CSBG Annual Report, Understanding Module 4, Individual and Family Level

July 7, 2017
Housekeeping

• All attendees’ audio is muted.
• If you have a question, please enter it into the Chat addressed to “All Panelists.”
  – The Chat box is located on the right-hand side of your screen.
• Questions will be answered during the Q&A period at the end of the webinar. Questions that are not answered during the webinar will be answered in an FAQ.
Presenters

• Seth Hassett, Director, Division of Community Assistance, OCS
• Denise Harlow, Chief Executive Officer, CAP
• Jarle Crocker, Director, Training and Technical Assistance, CAP
• Barbara Mooney, ANCRT
• Katy Kujawski, Research Director, NASCSP
• Jackie Orr, CSBG State Assistance Director, NASCSP
Agenda

• Module 4: Individual/Family Level
  – Consider the elements in the New Annual Report, Module 4
    • Section A: National Performance Indicators and NPI Report Form
    • Section B: Services List and Services Report Form
    • Section C: All Characteristics Report

• Tools and Resources
Introduction
Setting the stage

PERFORMANCE MANAGEMENT FRAMEWORK
Performance Management Framework

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability system
- ROMA Next Generation
- CSBG Annual Report, which includes an updated and refined set of CSBG outcome measures.
ROMA Next Generation:

• Improves CSBG *Performance Management*.
• Improves CSBG *Performance Measurement*.
• Demonstrates Continuous Quality Improvement across a complex system.
• Demonstrates a commitment to Outcomes.
• Strengthens local solutions for families and communities.
• Builds agency capacity for the long term.
# Reporting Timelines: October 1 – September 30

<table>
<thead>
<tr>
<th>Federal Fiscal Year (FFY)</th>
<th>State Reporting Period October 1 – September 30</th>
<th>Data Submission for States:</th>
<th>Data Submission for local CSBG Eligible Entities:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FFY 2016:</strong> October 1, 2015-September 30, 2016</td>
<td><strong>State Reporting Period:</strong> October 1, 2015-September 30, 2016</td>
<td><strong>Due March 31, 2017:</strong> CSBG IS Survey is submitted to NASCSP. <strong>Module 1</strong> is completed based on the 2016 Federal Fiscal Year and submitted through the On-Line Data Collection system (OLDC).</td>
<td><strong>CSBG IS Survey</strong></td>
</tr>
<tr>
<td><strong>FFY 2017:</strong> October 1, 2016-September 30, 2017</td>
<td><strong>State Reporting Period:</strong> October 1, 2016-September 30, 2017 <strong>(In Progress)</strong></td>
<td><strong>Due March 31, 2018:</strong> CSBG IS Survey is submitted to NASCSP. <strong>Module 1</strong> is completed based on the 2017 Federal Fiscal Year and submitted through OLDC.</td>
<td><strong>CSBG IS Survey</strong></td>
</tr>
<tr>
<td><strong>FFY 2018:</strong> October 1, 2017-September 30, 2018</td>
<td><strong>State Reporting Period:</strong> October 1, 2017-September 30, 2018</td>
<td><strong>Due March 31, 2019:</strong> CSBG Annual Report (Modules 1-4) is submitted through OLDC.</td>
<td><strong>CSBG Annual Report (replaces CSBG IS Survey)</strong></td>
</tr>
</tbody>
</table>
HOW DOES THIS ALL FIT TOGETHER?

CAA Community Needs Assessment → CAA Strategic Plan → CAA Community Action Plan

CSBG State Plan → CSBG Annual Report → Congressional Report
The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.

Services and Strategies

- Employment
- Education & Cognitive Development
- Income, Infrastructure & Asset Building
- Health/Social Behavioral Development
- Housing
- Civic Engagement & Community Involvement

Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate? What difference does the network make?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System
- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0451.
CSBG Annual Report

Module 1
- State Administration

Module 2
- CSBG Eligible Entity Expenditures, Capacity, and Resources

Module 3
- Community Level

Module 4
- Individual and Family Level
Module 4

INDIVIDUAL AND FAMILY LEVEL
What the New Annual Report Offers

• To be able to tell the story of the continuum of outcomes that are needed to achieve economic security.
  • Data that is easy to understand and allow some meaningful summary at national level.

• A common set of measures to track the CSBG Network’s performance with respect to the impact of services provided to individuals and families.
  • Related to all of the agency’s services (not just CSBG-funded activities).
  • Data to help agencies and states analyze what is working and identify steps to improve interventions and impact.
Outcomes, Services, People

• At the individual and family level, ROMA Next Generation connects outcomes, services and participants to facilitate robust analysis.
  – **Outcomes** (Examples): Obtained jobs, completed education, increased income, improved parenting, secured housing (Proposed Family Level Performance Indicators)
  – **People**: Unduplicated count of people served. All participant characteristics (income, job status, education, etc.); and, participants at the time they first engage.
NEW CSBG ANNUAL REPORT | MODULE 4

• **Section A:** Individual and Family National Performance Indicators

• **Section B:** Individual and Family Services

• **Section C:** All Characteristics Report
<table>
<thead>
<tr>
<th>Module 4 - Individual and Family Level</th>
<th>CSBG IS Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section A: Individual and Family National Performance Indicators (NPI)</td>
<td>National Performance Indicator 1.1 – Employment</td>
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<tr>
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<td>Supports</td>
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<tr>
<td></td>
<td>National Performance Indicator 1.2 – Employment</td>
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<tr>
<td></td>
<td>Asset Enhancement and Utilization</td>
</tr>
<tr>
<td></td>
<td>National Performance Indicator 6.1 – Independent Living</td>
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<td></td>
<td>National Performance Indicator 6.3 – Child and Family Development</td>
</tr>
<tr>
<td>Section B: Individual and Family Services</td>
<td>National Performance Indicator 1.2 – Employment</td>
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<tr>
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<td>Supports</td>
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<td></td>
<td>National Performance Indicator 6.2 – Emergency Assistance</td>
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<td></td>
<td>National Performance Indicator 6.4 – Family Supports</td>
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<td></td>
<td>National Performance Indicator 6.5 – Services Counts</td>
</tr>
<tr>
<td>Section C: All Characteristics Report</td>
<td>Section G. Program Participant Characteristics</td>
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</tbody>
</table>
INDIVIDUAL AND FAMILY LEVEL | NATIONAL PERFORMANCE INDICATORS

Organized by Domains:

1. Employment
2. Education and Cognitive Development
3. Income and Asset Building
4. Housing
5. Health and Social/Behavioral Development
6. Civic Engagement and Community Involvement
7. Outcomes Across Multiple Domains
Indicators provide a means to measure achievement of or movement towards the long term goals.

Document the number of people who receive services and the number who achieved outcomes.

Provide data for analysis:
- What change was expected?
- What change happened?
- How does the actual change compare with the expected change?
  - How accurate were the projections?
- What percent of people served achieved the outcome?
Agencies only report on those NPIs that are relevant to achieving the goals and outcomes set by the CAA based on local needs and conditions.

