



## **Community Services Block Grant**

## **American Recovery and Reinvestment Act Success Stories**

FY 2009

### **Prepared by:**

The National Association for  
State Community Services Programs

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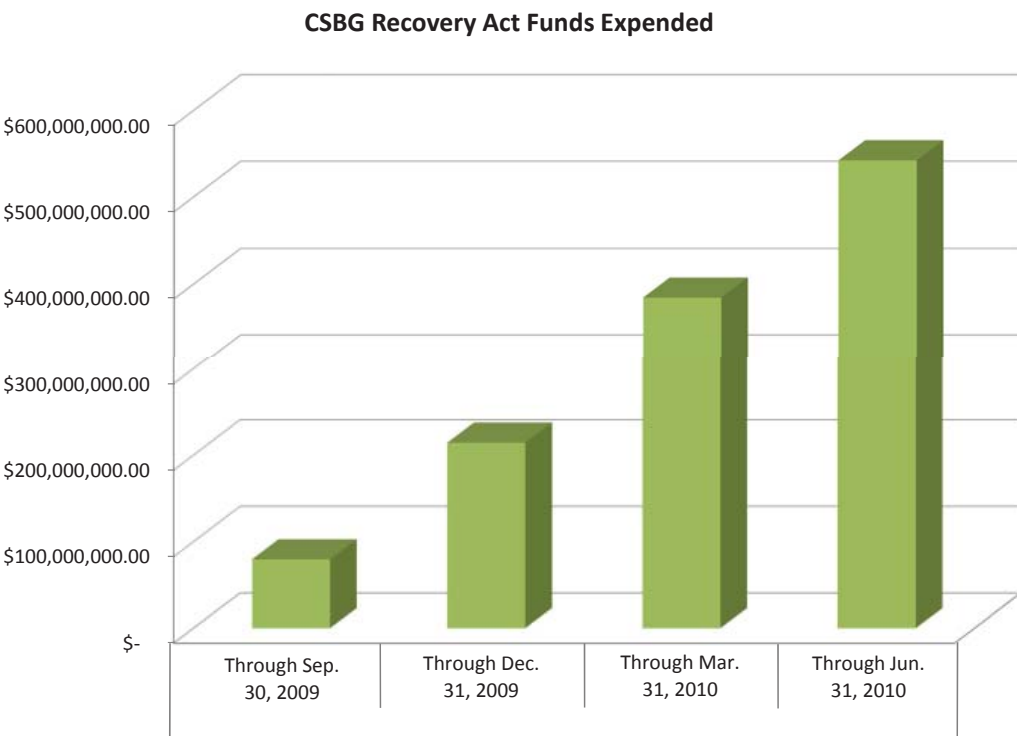


## CSBG Recovery Act National Overview

President Obama’s American Recovery and Reinvestment Act of 2009 provided the Community Services Block Grant (CSBG) Network with an unprecedented \$1 billion in additional funding for FY 2009 and 2010 CSBG programs. Community Action Agencies (CAAs), the entities that administer the CSBG on the local level, have been working diligently to ensure that CSBG Recovery Act funds provide critical services to those affected by the severe economic recession. State CSBG administrators and local CAAs have committed to providing transparent, efficient, innovative, and effective services with CSBG Recovery Act funds.

