with Head Start parents and local Housing Authority clients, this CAA focuses on child development outcomes for children, while increasing financial empowerment for parents. Utilizing evidence-based research from the Aspen Institute, the MacArthur Foundation, and the Corporation for Enterprise Development, the CAA launched a project that provides essential services needed to improve financial stability and build assets and established benchmarks designed to measure successes and program outcomes.

The approach blends financial education, budgeting skill-building, debt reduction, credit repair, tax credits, free tax preparation, homebuyer education, loan assistance, increased savings, and individual development accounts. Case managers coordinate services and support families through the process of maintaining a budget and addressing barriers that arise on the path to financial independence. In the process, families learn how to open and maintain a checking account, repair bad credit, and establish savings accounts or Individual Development Accounts (IDAs), which can be used for home purchases or higher education.

The program is designed to provide intensive case-management to clients for up to three years. Initial implementation with 20 families will be replicated and expanded across the region once initial performance measures and interventions are established. ❖

National Performance Indicators Addressed:

- 1.2 Employment Supports
- 1.3 Economic Asset Enhancement and Utilization
- 3.2 Community Empowerment Through Maximum Feasible Participation
- 4.1 Expanding Opportunities Through Community-Wide Partnerships
- 6.3 Child and Family Development

## OUTCOMES HIGHLIGHTS

### Employment

The CSBG Network assisted clients with finding and maintaining employment and increasing wages or benefits. As a result of CAA involvement, over 150,000 unemployed individuals obtained jobs. 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.

However, CAAs also work to reduce or remove challenges facing job seekers. In addition to direct job-seeking and training assistance, CAAs provided many services that remove barriers to employment, such as education attainment, safe and reliable housing, and transportation. For example, to help low-income people access and maintain employment, the CSBG Network helped over 430,000 people secure reliable transportation. This is an increase of 24 percent from the previous year.

### Education

Both children and adults benefit from the educational opportunities provided by the CSBG Network. CAAs make education more accessible to low-income individuals 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 12,894 individuals obtained their ABE/GED. An additional 14,286 people completed post-secondary education programs and obtained certificates or diplomas as a result of CSBG Network assistance. As well as enrolling tens of thousands of youth in before and after-school programs, CAAs assisted more than 407,000 children to develop necessary school readiness skills through participation in pre-school activities.

### Health Care

The CSBG Network made health care more accessible to over 694,000 low-income individuals. CAAs also helped infants and children improve and maintain their health in several ways. Nearly 566,000 infants and children received necessary immunizations, medical care, and dental care. In addition, over 1.8 million infants and children received adequate nutrition, which assisted in their growth and development. Many CAAs are designated as Navigators or have trained personnel on staff.

### Energy

The CSBG Network provided energy services to approximately 4.4 million low-income individuals through the Weatherization Assistance Program (WAP), Low Income Home Energy Assistance Program (LIHEAP), and other energy programs. Low-income individuals' homes were made more energy-efficient to decrease utility payments and also positively impact health and the environment. Homes of low-income individuals 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 & 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 generally 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.

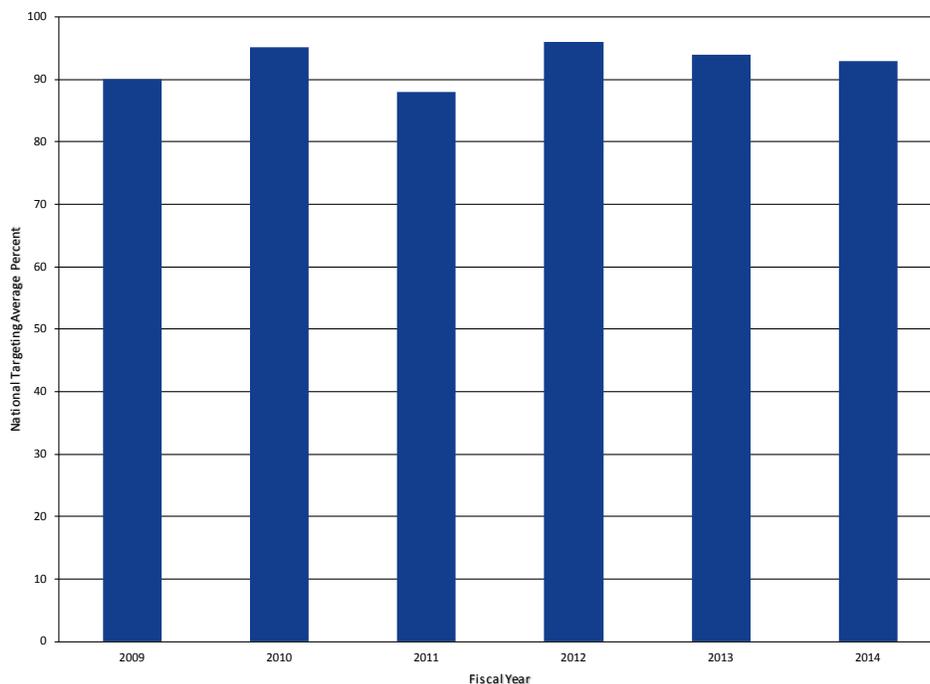
## NPI 1.1 - EMPLOYMENT

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 2014, with 865 CAAs reporting outcomes under this indicator. CAAs achieved their performance targets save for obtaining an increase in income and/or benefits by at least 87 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	260,457	156,682	152,850	97.55%
Employed and maintained a job for at least 90 days	133,558	66,480	65,544	98.59%
Employed and obtained an increase in employment income and/or benefits	95,223	48,194	43,643	90.56%
Achieved “living wage” employment and/or benefits	64,328	33,846	29,446	87.00%
<b>TOTAL</b>	<b>553,566</b>	<b>305,202</b>	<b>291,483</b>	<b>93.43%</b>