The Annual Report does not mandate the use of any of the proposed outcome indicators – but rather does provide a set of standardized menu of indicators based on those that have proven effective at the family level for many years.
INDIVIDUAL AND FAMILY NATIONAL PERFORMANCE INDICATORS
### Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

**Employment Indicators**

<table>
<thead>
<tr>
<th>Employment</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome (\frac{\text{III}}{\text{I}} \times 100)% auto calculated</th>
<th>V.) Performance Target Accuracy (\frac{\text{IV}}{\text{II}} \times 100)% auto calculated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of unemployed youth who obtained employment to gain skills or income.</td>
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<tr>
<td>2. The number of unemployed adults who obtained employment (up to a living wage).</td>
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<tr>
<td>3. The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).</td>
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<tr>
<td>4. The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).</td>
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<tr>
<td>5. The number of unemployed adults who obtained employment (with a living wage or higher).</td>
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<tr>
<td>6. The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).</td>
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<tr>
<td>7. The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).</td>
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</tbody>
</table>

Expands on NPI 1.1.A, B, and D
### Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

**Education and Cognitive Development Indicators**

| Education and Cognitive Development | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome \[
\frac{\text{III}}{\text{I}} = \frac{\text{IV}}{\text{I}} \] (\% auto calculated) | V.) Performance Target Accuracy \[
\frac{\text{III}}{\text{I}} - \frac{\text{I}}{\text{V}} \] (\% auto calculated) |
<table>
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</thead>
<tbody>
<tr>
<td>1. The number of children (0 to 5) who demonstrated improved emergent literacy skills.</td>
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<td>2. The number of children (0 to 5) who demonstrated skills for school readiness.</td>
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<tr>
<td>3. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total)</td>
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<tr>
<td>a. Early Childhood Education (ages 0-5)</td>
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<td>b. 1st grade - 8th grade</td>
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<td>c. 9th grade - 12th grade</td>
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<tr>
<td>4. The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills). (auto total)</td>
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<td></td>
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</tr>
<tr>
<td>a. Early Childhood Education (ages 0-5)</td>
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<td>c. 9th grade - 12th grade</td>
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<tr>
<td>5. The number of parents/caregivers who improved their home environments.</td>
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<tr>
<td>6. The number of adults who demonstrated improved basic education.</td>
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<tr>
<td>7. The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.</td>
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<tr>
<td>8. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.</td>
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<td>9. The number of individuals who obtained an Associate’s degree.</td>
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<tr>
<td>10. The number of individuals who obtained a Bachelor’s degree.</td>
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</tbody>
</table>

Expands on NPI 6.3.C, D and I

Expands on NPI 6.3.J and K

Expands on NPI 1.2.B and C
Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

**Income and Asset Building Indicators**

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
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</thead>
<tbody>
<tr>
<td>----------------------------------------</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Income and Asset Building</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome [III/ I = IV ] (% auto calculated)</th>
<th>V.) Performance Target Accuracy (III/II = V) (% auto calculated)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. The number of individuals who achieved and maintained capacity to meet basic needs for <strong>90 days</strong>.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>2. The number of individuals who achieved and maintained capacity to meet basic needs for <strong>180 days</strong>.</td>
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<tr>
<td></td>
<td>3. The number of individuals who opened a <strong>savings account or IDA</strong>.</td>
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<td></td>
<td>4. The number of individuals who <strong>increased their savings</strong>.</td>
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<td></td>
<td>5. The number of individuals who used their savings to <strong>purchase an asset</strong>.</td>
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<tr>
<td></td>
<td>a. Of the above, the number of individuals who purchased a home.</td>
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<td></td>
<td>6. The number of individuals who <strong>improved their credit scores</strong>.</td>
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<td></td>
<td>7. The number of individuals who <strong>increased their net worth</strong>.</td>
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<td></td>
<td>8. The number of individuals engaged with the Community Action Agency who report <strong>improved financial well-being</strong>.</td>
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</tbody>
</table>

CSBG IS, NPI 1.3.E

CSBG IS, NPI 1.3.F

CSBG IS, NPI 1.3.I

NEW
## Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

### Housing Indicators

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
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</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Housing</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome [III/IV] (% auto calculated)</th>
<th>V.) Performance Target Accuracy (III/II – V) (% auto calculated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of households experiencing homelessness who obtained <em>safe temporary shelter</em></td>
<td></td>
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<tr>
<td>2. The number of households who obtained <em>safe and affordable housing</em></td>
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<tr>
<td>3. The number of households who maintained safe and affordable housing for 90 days</td>
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</tr>
<tr>
<td>4. The number of households who maintained safe and affordable housing for 180 days</td>
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<tr>
<td>5. The number of households who <em>avoided eviction</em></td>
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<tr>
<td>6. The number of households who <em>avoided foreclosure</em></td>
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<tr>
<td>7. The number of households who <em>experienced improved health and safety</em> due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)</td>
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<tr>
<td>8. The number of households with <em>improved energy efficiency and/or energy burden reduction</em> in their homes.</td>
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</tbody>
</table>

*CSBG IS, NPI 6.2.E*

Combines and Expands CSBG IS, NPI 1.2.H and 6.4.E

NEW

NEW
### Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

**Health and Social/Behavioral Development Indicators**

<table>
<thead>
<tr>
<th>Health and Social/Behavioral Development</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome ([III/ I = IV] (% auto calculated))</th>
<th>V.) Performance Target Accuracy ([III/II = V] (% auto calculated))</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of individuals who demonstrated <strong>increased nutrition skills</strong> (e.g. cooking, shopping, and growing food).</td>
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<tr>
<td>2. The number of individuals who demonstrated <strong>improved physical health</strong> and well-being.</td>
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<tr>
<td>3. The number of individuals who demonstrated <strong>improved mental and behavioral health and well-being</strong>.</td>
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<tr>
<td>4. The number of individuals who <strong>improved skills</strong> related to the adult role of parents/caregivers.</td>
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<tr>
<td>5. The number of parents/caregivers who demonstrated <strong>increased sensitivity and responsiveness</strong> in their interactions with their children.</td>
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<td>6. The number of <strong>seniors (65+)</strong> who maintained an independent living situation.</td>
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<td>7. The number of <strong>individuals with disabilities</strong> who maintained an independent living situation.</td>
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<tr>
<td>8. The number of <strong>individuals with chronic illness</strong> who maintained an independent living situation.</td>
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<tr>
<td>9. The number of individuals with <strong>no recidivating event</strong> for six months.</td>
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<tr>
<td>a. Youth (ages 14-17)</td>
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<td>b. Adults (ages 18+)</td>
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**Expands on CSBG IS NPI 6.3.J**

**NEW**
Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Civic Engagement and Community Involvement Indicators

<table>
<thead>
<tr>
<th>Civic Engagement and Community Involvement</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome [III/ I = IV ] (% auto calculated)</th>
<th>V.) Performance Target Accuracy (III/II - V) (% auto calculated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.</td>
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<tr>
<td>a. Of the above, the number of Community Action program participants who <strong>improved their leadership skills.</strong></td>
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<tr>
<td>b. Of the above, the number of Community Action program participants who <strong>improved their social networks.</strong></td>
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<tr>
<td>c. Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to <strong>enhance their ability to engage.</strong></td>
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</tr>
<tr>
<td>Other Housing Outcome Indicator</td>
<td>I.) Number of Participants Served in program(s) (#)</td>
<td>II.) Target (#)</td>
<td>III.) Actual Results (#)</td>
<td>IV.) Percentage Achieving Outcome [III/ I = IV ] (% auto calculated)</td>
<td>V.) Performance Target Accuracy (III/II = V] (% auto calculated)</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------------------------------------------</td>
<td>----------------</td>
<td>-------------------------</td>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>9. The number of individuals or households</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Outcomes Across Multiple Domains