### Status of Recovery Act Expenditures

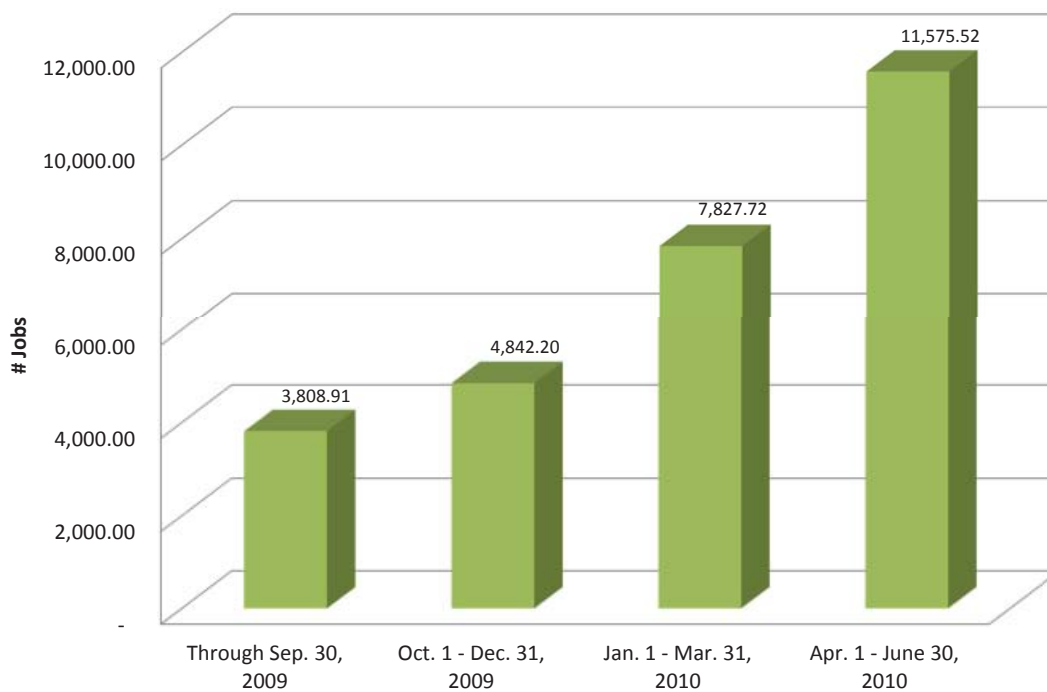
The CSBG Network has proven to be a responsible steward of Recovery Act Funds. Despite an unprecedented amount of funding, need, and responsibility, CAA have already collectively expended 55% of CSBG Recovery Act Funds. Thirty of the 56 State-networks (including U.S. states and territories) have expended over 60% of their CSBG Recovery Act awards as of June 30, 2010. State CSBG administrators continue to work with local CAAs in executing plans to spend CSBG Recovery Act Funds responsibly, so that Americans in need will receive the opportunities and help they deserve.



## Job Creation

The CSBG Network has also been a leader in Recovery Act-funded job creation. From April 1 through June 30, 2010, the network has funded over 11,712 jobs. CSBG ranked 11th out of over 200 federal programs in Recovery Act job creation at the end of March 2010, and has moved up to the number nine spot as of June 30, 2010.

**Jobs Funded by the CSBG Recovery Act Per Quarter**



## Success Stories

The Success Stories presented here are a sample of the CSBG Network's Recovery Act work across the nation, and represent activities during FY 2009 (April through September 2009 for most States).



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### Arkansas

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#### Agency:

Community Action  
Program for Central  
Arkansas

#### Focus Area:

Employment/Training

#### Impact:

- 15 unemployed persons obtained employment skills

During the Community Needs Assessment conducted by Community Action Program for Central Arkansas (CAPCA) in February 2009, the lack of full-time jobs was ranked one of the major issues for the CAPCA service area. Due to the economic downturn, many people were unemployed or underemployed. The difficulties in obtaining new jobs were generally greater for those lacking special skills and for those whose skills were no longer in demand, specifically in the manufacturing area.

CAPCA used CSBG Recovery Act funds (from October 2009 thru September 2010) to provide 348 scholarships not exceeding \$1,000 for participants attending classes to obtain certification in various occupations. These included occupations such as Personal Care Attendants (PCA), Certified Nursing Assistants (CNA), Hospitality Industry, Welding, Computer, Child Development Accreditation (CDA), Emergency Medical Technicians (EMT), and/or gaining skills for higher education.

Scholarships were used for tuition, books, childcare, fees, supplies, and state exam fees. CAPCA partnered with 12 agencies including employment and training organizations, adult education centers, literacy councils, higher education and medical facilities that provided instructors and classrooms, as well as employment assistance to graduates. Thirty-three percent of the participants who received scholarships are currently employed and another 33% are still in training or are pursuing higher education. Regular CSBG funds paid a percentage of staff salaries for those responsible for overseeing this project.