**FIGURE 3: NPI 1.1 TARGETING PERCENTAGE, FY 2009-FY 2014**



### 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 achieved their outcome goals for Economic Asset Enhancement and Utilization in FY 2014, with 820 CAAs reporting outcomes under this indicator. Achievements of targets were high, with CAAs achieving their performance targets by at least 82 percent in all but two measures. The purchase of and saving for homes typically results in lower numbers in comparison to the other indicators. Evidence from HUD suggests low-income families “face significant barriers to sustainable homeownership,” and the purchase of and saving for homes by CAA participants typically results in lower numbers in comparison to the other indicators.<sup>21</sup> Additionally, the number of CAA participants purchasing a home has been on a steady decline since FY 2010, reflecting the falling homeownership rates reported in the U.S. Census.<sup>22,23</sup> Research suggests that the decreasing homeownership rate can be linked to the rising number of renters.<sup>24</sup> It is also important to note that many of these indicators and associated outcomes may take periods of longer than one year to achieve, and many of the individuals enrolled continue to work towards achievement of outcomes over program years.

**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	579,412	336,832	358,197	106.34%
Received court-ordered child support	22,142	9,144	8,393	91.79%
Received telephone and energy discounts	493,613	446,740	444,906	99.59%
Developed/maintained a family budget for 90 days or more	90,941	70,136	69,843	99.58%
Opened Individual Development Account (IDA)	18,783	10,816	8,477	78.37%
Increased savings through IDA or other savings accounts	13,411	7,465	7,443	99.71%
Used IDA to capitalize a business	2,764	620	477	76.94%
Used IDA to pursue higher education	3,906	1,188	980	82.49%
Used IDA to purchase a home	4,244	1,180	983	83.31%
Used IDA to purchase other assets	2,293	815	684	83.93%
<b>TOTAL</b>	<b>1,231,509</b>	<b>884,936</b>	<b>900,383</b>	<b>90.21%</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 2014, with 991 CAAs reporting outcomes for this indicator. CAAs responded to at least 82 percent of most emergency needs for low-income families. One measure with increased need, emergency rent or mortgage assistance, was only met 62 percent of the time. This percentage has not changed much over the past several years and rarely rises above 65 percent, indicating a chronic need for housing assistance in low-income communities across the nation, and a lack of targeted funding.<sup>25</sup> Similarly, CAAs saw a spike in need for car and home repair services, and were only able to meet the need less than 75 percent of the time.

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

PERFORMANCE MEASURE	EMERGENCY SERVICE	INDIVIDUALS SEEKING SERVICE	INDIVIDUALS RECEIVING SERVICE	EMERGENCY NEEDS MET
<b>Strengthened individuals and families via emergency assistance</b>	Emergency Food	5,511,035	5,409,545	98.16%
	Emergency Fuel or Utility Payments	3,051,847	2,749,552	90.09%
	Emergency Rent or Mortgage Assistance	296,214	184,064	62.14%
	Emergency Car or Home Repair	57,253	42,832	74.81%
	Emergency Temporary Shelter	166,572	138,481	83.14%
	Emergency Medical Care	89,758	78,078	86.99%
	Emergency Protection from Violence	73,430	62,801	85.52%
	Emergency Legal Assistance	58,714	51,685	88.03%
	Emergency Transportation	363,119	299,410	82.46%
	Disaster Relief	36,410	30,674	84.25%
	Emergency Clothing	314,984	313,149	99.42%
<b>TOTAL</b>		<b>10,019,336</b>	<b>9,360,271</b>	<b>85%</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 891 CAAs reporting outcomes for this indicator. CAAs were able to exceed their targets for most of the measures in this indicator.

**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	598,602	542,809	565,922	104.26%
Improved nutrition (physical health)	1,779,987	2,049,441	1,825,269	89.06%
Achieved school readiness skills	438,520	392,055	407,929	104.05%
Improved developmental readiness for kindergarten or first grade	435,823	474,722	351,812	74.11%
<b>Youth</b>				
Improved health and physical development	331,071	239,385	279,522	116.77%
Improved social and emotional development	151,688	113,048	112,716	99.71%
Avoided risk-taking behaviors	126,396	83,591	86,194	103.11%
Reduced involvement with the criminal justice system	74,545	38,090	35,780	93.94%
Increased academic, athletic, and social skills	165,302	121,192	128,537	106.06%
<b>Adults</b>				
Improved parenting skills	274,575	226,493	226,912	100.18%
Improved family functioning skills	290,907	255,519	252,768	98.92%
<b>TOTAL</b>	<b>4,667,416</b>	<b>4,536,345</b>	<b>4,273,361</b>	<b>99.11%</b>

## TARGETING SUMMARY

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. It is important to reiterate that many of these indicators and associated outcomes may take periods of longer than one year to achieve, and many of the individuals enrolled continue to work towards achievement of outcomes over program years. Additionally, the effects of recession and continued economic instability are variables outside of agency's control, and affect targeting projections.

CAAs are able to use trend data and the ROMA cycle to modify and situate their programs and services in anticipation and are highly successful at modifying and responding to changes in the communities in which they operate to achieve relatively high percentages of their projected outcomes. Targeting is an essential part of the CSBG Network's capacity to anticipate, plan, and respond to needs in the communities, and facing the families and individuals served throughout the year.

## State Uses of CSBG Funds

In FY 2014, Congress appropriated over \$657 million for the CSBG Act.<sup>25</sup> States were allocated \$648.6 million and tribes and territories were allocated nearly \$9 million. In addition, the CSBG Act provides for community economic development and rural facilities grants that were funded at approximately \$33 million.<sup>26</sup> Some CAAs received these grants, which are separate from their regularly appropriated CSBG allocations.