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Outcomes Across Multiple Domains</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome ( \frac{\text{III}}{\text{II}} \times 100 )</th>
<th>V.) Performance Target Accuracy ( \frac{\text{III}}{\text{II}} \times % )</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
INDIVIDUAL AND FAMILY LEVEL SERVICES
SERVICES LIST

• New list in the Annual Report
• The things (services) we deliver to individuals and families
• Critics have cited that some of our outputs and outcomes are mixed together
• Services and outcomes have been separated so that we can better understand and tell the story of what services are being provided by the Network to achieve results for individuals and families.
Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Employment Services

Name of CSBG Eligible Entity Reporting: __________________________

<table>
<thead>
<tr>
<th>Employment Services</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skills Training and Opportunities for Experience</strong></td>
<td></td>
</tr>
<tr>
<td>Vocational Training</td>
<td></td>
</tr>
<tr>
<td>On-the-Job and other Work Experience</td>
<td></td>
</tr>
<tr>
<td>Youth Summer Work Placements</td>
<td></td>
</tr>
<tr>
<td>Apprenticeship/Internship</td>
<td></td>
</tr>
<tr>
<td>Self-Employment Skills Training</td>
<td></td>
</tr>
<tr>
<td>Job Readiness Training</td>
<td></td>
</tr>
<tr>
<td><strong>Career Counseling</strong></td>
<td></td>
</tr>
<tr>
<td>Workshops</td>
<td></td>
</tr>
<tr>
<td>Coaching</td>
<td></td>
</tr>
<tr>
<td><strong>Job Search</strong></td>
<td></td>
</tr>
<tr>
<td>Coaching</td>
<td></td>
</tr>
<tr>
<td>Resume Development</td>
<td></td>
</tr>
<tr>
<td>Interview Skills Training</td>
<td></td>
</tr>
<tr>
<td>Job Referrals</td>
<td></td>
</tr>
<tr>
<td>Job Placements</td>
<td></td>
</tr>
<tr>
<td>Pre-employment physicals, background checks, etc.</td>
<td></td>
</tr>
<tr>
<td><strong>Post Employment Supports</strong></td>
<td></td>
</tr>
<tr>
<td>Coaching</td>
<td></td>
</tr>
<tr>
<td>Interactions with employers</td>
<td></td>
</tr>
<tr>
<td><strong>Employment Supplies</strong></td>
<td></td>
</tr>
<tr>
<td>Employment Supplies</td>
<td></td>
</tr>
</tbody>
</table>

Expands on CSBG IS, NPI 1.2.A
Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

**Education and Cognitive Development Services**

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education and Cognitive Development Services</strong></td>
<td><strong>Unduplicated Number of Individuals Served</strong></td>
</tr>
<tr>
<td><strong>Child/Young Adult Education Programs</strong></td>
<td></td>
</tr>
<tr>
<td>Early Head Start</td>
<td></td>
</tr>
<tr>
<td>Head Start</td>
<td></td>
</tr>
<tr>
<td>Other Early-Childhood (0-5 yr. old) Education</td>
<td></td>
</tr>
<tr>
<td>K-12 Education</td>
<td></td>
</tr>
<tr>
<td>K-12 Support Services</td>
<td></td>
</tr>
<tr>
<td>Financial Literacy Education</td>
<td></td>
</tr>
<tr>
<td>Literacy/English Language Education</td>
<td></td>
</tr>
<tr>
<td>College-Readiness Preparation/Support</td>
<td></td>
</tr>
<tr>
<td>Other Post Secondary Preparation</td>
<td></td>
</tr>
<tr>
<td>Other Post Secondary Support</td>
<td></td>
</tr>
<tr>
<td><strong>School Supplies</strong></td>
<td></td>
</tr>
<tr>
<td>School Supplies</td>
<td></td>
</tr>
</tbody>
</table>

NEW and Expands on CSBG IS, NPI 6.3 and 1.2

NEW
### Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

#### Income and Asset Building Services

Name of CSBG Eligible Entity Reporting: __________________________

<table>
<thead>
<tr>
<th>Income and Asset Building Services</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Training and Counseling Services</strong></td>
<td></td>
</tr>
<tr>
<td>Financial Capability Skills Training</td>
<td></td>
</tr>
<tr>
<td>Financial Coaching/Counseling</td>
<td></td>
</tr>
<tr>
<td>Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)</td>
<td><strong>NEW</strong></td>
</tr>
<tr>
<td>First-time Homebuyer Counseling</td>
<td></td>
</tr>
<tr>
<td>Foreclosure Prevention Counseling</td>
<td></td>
</tr>
<tr>
<td>Small Business Start-Up and Development Counseling Sessions/Classes</td>
<td></td>
</tr>
<tr>
<td><strong>Benefit Coordination and Advocacy</strong></td>
<td></td>
</tr>
<tr>
<td>Child Support Payments</td>
<td><strong>CSBG IS, NPI 1.3.B</strong></td>
</tr>
<tr>
<td>Health Insurance</td>
<td></td>
</tr>
<tr>
<td>Social Security/SSI Payments</td>
<td><strong>NEW</strong></td>
</tr>
<tr>
<td>Veteran's Benefits</td>
<td></td>
</tr>
<tr>
<td>TANF Benefits</td>
<td></td>
</tr>
<tr>
<td>SNAP Benefits</td>
<td></td>
</tr>
</tbody>
</table>
Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

**Housing Services**

<table>
<thead>
<tr>
<th>Housing Services</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Payment Assistance</td>
<td></td>
</tr>
<tr>
<td>Financial Capability Skill Training</td>
<td></td>
</tr>
<tr>
<td>Financial Coaching/Counseling</td>
<td></td>
</tr>
<tr>
<td>Rent Payments (includes Emergency Rent Payments)</td>
<td>NEW</td>
</tr>
<tr>
<td>Deposit Payments</td>
<td></td>
</tr>
<tr>
<td>Mortgage Payments (includes Emergency Mortgage Payments)</td>
<td>NEW</td>
</tr>
<tr>
<td>Eviction Prevention Services</td>
<td></td>
</tr>
<tr>
<td>Eviction Counseling</td>
<td>NEW</td>
</tr>
<tr>
<td>Landlord/Tenant Mediations</td>
<td></td>
</tr>
<tr>
<td>Landlord/Tenant Rights Education</td>
<td></td>
</tr>
<tr>
<td>Utility Payment Assistance</td>
<td></td>
</tr>
<tr>
<td>Utility Payments (LIHEAP-Includes Emergency Utility Payments)</td>
<td>NEW</td>
</tr>
<tr>
<td>Utility Deposits</td>
<td></td>
</tr>
<tr>
<td>Utility Arrears Payments</td>
<td></td>
</tr>
<tr>
<td>Level Billing Assistance</td>
<td></td>
</tr>
<tr>
<td>Housing Placement/Rapid Re-housing</td>
<td></td>
</tr>
<tr>
<td>Temporary Housing Placement (includes Emergency Shelters)</td>
<td>NEW</td>
</tr>
<tr>
<td>Transitional Housing Placements</td>
<td>NEW</td>
</tr>
<tr>
<td>Permanent Housing Placements</td>
<td></td>
</tr>
<tr>
<td>Rental Counseling</td>
<td></td>
</tr>
</tbody>
</table>