#### Agency:

Community Action  
Program for Central

#### Focus Area:

Education/Training

CAPCA created a new initiative that built on an existing partnership between CAPCA and the Conway Adult Education Center. CAPCA used \$8,750 in CSBG Recovery Act funding to provide scholarships for 30 clients, for up to \$350 per student. The scholarships enabled clients to receive basic skills to update their computer literacy and increase skills they need to enter or reenter the workforce or to avoid remediation courses in college. The Conway Adult Education Center provides the instructors and classroom space for the program. Thirteen youth received computer training during the quarter ending in September 2009.

The Workforce Investment Act/Human Services Infrastructure (WIA/HSI) Community Project was designed to link customers to needed social and employment services within the community, as well as to work with local employers to assess whether their employees would benefit from on-site training administered by staff of New Opportunities, Inc. (NOI). Using CSBG Recovery Act funds, NOI has been able to retain one full-time Community Liaison and create two full-time and two part-time Community Liaison positions. In FY 2009, the five Community Liaisons were able to assist 302 individuals with services like increasing job skills; obtaining identification needed to acquire employment; obtaining safe, stable housing; avoiding utility terminations; receiving eviction or foreclosure prevention and mediation services; obtaining access to health care; and referral to other necessary services. At times the Community Liaisons have been able to provide training on-site at business locations so the employees do not lose valuable work time and the employer does not experience excessive absenteeism.

NOI has formed several partnerships and collaborations to support the WIA/HSI Community Project. These partnerships include community centers and public schools, such as the Walnut Orange Walsh Community Center and the Washington School in Waterbury. These sites were identified through NOI's collaboration with the Workforce Investment Board as strong outposts within the community from which the Community Liaisons can operate. The facilities donate their space so that the Community Liaisons can provide services to clients in their own neighborhood.

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### Connecticut

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#### Agency:

New Opportunities, Inc.

#### Focus Area:

Employment/Training

#### Impact:

- 1 job retained
- 4 jobs created
- 302 individuals assisted with employment, housing, health, or referral services



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### Connecticut

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#### Agency:

Norwalk Economic  
Opportunity Now, Inc.

#### Focus Area:

Employment/Training

#### Impact:

- 5 jobs retained
- 5 clients placed in employment
- 67 increased employment-related skills
- 10 improved employment readiness
- 10 trained for a new position
- 3 received certification in a new skill area

Norwalk Economic Opportunity Now, Inc. (NEON) has used CSBG Recovery Act funds to expand the agency's capacity to serve the employment needs of local low-income residents. In the latest community needs assessment, employment-related services were identified as one of the top five needs in the community. Since the assessment was conducted, local unemployment rose from 4% to 8%, making these employment-related needs more pressing than ever.

The agency has re-fit its employment center, known as NorwalkWorks, and its computer lab with up-to-date computers that low-income residents can use to develop their resumes and to find area job openings. NEON used \$39,654 of CSBG Recovery Act funds to support the NorwalkWorks project, which provides a full range of employment services, training, and job readiness services to help low-income residents re-engage in the workforce. The Recovery Act monies also funded outreach efforts that resulted in 12 new partners in NorwalkWorks. Employer partners have provided employment opportunities and monetary and in-kind contributions. Two employers that offer vocational training gave NorwalkWorks clients special training opportunities in emergency medical services, hazardous work safety, and customer service. Two other companies gave in-kind resources that have expanded NorwalkWorks' information technology capacity, and another company provided funds for financial literacy training.

NEON retained five NorwalkWorks employees as a result of Recovery Act funding. The agency used \$26,000 of regularly appropriated CSBG funds to provide supervisory staff and to fund planning efforts and special activities such as job fairs.



The District of Columbia public schools annually launch a beautification effort on school grounds throughout the city. As school grounds improved each year, it became abundantly clear that beautification efforts were needed elsewhere in the community. The BLUE team was created to provide environmental improvement and beautification services in Wards 7 & 8.

The program has provided supportive employment opportunities for the Ward's residents, and the team has received a great deal of positive attention in the communities it has served. CSBG Recovery Act funds were used to pay stipends to project participants and salaries to five program staff. During the job-readiness training period, participants earned a stipend of \$7 per hour. Upon completing the job-readiness portion of the program, participants moved into full-time temporary positions, earning a stipend of \$11.75 per hour.