There are three allowable uses for State CSBG funds: grants to local eligible entities, state administrative costs, and discretionary projects. During FY 2014, \$615.3 million was expended by states, including nearly \$133.2 million carried over from FY 2013. States allocated over 92 percent of these funds to eligible entities, totaling over \$566 million. The remainder was allocated for state administrative expenses, discretionary funding, and supporting the infrastructure and operations related to managing the CSBG funding. The block grant-funded state personnel coordinate multiple programs, manage systems to avoid duplication, and oversee and evaluate the continuity of services and activities provided by CAAs.

It is critical to understand the nature of the CSBG distribution of funding. The Congressional allocation includes funding for tribes, territories, discretionary grants at the national level, and funding for the states. Each state receives a yearly CSBG allocation, but by statute, has a two-year period over which to spend the allocation. Therefore, the total amount of CSBG funding that each state has access to on a yearly basis includes a yearly allocation, plus carryover from the prior year, and minus any funding the state decides to carry forward into the second year period. At the state level, per the statute, the state is obligated to allocate 90 percent of the yearly Congressional allocation to local agencies. Additionally the state may keep five percent of the yearly Congressional allocation for state administrative expenses, and 5 percent for discretionary funding at the state level, which may go to a CAA or to an organization that is not a CAA. Each agency therefore, has CSBG funding that may have been carried over from the prior year, the current state allocation, and any discretionary funding, as well as other federal, state, local, and private sources of funding, which also vary by year. As an added factor, each state runs a state fiscal year, which may or may not align with the federal fiscal year. These factors combine to create a funding environment in which allocations and expenditures are unlikely to match precisely. State fiscal years, additional sources of federal, state, local, and private funding, and additional state-wide breakdowns of funding can be found in the Appendix.

### GRANTS TO LOCAL ELIGIBLE ENTITIES

The CSBG statute requires not less than 90 percent of the state block grant to be allocated to local eligible entities. States allocated over \$566 million, or 92 percent, to the 1,033 CAAs, as shown in Table 6. These funds supported direct services to low-income individuals and communities as well as the management, infrastructure, and operations of the CAAs. The block grant-funded local personnel 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 was 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 6: USES OF CSBG FUNDS**

USE OF FUNDS	AMOUNT ALLOCATED*	NUMBER OF STATES	PERCENTAGE OF FUNDING ALLOCATED
Grants to Local Eligible Entities	\$566,381,3634	52	92.05%
State Administrative Costs	\$26,026,437	52	4.21%
Discretionary Projects	\$23,018,574	46	3.74%
<b>TOTAL EXPENDED IN FY 2014**</b>	<b>\$615,323,374</b>	<b>52***</b>	<b>100%</b>
Carried Forward to FY 2015	\$142,136,389	42	

\*Expended funding may differ from allocated funding based on carryover and differing fiscal years and contracts based on state variances.

\*\* This includes funds carried over from FY 2013.

\*\*\*Includes 50 states, District of Columbia, and Puerto Rico. This is an unduplicated count of states in FY 2014.

## STATE ADMINISTRATIVE COSTS

No state may spend more than \$55,000, or five percent of the block grant for state administrative costs. 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 and among 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 4.21 percent for their administrative expenditures.

The block grant funded all or part of 546 state positions, and an additional 214.15 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 an average of four programs per state, 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.

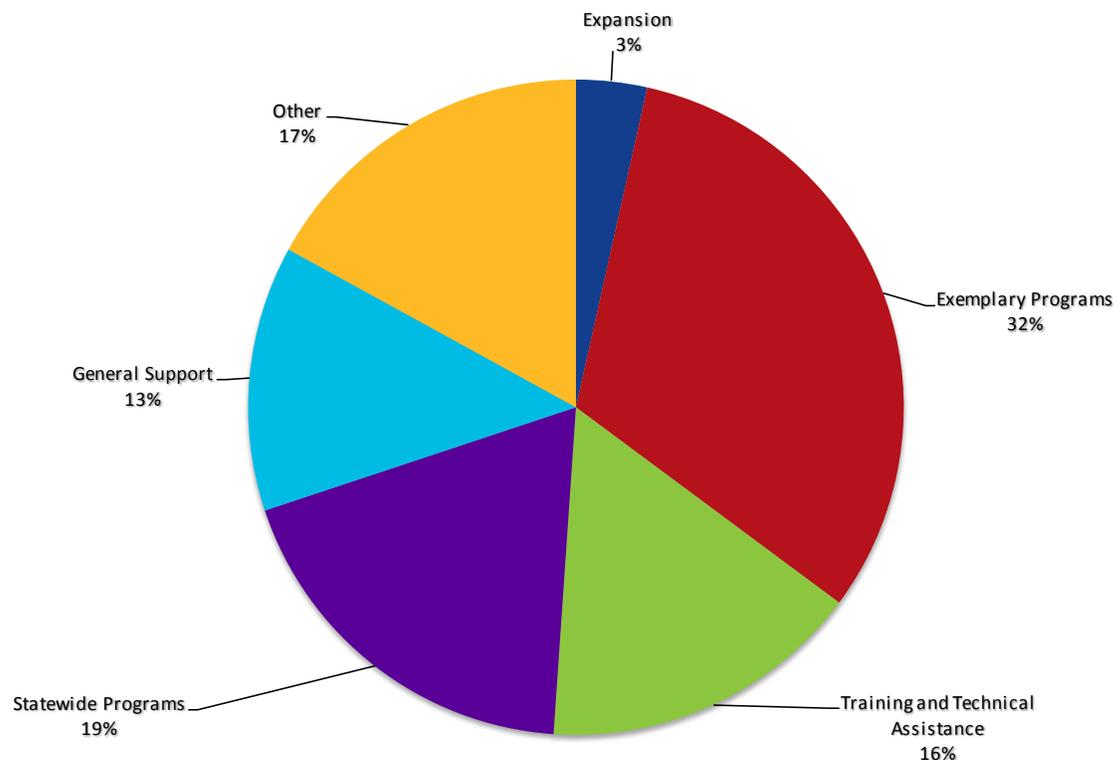
## DISCRETIONARY PROJECTS

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 46 states accounted for 3.74 percent of CSBG expenditures, or \$23 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**