Name of CSBG Eligible Entity Reporting: ________________________________________

Some notes and annotations:
- CSBG IS, NPI 6.2.C
- NEW
- NEW
Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Health and Social/Behavioral Development

Name of CSBG Eligible Entity Reporting: ______________________

<table>
<thead>
<tr>
<th>Health and Social/Behavioral Development Services</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Services, Screening and Assessments</strong></td>
<td></td>
</tr>
<tr>
<td>Immunizations</td>
<td></td>
</tr>
<tr>
<td>Physicals</td>
<td></td>
</tr>
<tr>
<td>Developmental Delay Screening</td>
<td></td>
</tr>
<tr>
<td>Vision Screening</td>
<td></td>
</tr>
<tr>
<td>Prescription Payments</td>
<td></td>
</tr>
<tr>
<td>Doctor Visit Payments</td>
<td></td>
</tr>
<tr>
<td>Maternal/Child Health</td>
<td></td>
</tr>
<tr>
<td>Nursing Care Sessions</td>
<td></td>
</tr>
<tr>
<td>In-Home Affordable Seniors/Disabled Care Sessions</td>
<td></td>
</tr>
<tr>
<td>(Nursing, Chores, Personal Care Services)</td>
<td></td>
</tr>
<tr>
<td>Health Insurance Options Counseling</td>
<td></td>
</tr>
<tr>
<td><strong>Reproductive Health Services</strong></td>
<td></td>
</tr>
<tr>
<td>Coaching Sessions</td>
<td></td>
</tr>
<tr>
<td>Family Planning Classes</td>
<td></td>
</tr>
<tr>
<td>Contraceptives</td>
<td></td>
</tr>
<tr>
<td>STI/HIV Prevention Counseling Sessions</td>
<td></td>
</tr>
<tr>
<td>STI/HIV Screenings</td>
<td></td>
</tr>
</tbody>
</table>

Combines and Expands NPI 1.2.G, 6.2.F, 6.3.A and 6.4.D

NEW
Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Services Supporting Multiple Domains

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Services Supporting Multiple Domains</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
<td></td>
</tr>
<tr>
<td>Case Management</td>
<td></td>
</tr>
<tr>
<td>Eligibility Determinations</td>
<td></td>
</tr>
<tr>
<td>Eligibility Determinations</td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td></td>
</tr>
<tr>
<td>Transportation Services</td>
<td></td>
</tr>
<tr>
<td>Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)</td>
<td></td>
</tr>
<tr>
<td>Childcare</td>
<td></td>
</tr>
<tr>
<td>Child Care subsidies</td>
<td>NEW</td>
</tr>
<tr>
<td>Child Care payments</td>
<td></td>
</tr>
<tr>
<td>Eldercare</td>
<td></td>
</tr>
<tr>
<td>Day Centers</td>
<td></td>
</tr>
<tr>
<td>Identification Documents</td>
<td></td>
</tr>
<tr>
<td>Birth Certificate</td>
<td></td>
</tr>
<tr>
<td>Social Security Card</td>
<td></td>
</tr>
<tr>
<td>Driver's License</td>
<td></td>
</tr>
<tr>
<td>Re-Entry Services</td>
<td></td>
</tr>
<tr>
<td>Criminal Record Expungements</td>
<td></td>
</tr>
<tr>
<td>Immigration Support Services</td>
<td></td>
</tr>
<tr>
<td>Immigration Support Services (relocation, food, clothing)</td>
<td></td>
</tr>
</tbody>
</table>
**Module 4, Section B: Individual and Family Services - Data Entry Form**

**Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.**

**Civic Engagement and Community Involvement**

Name of CSBG Eligible Entity Reporting: __________________________

<table>
<thead>
<tr>
<th>Civic Engagement and Community Involvement Services</th>
<th>Unduplicated Number of Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voter Education and Access</td>
<td></td>
</tr>
<tr>
<td>Leadership Training</td>
<td></td>
</tr>
<tr>
<td>Tri-partite Board Membership</td>
<td></td>
</tr>
<tr>
<td>Citizenship Classes</td>
<td></td>
</tr>
<tr>
<td>Getting Ahead Classes</td>
<td></td>
</tr>
<tr>
<td>Volunteer Training</td>
<td><strong>NEW</strong></td>
</tr>
</tbody>
</table>

...
EXAMPLES
Example:

A CAA operates a Family Development program. They help 50 people obtain and maintain employment for 6 months, 25 of the 50 also obtained a certificate or diploma. All 50 people received multiple services to obtain these outcomes.

Where would you report these outcomes and services in Module 4?
MODULE 4: INDIVIDUAL AND FAMILY LEVEL | NATIONAL PERFORMANCE INDICATORS

– Employment NPIs
  • The number of unemployed adults who obtained employment (up to a living wage).
  • The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).
  • The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).

– Education NPIs
  • The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.

– Employment and Education Services
  • Possibly Coaching, Resume Development, Interview Skills Training, Applied Technology Classes, High School Equivalency Classes.
Example:

A CAA operates an in-home health program that assists seniors in maintaining an independent living situation.

Where would you report this program in Module 4?
MODULE 4: INDIVIDUAL AND FAMILY LEVEL | NATIONAL PERFORMANCE INDICATORS

— Health and Social/Behavioral Development NPIs
  • The number of seniors (65+) who maintained an independent living situation.

— Health and Social/Behavioral Development Services
  • In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)
Example:

A participant of multiple CAA programs (i.e. Housing Program, Employment Program, Nutrition Program) obtains multiple outcomes during the program year.

How can a CAA report this success in Module 4?
If a CAA’s systems can support the reporting, people obtaining multiple outcomes during the program year can be reported in **Outcomes Across Multiple Domains**.

---

**Module 4, Section A: Individual and Family National Performance Indicators (NPIs) - Data Entry Form**

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

**Outcomes Across Multiple Domains**

<table>
<thead>
<tr>
<th>Outcomes Across Multiple Domains</th>
<th>I.) Number of Participants Served in program(s) (#)</th>
<th>II.) Target (#)</th>
<th>III.) Actual Results (#)</th>
<th>IV.) Percentage Achieving Outcome ( \frac{\text{III}}{\text{II}} ) [% auto calculated]</th>
<th>V.) Performance Target Accuracy ( \frac{\text{III}}{\text{II}} = \text{V} ) [% auto calculated]</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ALL CHARACTERISTICS REPORT
DEMOGRAPHICS AND CHARACTERISTICS

• Goal is to be able to tell how many individual people are served
  ▪ Unduplicated counts are expected

• All Characteristics Report
  ▪ Added new categories
### Module 4, Section C: All Characteristics Report - Data Entry Form

**Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.**

<table>
<thead>
<tr>
<th>Name of CSBG Eligible Entity Reporting:</th>
</tr>
</thead>
</table>

**A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:**

**B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:**

### C. INDIVIDUAL LEVEL CHARACTERISTICS

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Male</td>
<td></td>
</tr>
<tr>
<td>b. Female</td>
<td></td>
</tr>
<tr>
<td>c. Other</td>
<td></td>
</tr>
<tr>
<td>d. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. 0-5</td>
<td></td>
</tr>
<tr>
<td>b. 6-13</td>
<td></td>
</tr>
<tr>
<td>c. 14-17</td>
<td></td>
</tr>
<tr>
<td>d. 18-24</td>
<td></td>
</tr>
<tr>
<td>e. 25-44</td>
<td></td>
</tr>
<tr>
<td>f. 45-54</td>
<td></td>
</tr>
<tr>
<td>g. 55-59</td>
<td></td>
</tr>
<tr>
<td>h. 60-64</td>
<td></td>
</tr>
<tr>
<td>i. 65-74</td>
<td></td>
</tr>
<tr>
<td>j. 75+</td>
<td></td>
</tr>
<tr>
<td>k. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity/Race</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Ethnicity</td>
<td></td>
</tr>
<tr>
<td>a. Hispanic, Latino or Spanish Origins</td>
<td></td>
</tr>
<tr>
<td>b. Not Hispanic, Latino or Spanish Origins</td>
<td></td>
</tr>
<tr>
<td>c. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>II. Race</td>
<td></td>
</tr>
<tr>
<td>a. American Indian or Alaska Native</td>
<td></td>
</tr>
<tr>
<td>b. Asian</td>
<td></td>
</tr>
<tr>
<td>c. Black or African American</td>
<td></td>
</tr>
<tr>
<td>d. Native Hawaiian and Other Pacific Islander</td>
<td></td>
</tr>
<tr>
<td>e. White</td>
<td></td>
</tr>
<tr>
<td>f. Other</td>
<td></td>
</tr>
<tr>
<td>g. Multi-race (two or more of the above)</td>
<td></td>
</tr>
<tr>
<td>h. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Military Status</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Military Status</td>
<td></td>
</tr>
<tr>
<td>a. Veteran</td>
<td></td>
</tr>
</tbody>
</table>
### CSBG Annual Report

**Understanding Module 4, Individual and Family Level**

<table>
<thead>
<tr>
<th>Section</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>j. 75+</td>
<td>Unknown/not reported</td>
</tr>
<tr>
<td>k. Unknown/not reported</td>
<td>TOTAL (auto calculated)</td>
</tr>
</tbody>
</table>

**Education Levels**

<table>
<thead>
<tr>
<th>Level</th>
<th>[ages 14-24]</th>
<th>[ages 25+]</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Grades 0-8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Grades 9-12/Non-Graduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. High School Graduate/ Equivalency Diploma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. 12 grade + Some Post-Secondary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. 2 or 4 years College Graduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Graduate of other post-secondary school</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Unknown/not reported</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Military Status**

<table>
<thead>
<tr>
<th>Status</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Veteran</td>
<td></td>
</tr>
<tr>
<td>b. Active Military</td>
<td></td>
</tr>
<tr>
<td>c. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
</tr>
</tbody>
</table>

**Work Status (Individuals 18+)**

<table>
<thead>
<tr>
<th>Status</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Employed Full-Time</td>
<td></td>
</tr>
<tr>
<td>b. Employed Part-Time</td>
<td></td>
</tr>
<tr>
<td>c. Migrant Seasonal Farm Worker</td>
<td></td>
</tr>
<tr>
<td>d. Unemployed (Short-Term, 6 months or less)</td>
<td></td>
</tr>
<tr>
<td>e. Unemployed (Long-Term, more than 6 months)</td>
<td></td>
</tr>
<tr>
<td>f. Unemployed (Not in Labor Force)</td>
<td></td>
</tr>
<tr>
<td>g. Retired</td>
<td></td>
</tr>
<tr>
<td>h. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
</tr>
</tbody>
</table>

**Disconnected Youth**

<table>
<thead>
<tr>
<th>Youth ages 14-24 who are neither working or in school</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Youth ages 14-24 who are neither working or in school</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
</tr>
</tbody>
</table>

**Health**

<table>
<thead>
<tr>
<th>Disabling Condition</th>
<th>Yes</th>
<th>No</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Health Insurance*</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If an individual reported that they had Health Insurance please identify the source of health insurance below.

**Health Insurance Sources**

<table>
<thead>
<tr>
<th>Source</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Medicaid</td>
<td></td>
</tr>
<tr>
<td>ii. Medicare</td>
<td></td>
</tr>
<tr>
<td>iii. State Children's Health Insurance Program</td>
<td></td>
</tr>
<tr>
<td>iv. State Health Insurance for Adults</td>
<td></td>
</tr>
<tr>
<td>v. Military Health Care</td>
<td></td>
</tr>
<tr>
<td>vi. Direct-Purchase</td>
<td></td>
</tr>
<tr>
<td>vii. Employment Based</td>
<td></td>
</tr>
<tr>
<td>viii. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
</tr>
</tbody>
</table>

---

*Note: The table contains placeholders for data entry.*
Module 4, Section C: All Characteristics Report - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting: 

### D. HOUSEHOLD LEVEL CHARACTERISTICS

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Single Person</td>
<td></td>
</tr>
<tr>
<td>b. Two Adults NO Children</td>
<td></td>
</tr>
<tr>
<td>c. Single Parent Female</td>
<td></td>
</tr>
<tr>
<td>d. Single Parent Male</td>
<td></td>
</tr>
<tr>
<td>e. Two Parent Household</td>
<td></td>
</tr>
<tr>
<td>f. Non-related Adults with Children</td>
<td></td>
</tr>
<tr>
<td>g. Multigenerational Household</td>
<td></td>
</tr>
<tr>
<td>h. Other</td>
<td></td>
</tr>
<tr>
<td>i. Unknown/not reported</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL (auto calculated)**: 0

<table>
<thead>
<tr>
<th>10. Household Size</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Single Person</td>
<td></td>
</tr>
<tr>
<td>b. Two</td>
<td></td>
</tr>
<tr>
<td>c. Three</td>
<td></td>
</tr>
<tr>
<td>d. Four</td>
<td></td>
</tr>
<tr>
<td>e. Five</td>
<td></td>
</tr>
<tr>
<td>f. Six or more</td>
<td></td>
</tr>
<tr>
<td>g. Unknown/not reported</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL (auto calculated)**: 0