**\$23.1 million of discretionary funding expended in 45 States in FY14**

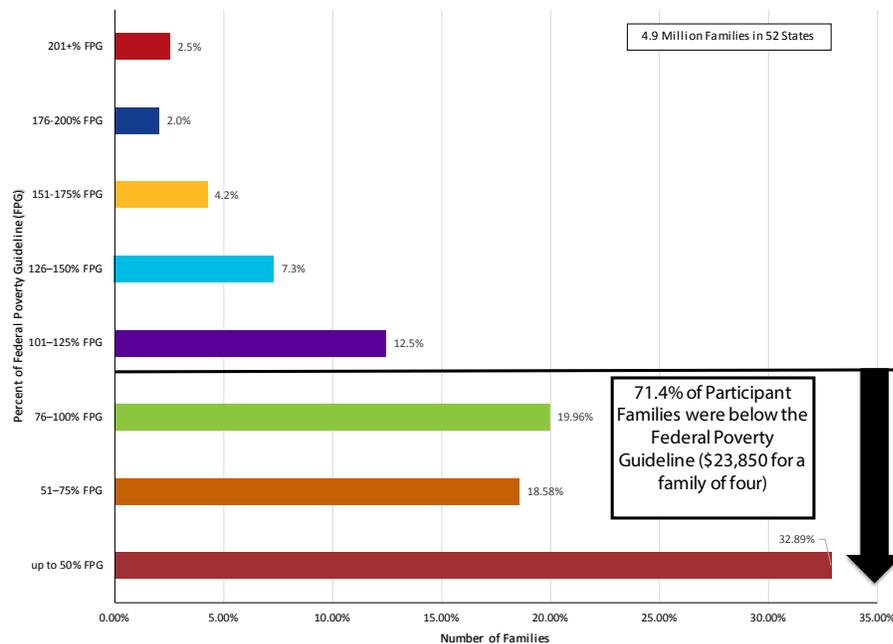
# Participants of CAA Programs

In FY 2014, CAAs in every state reported information about the participants in their programs and projects to the state CSBG office. Over 15.9 million individuals and members of 6.8 million families participated in CAA programs. The CSBG IS Survey captured various demographic data for 78 percent of individuals and 82 percent of the families of this population.<sup>27</sup>

The CSBG Network serves a heterogeneous group of low-income Americans who live in a wide variety of communities. However, the average CAA program participants were white, had incomes below the Federal Poverty Guidelines (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. However, data show that CAAs serve some of the poorest, and most vulnerable populations in the U.S. The 15.9 million individuals served by CAAs represent nearly 34 percent of the 46.7 million Americans who, according to the most recent census data, live in poverty.<sup>28</sup> According to the US Census Bureau’s American Community Survey data, over 20 percent of the U.S. population had incomes below 125 percent of the poverty threshold and seven percent had an income below 50 percent of the poverty threshold.<sup>29</sup> Out of the approximately 5 million families reporting their poverty status to CAAs, 71.4 percent were at or below the FPG of \$23,850 for a family of four. More than two million families, over 32 percent, were “severely poor,” with incomes at or below 50 percent of the FPG, or below \$11,925 for a family of four.<sup>30</sup> This client data indicates that CAAs are successful in targeting and serving populations most in need of their services and programs. Figure 5 shows the proportion of families with incomes at or below percentages of the FPG.

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



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

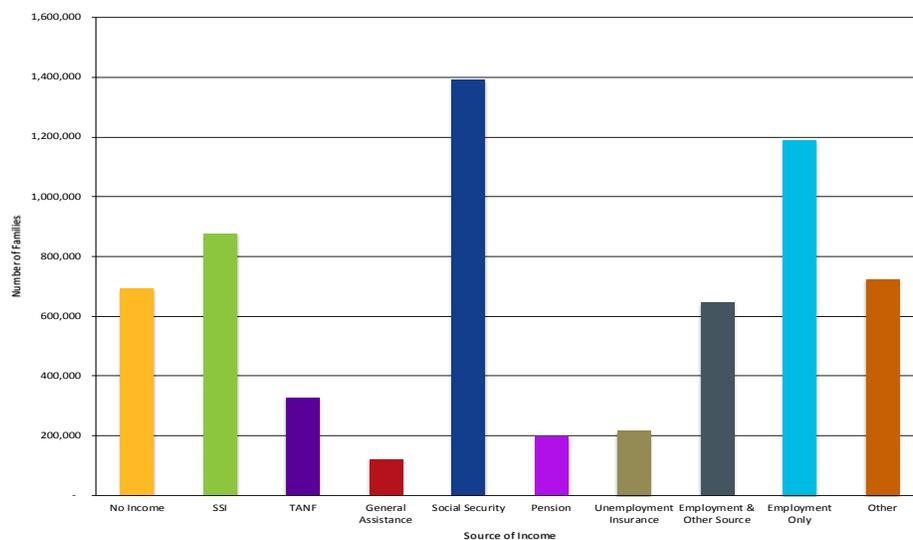
## INCOME SOURCES

Low-income households experience significantly greater instability in their monthly incomes than high-income households. Income sources are wages, government assistance, social security, pension, and other types of resources. Families report all sources of household income, not just the primary source. In addition, 692,329 families that came to 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.

- Nearly 50 percent of participant families reporting one or more sources of income indicated that some or all of their income comes from employment.
- Approximately 88 percent of participant families include a worker, an unemployed job-seeker, or a retired worker as contributing to their income sources.
- Approximately 1.2 million low-wage participant families relied solely on wages for income.
- CAAs served nearly 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.