### 13. Sources of Household Income

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Income from Employment Only</td>
<td></td>
</tr>
<tr>
<td>b. Income from Employment and Other Income Source</td>
<td></td>
</tr>
<tr>
<td>c. Income from Employment, Other Income Source, and Non-Cash Benefits</td>
<td></td>
</tr>
<tr>
<td>d. Income from Employment and Non-Cash Benefits</td>
<td></td>
</tr>
<tr>
<td>e. Other Income Source Only</td>
<td></td>
</tr>
<tr>
<td>f. Other Income Source and Non-Cash Benefits</td>
<td></td>
</tr>
<tr>
<td>g. No income</td>
<td></td>
</tr>
<tr>
<td>h. Non-Cash Benefits Only</td>
<td></td>
</tr>
<tr>
<td>i. Unknown/not reported</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL (auto calculated)**: 0

Below, please report the types of Other income and/or non-cash benefits received by the households who reported sources other than employment

### 14. Other Income Source

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. TANF</td>
<td></td>
</tr>
<tr>
<td>b. Supplemental Security Income (SSI)</td>
<td></td>
</tr>
<tr>
<td>c. Social Security Disability Income (SSDI)</td>
<td></td>
</tr>
<tr>
<td>d. VA Service-Connected Disability Compensation</td>
<td></td>
</tr>
<tr>
<td>e. VA Non-Service Connected Disability Pension</td>
<td></td>
</tr>
<tr>
<td>f. Private Disability Insurance</td>
<td></td>
</tr>
<tr>
<td>g. Worker’s Compensation</td>
<td></td>
</tr>
<tr>
<td>11. Housing</td>
<td>Number of Households</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>a. Own</td>
<td></td>
</tr>
<tr>
<td>b. Rent</td>
<td></td>
</tr>
<tr>
<td>c. Other permanent housing</td>
<td></td>
</tr>
<tr>
<td>d. Homeless</td>
<td></td>
</tr>
<tr>
<td>e. Other</td>
<td></td>
</tr>
<tr>
<td>f. Unknown/not reported</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12. Level of Household Income</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>(% of HHS Guideline)</td>
<td></td>
</tr>
<tr>
<td>a. Up to 50%</td>
<td></td>
</tr>
<tr>
<td>b. 51% to 75%</td>
<td></td>
</tr>
<tr>
<td>c. 76% to 100%</td>
<td></td>
</tr>
<tr>
<td>d. 101% to 125%</td>
<td></td>
</tr>
<tr>
<td>e. 126% to 150%</td>
<td></td>
</tr>
<tr>
<td>f. 151% to 175%</td>
<td></td>
</tr>
<tr>
<td>g. 176% to 200%</td>
<td></td>
</tr>
<tr>
<td>h. 201% to 250%</td>
<td></td>
</tr>
<tr>
<td>i. 250% and over</td>
<td></td>
</tr>
<tr>
<td>j. Unknown/not reported</td>
<td></td>
</tr>
<tr>
<td>TOTAL (auto calculated)</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15. Non-Cash Benefits</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. SNAP</td>
<td></td>
</tr>
<tr>
<td>b. WIC</td>
<td></td>
</tr>
<tr>
<td>c. LIHEAP</td>
<td></td>
</tr>
<tr>
<td>d. Housing Choice Voucher</td>
<td></td>
</tr>
<tr>
<td>e. Public Housing</td>
<td></td>
</tr>
<tr>
<td>f. Permanent Supportive Housing</td>
<td></td>
</tr>
<tr>
<td>g. HUD-VASH</td>
<td></td>
</tr>
<tr>
<td>h. Childcare Voucher</td>
<td></td>
</tr>
<tr>
<td>i. Affordable Care Act Subsidy</td>
<td></td>
</tr>
<tr>
<td>j. Other</td>
<td></td>
</tr>
<tr>
<td>k. Unknown/not reported</td>
<td></td>
</tr>
</tbody>
</table>

**E. Number of Individuals Not Included in the Totals Above (due to data collection system integration barriers)**

1. Please list the unduplicated number of INDIVIDUALS served in each program*:

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**F. Number of Households Not Included in the Totals Above (due to data collection system integration barriers)**

1. Please list the unduplicated number of HOUSEHOLDS served in each program*:

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Number of Households</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The system will add rows to allow reporting on multiple programs.
All Characteristics, E

E. Number of Individuals Not Included in the Totals Above - (due to data collection system integration barriers)

• Please list the unduplicated number of individuals served in each program. These individuals may have been included in Item A or Item C, but due to system interoperability issues an unduplicated count could not be obtained for particular programs.
All Characteristics, F

F. Number of Households Not Included in the Totals Above - (due to data collection system integration barriers)

• Please list the unduplicated number of households served in each program. These households may have been included in Item B or Item D, but due to system interoperability issues an unduplicated count could not be obtained for particular programs.
EXAMPLE

• An individual is served by an employment program, housing assistance and LIHEAP. An unduplicated count is obtained from data entered for the employment and housing programs, but not from LIHEAP data. Data from the employment and housing programs can be entered in Item A and Item C and the LIHEAP data is entered in Item E.
SETTING TARGETS
Why Use Targets?

• A target demonstrates the agency’s expectation about your capacity to deliver results.
• The process for establishing targets also tests your ability to be realistic about what you expect to achieve.
• Realistic targets are based on benchmarks, sub goals, and interim indicators.
Directions from Legislation

• The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to “performance plans” and “performance goals,” which both relate to the concept of planning for specific results.

• This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are expected to achieve an outcome.

• These targets are identified in planning so they can be assessed in the evaluation phase.
Targeting: Thinking Through The ROMA Cycle

• **Agencies identify local needs** through the Community Needs Assessment process

• **The agency plans** (both agency wide strategic planning and the Community Action Plan) will include what the agency **wants to achieve**?

• **These expectations will be related to the national goals**.
  
  – In the Community Action/CSBG Network we have Three National Goals that shape all of our discussions about the results we achieve.
Targeting: Thinking Through The ROMA Cycle

• How will we try to reach the outcomes that we believe will support one or more of the national goals?

• The identification of services and strategies is included in the planning, and then these are implemented.
  – The new CSBG Annual Report has separate services (Module 4, Section B) and strategies (Module 3, Section C reports.)
Targeting: Thinking Through The ROMA Cycle

• How much change do we expect to see?
• How large of an effect will these outcomes have on our community?
• What resources do we have to provide the services and strategies that will produce the outcomes?
• This is when we identify the indicators of the outcomes expected.
  – In this way we quantify the outcome that an indicator will show us.
What is targeted?

• How many will be served? This is the first target number.

• Of those served, how many will achieve the outcome (will experience the change that is expected from the service)? This is the second target number.

• The relationship between these numbers produces a percent that shows the success of those receiving service.

• This is the foundation of data that will be used to identify what works and for whom.
Targets Identify the Scope of the Expected Results

Example of Results (Outcomes):
- Program participants pass the GED test
- Parents demonstrate increased knowledge of good parenting skills

Example of Targets (indicators):
- 30 of 50 participants (60%) achieve a score of 85% or above on the GED exam within the program year
- 25 out of 50 parents (50%) achieve a passing score on a post test of knowledge related to parenting following the training program.
Connecting to the NPIs

• In the Annual Report, agencies will enter
  – The numbers served
  – The targeted number who are expected to achieve
  – The actual number who achieved

• Two percents will be automatically calculated
  – the performance of the customers
  – and the ability of the agency to target.
Targets Should Be Very Specific

• You must define very precisely what it means to ‘achieve the outcome.’
• You do not necessarily have to have just one target.
• It is very helpful to have several interim indicators to show progress in the middle of the program.
<table>
<thead>
<tr>
<th>Need</th>
<th>Service or Activity</th>
<th>Outcome</th>
<th>Indicator</th>
<th>Evidence</th>
<th>Data collection processes and personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals in the community have no HS diploma or GED.</td>
<td>100 students will enroll in a year long GED test preparation course.</td>
<td>Students obtain a GED.</td>
<td>60 of 100 or 60% will improve basic skills 40 of 100 or 40% will obtain a GED.</td>
<td>Attendance log. GED test scores.</td>
<td>Program attendance is logged during every class. GED test scores are logged by staff.</td>
</tr>
</tbody>
</table>

**Mission Statement:**

*Note: the “Actual Results” column is missing from this graphic.*

*Once service is delivered, actual results must be compared with projected results.*
USING THE DATA FOR ANALYSIS
Using Targets in Analysis

• Targets put the results that indicators measure into the perspective of your resources and capabilities.

• Targets tie national, state, or agency indicators to the scale and timing of the specific program you run in a specified time period.
Management Based on Data

You can’t “manage” performance if you can’t define and measure it.

Data is found throughout the ROMA Cycle.

It is important to collect data in a way that assures it is accurate, complete and timely.

It is then necessary to organize the data into useful reports for management.
Management Based on Data

– The agency will effectively connect people and distressed communities with the services needed to achieve specific outcomes.

– Identify actions to take to improve or strengthen outcomes
Assessment
Assess community needs and resources

Planning
Use agency mission, TOC, and assessment to support services/strategies

Implementation
Implement services and strategies to produce results

Achievement of Results
Observe and report outcomes and progress

Evaluation
Analyze data, compare with benchmarks

How do the Core Principles in the Theory of Change help guide our selection of Services and Strategies?

What does data tell us about the needs in our specified community? What identified needs can we reasonably address either independently or in partnership with other organizations?

How will we strategically respond as an agency to individual, family, and community needs? What impact do we want to have? What are our performance targets?

How will we implement our unique combination of Services and Strategies? And for what outcomes (NPIs)?

What has changed for the people we served? What Outcomes were achieved and for whom? What Services and Strategies contributed to achieving the Outcomes? What can we improve to better respond to local needs?

Did the Outcomes achieved address the needs identified in the assessment phase? How well did we track our success? Did we meet our targets?

What Outcomes are observed and measured as Community and Family level NPIs? How do the Outcomes we are tracking move us towards Community Action Goals in TOC?

How do specific Services and Strategies help support and produce Outcomes to respond to the needs of our community?
RESOURCES AND TOOLS
### CSBG Annual Report Numbering

<table>
<thead>
<tr>
<th>CNPI 1</th>
<th>Counts of Change for Employment Indicators (CNPI 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNPI 1a</td>
<td>Number of jobs created to increase opportunities for people with low incomes in the identified community.</td>
</tr>
<tr>
<td>CNPI 1b</td>
<td>Number of job opportunities maintained in the identified community.</td>
</tr>
<tr>
<td>CNPI 1c</td>
<td>Number of “living wage” jobs created in the identified community*.</td>
</tr>
<tr>
<td>CNPI 1d</td>
<td>Number of “living wage” jobs maintained in the identified community*.</td>
</tr>
<tr>
<td>CNPI 1e</td>
<td>Number of jobs created in the identified community with a benefit package.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CNPI 1</th>
<th>Other Counts of Change for Employment Indicators - Please specify below (CNPI 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNPI 1z</td>
<td>Other</td>
</tr>
<tr>
<td>CNPI 1z.1</td>
<td>Other</td>
</tr>
<tr>
<td>CNPI 1z.2</td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CNPI 1</th>
<th>Rates of Change for Employment Indicators (CNPI 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNPI 1f</td>
<td>Percent decrease of the unemployment rate.</td>
</tr>
<tr>
<td>CNPI 1g</td>
<td>Percent decrease of the youth unemployment rate.</td>
</tr>
<tr>
<td>CNPI 1h</td>
<td>Percent decrease of the underemployment rate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CNPI 1</th>
<th>Other Rates of Change for Employment Indicators (CNPI 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNPI 1z.3</td>
<td>Other</td>
</tr>
<tr>
<td>CNPI 1z.4</td>
<td>Other</td>
</tr>
<tr>
<td>CNPI 1z.5</td>
<td>Other</td>
</tr>
</tbody>
</table>
### Module 4, Section A: Individual and Family National Performance Indicators (NPIs) • Data Entry Form

**Goal 1:** Individuals and Families with low incomes are stable and achieve economic security.

#### Employment Indicators

<table>
<thead>
<tr>
<th>Employment</th>
<th>1. Number of Participants Served</th>
<th>2. Target</th>
<th>3. Actual Results</th>
<th>4. Percentage Achieving Outcome</th>
<th>5. Performance Target Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. The number of unemployed youth who obtained employment to gain skills or income.
2. The number of unemployed adults who obtained employment by a work experience.
3. The number of unemployed adults who obtained employment by a job placement.
4. The number of unemployed adults who obtained employment by a job retention.
5. The number of unemployed adults who obtained employment by a job enrichment.
6. The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.

- a. Of the above, the number of employed participants who increased income from employment through wages or salary amount increase.
- b. Of the above, the number of employed participants who increased income from employment through hours worked increase.
- c. Of the above, the number of employed participants who increased benefits related to employment.

#### Other Employment Outcome Indicators

<table>
<thead>
<tr>
<th>Other Employment Outcome Indicator</th>
<th>1. Number of Participants Served</th>
<th>2. Target</th>
<th>3. Actual Results</th>
<th>4. Percentage Achieving Outcome</th>
<th>5. Performance Target Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Comments:

Expands on NPI 1.1.A, B, and D

Expands on NPI 1.1.C

Annotated CSBG Annual Report
Crosswalks

<table>
<thead>
<tr>
<th>SBG Annual Report/IS Survey and Organizations</th>
<th>Current CSBG IS</th>
<th>Organizational Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Report</td>
<td>Current CSBG IS</td>
<td>Organizational Area</td>
</tr>
<tr>
<td>1.1: State Administration</td>
<td>Section D</td>
<td>1.2: Direct Service Delivery</td>
</tr>
<tr>
<td>1.1A: Results Oriented Management and Accountability (ROMA) System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1B: Statewide Goals and Accomplishments</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

High-Level Crosswalk
CSBG Annual Report – CSBG IS Survey
FRN#2 30-Day Comment Period

Module 1 - State Administration

<table>
<thead>
<tr>
<th>Section A: CSBG Lead Agency, CSBG Authorized Official, CSBG Point of Contact</th>
<th>CSBG IS Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section C. General Information on State CSBG office</td>
<td></td>
</tr>
<tr>
<td>Section D. Accomplishments and Coordination of Funds</td>
<td></td>
</tr>
<tr>
<td>Section B. General Information on Local CSBG Agencies</td>
<td></td>
</tr>
<tr>
<td>/a</td>
<td></td>
</tr>
</tbody>
</table>