According to recent Census Bureau analysis, the poverty rate for working households in 2014 was 6.9 percent.<sup>31</sup> While this rate was lower than it had been two years earlier, it is still higher than pre-recession rates of 6%. In addition, incomes have not returned to their pre-recession rates. As a result, many more low-income working families are not making ends meet and need CAA services to help them maintain employment and achieve a better, living wage job.

**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.

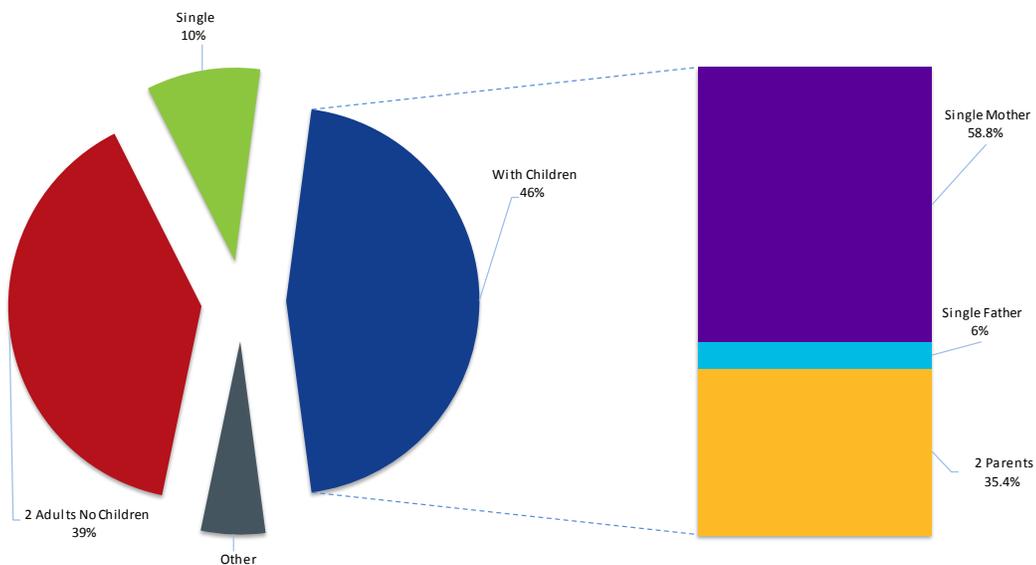
## FAMILY STRUCTURE OF PARTICIPANTS

CAAs served almost 1.9 million two-person and three-person families and more than 42,000 families with 8 or more members. The average family size of the participants who were surveyed was 2.44 members per family.

Of the participants reporting family size, nearly ten percent of all families were people who lived alone, 39 percent reported two adults living alone with no children, and 46 percent of participating families who provided information on their family size indicated they had children in their family. Nearly 65% of all CAA program participants' households reporting children were single parent families. Research shows that families headed by a single parent are more likely to be living at or below the poverty line - 24% of single fathers and 43% of single mothers.<sup>32</sup> Figure 7 illustrates that of the 46 percent of participating families who indicated they had children in their family:

- 35.4 percent had both parents present.
- 58.8 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.

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



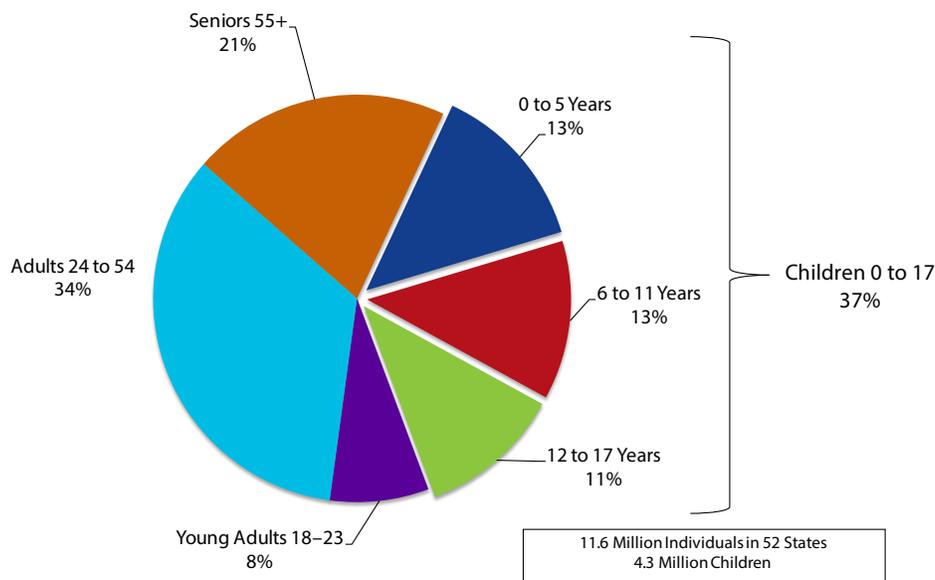
## RACE AND ETHNICITY OF PARTICIPANTS

CAA program participants are ethnically diverse, reflecting the diversity of the communities they serve across the country. Of the 15.9 million individuals served, over 10.7 million reported their race or ethnicity data to Community Action Agencies. Ethnicity data indicated that nearly 18 percent self-identified themselves as Hispanic or Latino.<sup>33</sup> In 18 states, 20 percent or more of the participants self-identified as Hispanic or Latino.

The following racial breakdown reflect participants' voluntarily-provided responses:

- 27.09 percent African-American.
- 1.7 percent American Indian or Alaska Native.
- 2.29 percent Asian.
- 3.95 percent multi-racial.
- 0.35 percent Native Hawaiian and Other Pacific Islander.
- 56.86 percent White.
- 7.78 percent of another race or declined to disclose.

**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 4.3 million children under the age of 18. The Census Bureau reports that the poverty rate for children under 18 is over 21 percent.<sup>34</sup> Reflecting this fact, children aged 17 and under made up more than 37 percent of all individuals served. Additionally, approximately 1.6 million, or 13 percent of all CAA program participants, were 5 years of age or younger, as Figure 8 shows. Child poverty is an urgent need across the nation and CAAs are working to alleviate the effects of poverty on this vulnerable population.

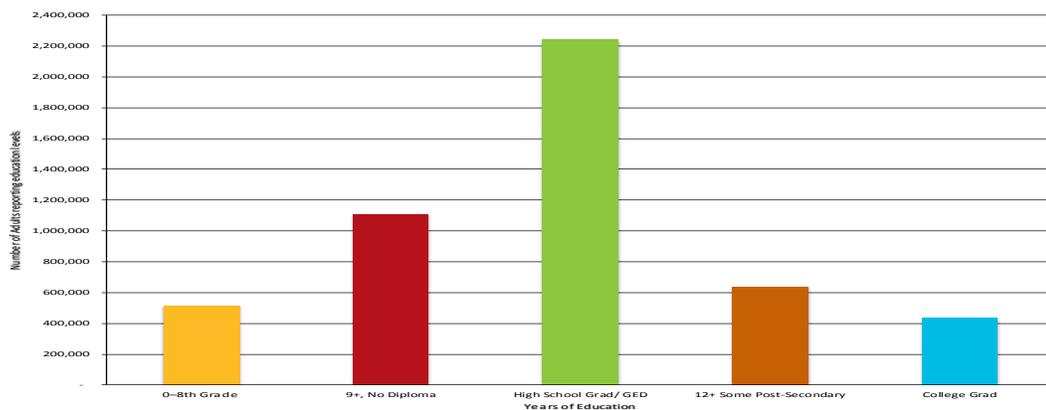
Nearly 2.4 million people, over 20 percent of CAA program participants reporting age, were 55 years or older, and nearly 8 percent of the participants in that age group were 70 years or older. CAAs helped these older participants maintain their independence and remain engaged in their communities.

## BARRIERS TO SELF-SUFFICIENCY

Many CAA program participants face multiple barriers to achieving economic security, such as lack of health insurance, or education, living with a disability, and homelessness. Health insurance data offered by over 9 million participants indicated that 27 percent were without medical insurance. In FY 2014, 16 percent less people reported being uninsured than in FY 2013. CAAs across the nation were involved in certifying Navigators and working to enroll clients in the Health Insurance Marketplace, as established by the Patient Protection and Affordable Care Act (PPACA). Research shows that lack of health insurance is a strong predictor of future critical hardships for families at all income levels, but is particularly strong for those with incomes below 200 percent of the Federal Poverty Guidelines.<sup>35</sup> For this reason, the work that CAAs do in the area of health services is especially significant in ending a cycle of poverty that impacts families now and for generations to come.

Research also shows 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>36</sup> 33 percent of adults over age 24 reporting their educational attainment to CAAs lacked a high school diploma or equivalency certificate, and 45 percent of CAA program participants reported a High school diploma or a GED as their highest educational attainment as shown in Figure 9. CAAs’ efforts to improve educational levels for program participants is a key investment.

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



Data collected from nearly 10.2 million participants indicated that 18 percent of the CAA program participants were disabled. Research shows that among working-age adults with disabilities, only 17.1 percent were employed. Also, persons reporting disabilities are more likely to be over 65 years of age.<sup>37</sup> CAAs are critical in assisting people with disabilities to find employment, improve their quality of life, and maintain an independent living situation.

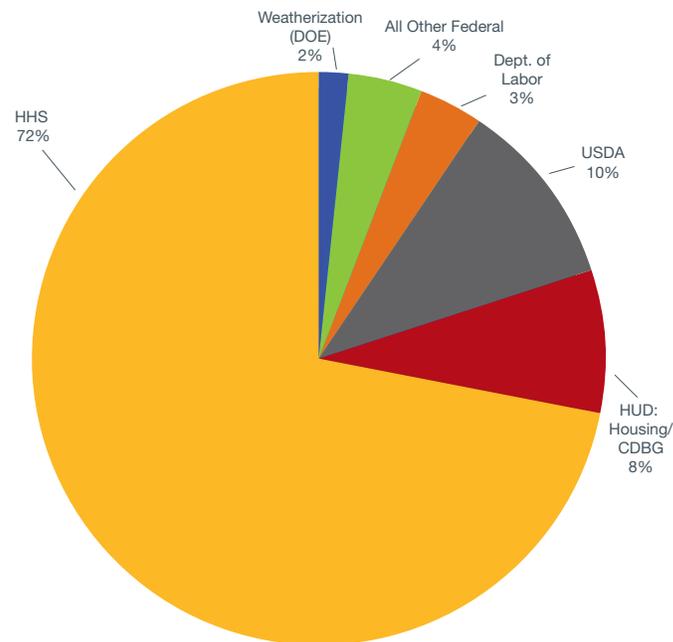
Housing data offered by a little fewer than 5 million participants indicated that 3.8 percent were homeless. This number rises to 10 percent when including clients who report living with friends and family for an extended period of time. Homelessness, though, does not equate to unemployment. Almost half of the homeless population works, but does not earn enough to pay for housing. However, homelessness does contribute to many other social and economic challenges. For example, research shows a cyclical relationship between health and homelessness.<sup>38</sup> Homelessness leads to poor health, and poor health can lead to homelessness. CAAs provide critical services to help alleviate homelessness and its effects through housing, health services, and other supportive programs.

# CAA Resources

## NATIONWIDE RESOURCES

In FY 2014, CAAs were allocated financial resources totaling \$13.5 billion from federal, local, state and private sources of funding, including \$619 million from CSBG. Although CSBG is a small part of the total resources managed by CAAs, its flexibility allows them to fund staff, infrastructure, innovative programs, and activities not supported by other resources. While federal programs, predominantly those of HHS, provided nearly three-quarters of non-CSBG funding allocations, as seen in Figure 10, private partners contributed over 1.4 billion. Volunteers contributed an additional \$283 million in value, bringing all total resources to over \$13.8 billion. Table 7 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 Appendix B.