CSBG IS Survey Quick Reference Crosswalk

<table>
<thead>
<tr>
<th>CSBG IS</th>
<th>Very Similar Language</th>
<th>Similar Language</th>
<th>No Similar Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1A: Unemployed and obtained a job</td>
<td>Module 4, Section 4, Employment, 1. The number of unemployed adults who obtained employment up to a living wage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1B: Employed and maintained a job for at least 90 days</td>
<td>Module 4, Section 4, Employment, 3. The number of employed adults who obtained employment for at least 90 days up to a living wage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1C: Employed and obtained an increase in employment income and/or benefits</td>
<td>Module 5, Section 4, Employment, 8. The number of employed persons in a given education-related program who earned a living wage.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CSBG Annual Report Cleared by Office of Management and Budget (OMB)

The Office of Community Services (OCS) received OMB approval for a new CSBG Annual Report on January 12, 2017. Additional information about the implementation of the CSBG Annual Report is detailed in JM 152 CSBG Annual Report, released by OCS on January 20, 2017. The new CSBG Annual Report will eventually replace the CSBG IS Survey. The new report will be implemented through a phased-in approach over two years.

OCS has also released Action Transmittal 2017-01 on the Submission of Module 1 of the CSBG Annual Report for Fiscal Year (FY) 2016. This Action Transmittal notifies States that Module 1 is expected to be available in OLDC on February 28, 2017 and the deadline for submission of Module 1 in OLDC received a one-time extension from March 31, 2017 to April 7, 2017. The due date for submission of the CSBG IS to NASCSP is also extended to April 7, 2017.

CSBG Annual Report Implementation: Two Phases

- **Phase 1**
  - FY16 & FY17
  - Module 1 is completed in OLDC
  - Local Agency data is completed in the CSBG IS Survey

- **Phase 2**
  - FY18
  - Module 1-4 are completed in OLDC
  - No data is reported in the CSBG IS Survey
**FINAL CSBG Annual Report** - This pdf is the OMB cleared CSBG Annual Report and is unchanged from the version included in the second Federal Register Notice (FRN#2), 30-day comment period in November 2016.

**Module 2: Expenditure, Capacity, Resources**  **Excel Forms**  **Module 3: Community Level Excel Forms**  **Module 4: Individual and Family Level Excel Forms** - Download the excel forms for each module of the CSBG Annual report.

**CSBG Reporting Timelines for States and local CSBG Eligible Entitie**s - This chart shows the timeline for reporting on the CSBG Annual Report. Click here to see your State's CSBG Reporting Period.

**State Reporting Periods for FY18** - Modules 2-4 are based on the State's CSBG Reporting Period and reporting starts in FY18. Check out this chart to see your State's Reporting Period.

**Presentations:**

**ROMA NG/CSBG Annual Report Update Powerpoint** - This powerpoint was presented at the ROMA ICEP in Dallas, TX on April 18, 2017. This presentation provides an overview of the current status of the CSBG Annual Report, process for implementation, and current tools and resources.

**Using the Community Status Page Powerpoint** - This powerpoint was presented at the ROMA ICEP in Dallas, TX on April 19, 2017. The presentation provides an overview of where we are headed with community level work, a case study from Louisville Community Metro Services, and an example of how to complete the Community Status page.

**Crosswalks:**

**High Level CSBG Annual Report/CSBG IS Survey Crosswalk** - Use this quick reference tool to identify how the CSBG Annual Report and CSBG IS Survey overlap!

**Annotated CSBG Annual Report** - This detailed document provides line by line notations on which CSBG IS NPIs and Sections are included, expanded upon, or used to inform the CSBG Annual Report.

**CSBG IS/CSBG Annual Report Crosswalk** - Starting to map out how you will transition from the CSBG IS to the CSBG Annual Report? This detailed crosswalk starts with the NPIs in the CSBG IS Survey and identifies similar indicators in the CSBG Annual Report.

**CSBG Annual Report/CSBG IS Survey/Organizational Standards Crosswalk** - This tool crosswalks elements of the CSBG Annual Report, CSBG IS Survey and the Organizational Standards.

**Organizational Standards/ROMA Principles Crosswalk** - This tool lists the Organizations Standards that correspond to each phase of the ROMA cycle.
What is ROMA Next Generation?

- ROMA Next Generation (NG) is a system for continuous quality improvement to enable the network to measure, analyze and communicate performance.
- ROMA NG will help Community Action at local, state and national levels shift to a culture of continuous learning rather than a compliance and reporting culture.
- Ultimately, ROMA NG will help the CSBG Network generate robust results for individuals with low-incomes and the communities served.

<table>
<thead>
<tr>
<th>Now...</th>
<th>Under ROMA Next Generation...</th>
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<tbody>
<tr>
<td>Varying data quality and analysis</td>
<td>Infrastructure for multi-level analysis</td>
</tr>
<tr>
<td>No picture of services and strategies</td>
<td>Multi-level information of services &amp; strategies</td>
</tr>
<tr>
<td>No data on accountability measures</td>
<td>Results on State and Federal accountability</td>
</tr>
<tr>
<td>No data on Organizational Standards</td>
<td>Results on Organizational Standards</td>
</tr>
<tr>
<td>Thin data on community level efforts</td>
<td>Added Community Indicators</td>
</tr>
<tr>
<td>No ability to show community level</td>
<td>Space to report community level</td>
</tr>
<tr>
<td>work over multiple years</td>
<td>work over time</td>
</tr>
<tr>
<td>Not OMB Cleared</td>
<td>3-year OMB Clearance</td>
</tr>
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Theory of Change
Additional Tools and Resources Coming in July

- CSBG Annual Report Crosswalk with LIHEAP, Head Start, WIOA, and Weatherization.
- CSBG Annual Report, Webinar Series, focus on Modules 3 & 4.
- Instruction Manuals and Lexicon
This website is a resource for the Community Action Network to access an array of information and assistance designed to support efforts in serving low income families and addressing the causes of poverty in local communities. Through this site you may download toolkits, listen to webinars, register for training, engage in online dialogue with colleagues, submit requests for training or technical assistance, read the latest evaluation reports about evidence-based program models, and search a consultant bank for experienced professionals serving the Community Action Network.

Click HERE to read the CSBG Annual Report
Questions?

Contact us!

Katy Kujawski: kkujawski@nascsp.org
Lauren Cook: lcook@nascsp.org
Jackie Orr: jorr@nascsp.org
Upcoming CSBG Annual Report Webinars

**Understanding Module 4, Individual and Family Level**

July 6 - CSBG Annual Report, Module 4 - 1:00PM ET - [Click here to register]
July 7 - CSBG Annual Report, Module 4 - 10:00AM PT - [Click here to register]
July 14 - CSBG Annual Report, Module 4 - 11:00AM CT - [Click here to register]

**Understanding Module 3, Community Level**

July 17 - CSBG Annual Report, Module 3 - 11:00AM ET - [Click here to register]
July 21 - CSBG Annual Report, Module 3 - 10:00AM PT - [Click here to register]
July 25 - CSBG Annual Report, Module 3 - 11:00AM CT - [Click here to register]