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



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 fiscal years. Altogether, the non-federal sources of funds matched local CSBG dollars by a ratio of \$7.50 to every dollar of CSBG. If the value of volunteer hours is included, the ratio of these resources to each CSBG dollar increases to \$7.96 for a total of \$21.31 dollars leveraged per dollar of CSBG.

**TABLE 7: RESOURCES BY FUNDING SOURCE AS COMPARED TO CSBG**

FUNDING SOURCE	ALLOCATION	LEVERAGING RATION PER \$1 OF CSBG
<b>CSBG</b>	<b>\$619,112,833</b>	<b>\$1.00**</b>
All Federal Programs (minus CSBG)	\$8,263,979,682	\$13.35
State Sources	\$1,620,890,916	\$2.62
<b>Local Sources</b>	<b>\$1,605,475,420</b>	<b>\$2.59</b>
Private Sources	\$1,419,882,424	\$2.29
Value of Volunteer hours	\$283,925,725	\$0.46
Total Non-Federal Sources***	\$4,930,174,485	\$7.96
<b>TOTAL ALL RESOURCES</b>	<b>\$13,813,267,000</b>	<b>\$21.31</b>

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

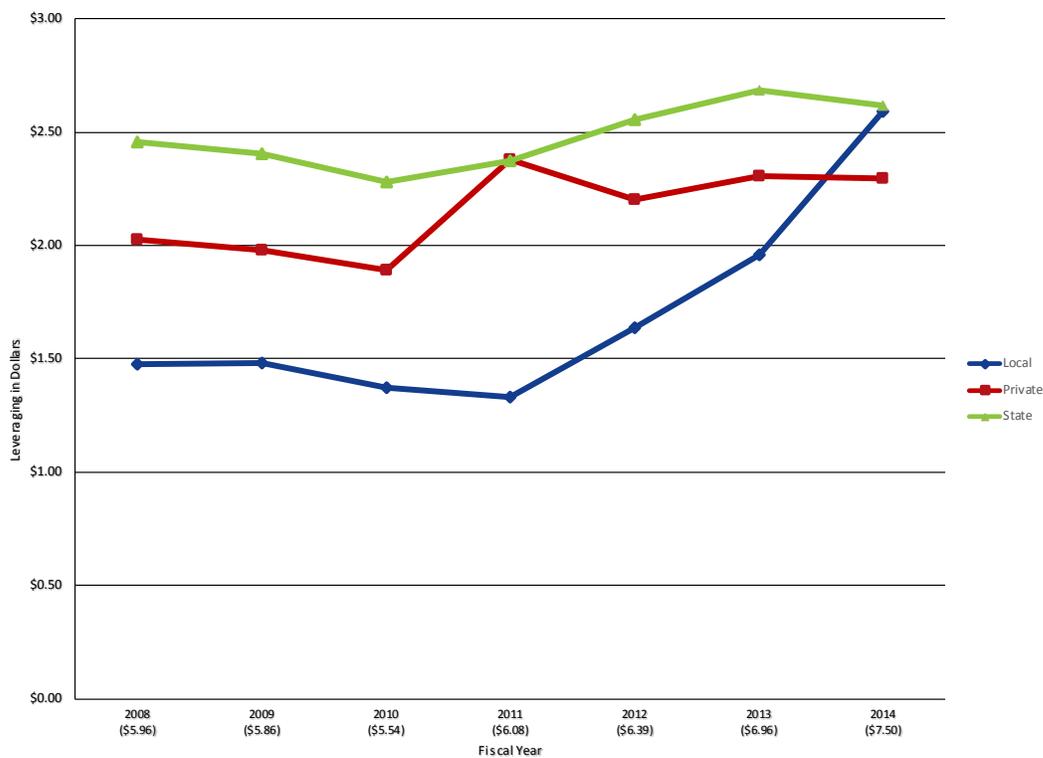
\*\*This amount not included in leveraging totals below.

\*\*\* Includes value of state, local, and private sources as well as volunteer hours.

## TRENDS IN NETWORK RESOURCES

In FY 2014, the “leveraging” ratio of CSBG to non-federal funding, an important indicator of CAAs’ efficacy, was 26 percent higher than 2008 and 8 percent higher than last year, excluding the value of the volunteer hours. These increases demonstrate the efficacy and targeted focus of CAAs to strengthen local, state, and private partnerships for maximum impact. Figure 11 shows the non-federal resources leveraged by CSBG funds for FY 2014.

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



## CAA Uses of CSBG Funds

CAAs typically draw upon resources from many limited-purpose programs to support individual participants and families striving to increase their economic security. CAA programs either fill a gap in community supports or coordinate existing facilities and services.

CAAs also 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 often are supported by CSBG. The block grant funding permits CAAs to coordinate national and state programs to meet local needs. 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 projects are classified by the conditions causing poverty that the CSBG statute identifies as major barriers to economic

### UNIQUE INITIATIVES

While some categories are easy to understand, such as employment, education, income management, health, housing, nutrition, and emergency services. Other types of initiatives have a broader scope, and may require further explanation:

### LINKAGES

The term “linkages” describes funding for a unique local institutional role. It refers to the activities that bring together, that is, link by mobilizing and coordinating, community members or groups, and often, government and commercial organizations which serve many communities. Linking a variety of local services, programs, and concerned citizens is an important strategy to combat community-wide causes and conditions of poverty. CAAs categorized 13 percent of their CSBG expenditures, a little over \$75 million, as linkages expenditures.

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. Linkage programs can involve a variety of local activities that CSBG-funded CAA staff support, including:

- Coordination among programs, facilities, and shared resources through information systems, communications systems, and shared procedures;
- Community needs assessments, followed by community planning, organization, and advocacy to meet these needs;
- Collective impact projects to create community changes, such as reducing crime or partnering with businesses in low-income neighborhoods to plan long-term development;
- Efforts to establish links between resources, such as transportation and medical care, or programs that bring services to participants, such as mobile clinics or recreational programs, and management of continuum-of-care initiatives;

- The removal of barriers, such as transportation challenges, that hinder low-income individuals’ abilities to access their jobs or other necessary activities;
- Support for other groups of low-income community residents who are working for the same goals as the eligible entity.

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

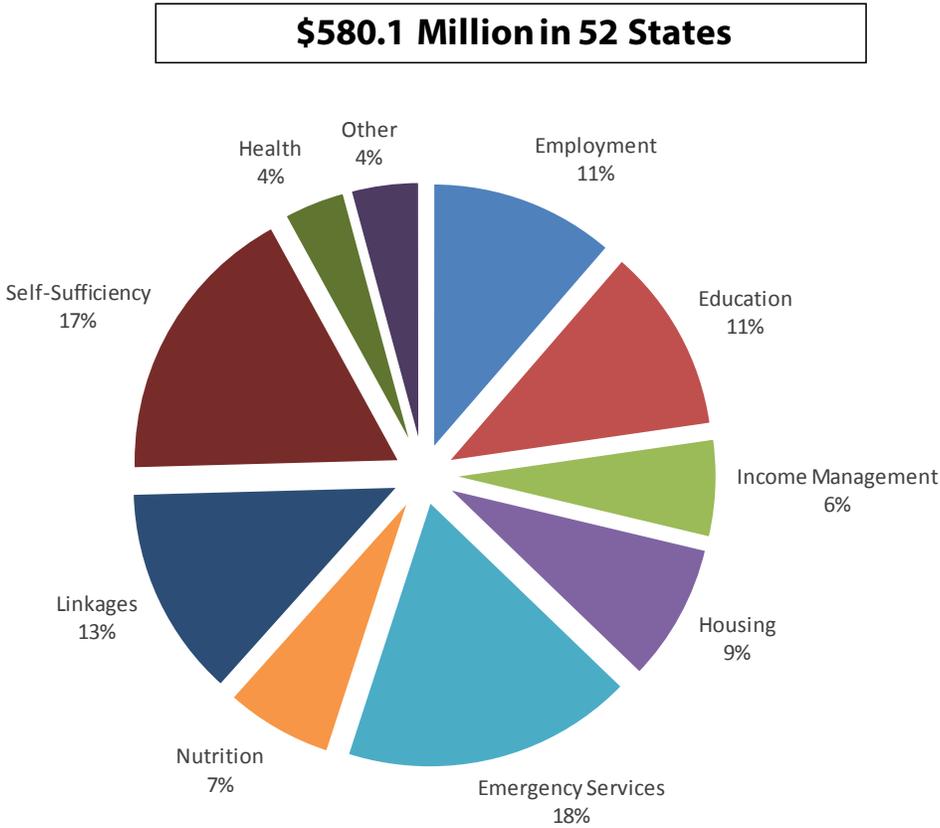


Figure 12 shows how CAAs expended CSBG funds among these categories . A project in any one category might further multiple CAA goals and many projects fall into more than one of these categories. To ensure unduplicated figures, funds are only reported under the primary category. The expenditures include 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. The largest categories of CSBG fund expenditures were emergency services (17.8 percent) and self-sufficiency programs (17.5 percent).

## SELF-SUFFICIENCY INITIATIVES

All activities funded by CSBG support the goals of increasing economic security and self-sufficiency for low-wage workers and their families, as well as for those unable to work, such as some seniors and individuals living with disabilities. CAAs partner with many organizations that also aim to help families and individuals become more self-sufficient. However, funding reported under self-sufficiency generally represent longer-term investments in families, through case management or counseling programs, for example, in which trained staff help families analyze their economic, social, medical, and educational goals. These programs offer a continuum of services to assist families in becoming more financially independent. Dedicated CAA staff members identify and coordinate supportive services to help the family members attain their goals over an extended period of engagement. Examples of services supported include:

- An assessment of the issues facing the family or family members and the resources the family brings to address these issues;
- A written plan for becoming more financially independent and self-supporting;
- Identifying resources to help the participant implement the plan, such as clothing, bus passes, emergency food assistance, career counseling, family guidance counseling, referrals to the Social Security Administration for disability benefits, assistance with locating possible jobs, assistance in finding long-term housing, assistance in expunging minor criminal offenses in eligible states, etc

## CAA RESOURCES HIGHLIGHTS

### YOUTH AND SENIOR EXPENDITURES

Within the service categories, CAAs reported spending nearly \$42.6 million in CSBG funds on programs serving youth, and approximately \$53 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 criminal involvement, delinquency prevention, employment, and mentoring projects. Seniors' programs help the elderly 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 Appendix B.



## Endnotes

- <sup>1</sup> Galea, Sandro, Melissa Tracy, Katherine J. Hoggatt, Charles Dimaggio, and Adam Karpati. "Estimated Deaths Attributable to Social Factors in the United States." *American Journal of Public Health* 101, no. 8 (2011): 1456–465. doi:10.2105/AJPH.2010.300086 <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3134519/>
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<sup>27</sup> It is important to note that individuals and families may self-report or report partial demographic data points to Community Action Agencies depending on the enrollment process or program in question. Therefore, the demographic totals are equal to or less than the total number of individuals and families served, and are based on totals as reported around one or more characteristics for each unduplicated person or family.

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<sup>33</sup> It is important to note that Hispanic or Latino is an ethnic identity, and may include individuals who identify as White, African-American, only by ethnicity and not by a racial group at all, or who self-identify as multi-racial or other. Given the racial diversity present in this ethnic group, these responses are not aggregated with racial data, which includes the racial self-identification of some, but not all, individuals who also reported a Hispanic or Latino ethnicity.

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