CSBG Recovery Act funds were also used to purchase equipment for the project: safety vests, cold-weather jackets, hats, classroom supplies, and two pick-up trucks used for the removal of debris and snow. Other expenses subsidized by CSBG Recovery Act included phone costs, maintenance, and gas for the pick-up trucks, as well as computers and furniture for program staff.

The BLUE team collaborated with the Mayor's office to assist with six area clean-up requests. CSBG Recovery Act funds allowed the BLUE Team to complete 19 community improvement projects in Wards 7 & 8, including: the collection of 1,045 bags of trash throughout 150 blocks in the business corridors; the maintenance of 305 tree boxes within the aforementioned business corridors; the removal of 14 areas of graffiti from vacant properties; and removal of 29 improperly placed signs. In addition, the BLUE team worked to clean sewer grates and removed 3,040 additional bags of trash and debris.

### District of Columbia

#### Agency:

United Planning  
Organization - Community  
Improvement

#### Focus Area:

Employment/Training

#### Impact:

- 45 jobs created



### District of Columbia

#### Agency:

United Planning Organization

#### Focus Area:

Employment/Training

#### Impact:

- 5 jobs created
- 22 people increased employment skills

The Green Cleaning and Building Maintenance training program is a new initiative supported with CSBG Recovery Act funds. Both increased funding and operational change jump-started this new initiative. Internally, the United Planning Organization (UPO) identified a need for increased building maintenance staff due to the maintenance needs of Head Start facilities added to UPO's portfolio. The agency's desire to hire from within the client community led to development of the training program. CSBG Recovery Act funds covered all operating costs for training 22 residents, and allowed the agency to accommodate an evening training class in addition to daytime programming. Participants were trained in non-toxic cleaning techniques, energy efficient cleaning techniques, and traditional building and grounds maintenance including buffing and waxing, pest eradication, and the proper mixing and use of cleaning chemicals.

CSBG Recovery Act funds totaling \$450,000 were used to purchase teaching materials and cleaning supplies, to cover transportation costs for program participants, and to hire five staff to direct the program. Additionally, CSBG Recovery Act funds were used to pay stipends to all 22 trainees participating in 320 hours of job-readiness training and on-the-job training at District of Columbia-area community centers.

This program worked in partnership with other programs internal to UPO. The Office of Child and Family Services, Petey Greene Community Services Center, Shaw Community Services Center, and Anacostia Community Services Center all made their facilities available after work hours to be used as training grounds for participants in the Green Cleaning and Building Maintenance Program. UPO's Property Management Division provided technical expertise and apprenticeship opportunities for participants enrolled in the training program, and select staff in that division also mentored program participants.

From among the 22 participants who were enrolled and trained in building maintenance and green cleaning techniques, five graduates of the training program were hired for part-time custodian positions and one graduate of the training program was hired for a full-time custodian position within the agency. The work of these additional staff at buildings that were previously understaffed has made a tremendous difference in the aesthetic appeal of the UPO's community centers and its Head Start centers. This new training program has put District of Columbia residents back to work by providing them with the skills necessary to fill newly created positions.

Western Idaho Community Action Partnership (WICAP) used CSBG Recovery Act funds to establish a new focus on employment-related services. The funds were used to assist clients in obtaining certifications, licenses, and inspections such as child-care licensing and certifications for Nursing Assistants, which opened a path to self-employment. They also used CSBG Recovery Act funds to help clients maintain their employment; for example, clients have been helped with medical appointments for themselves or a family member, so that work absences are minimized. CSBG Recovery Act funds have been used for tuition assistance and school materials so individuals can afford to return to school for education that will help them become more employable. WICAP has also used the funds to help clients whose main barrier to maintaining employment was lack of transportation. Funds for license plates, registrations, car insurance, and small car repairs helped clients keep the jobs they had.

WICAP has worked with many business owners and social service agencies to leverage or enhance the services offered through the CSBG Recovery Act-funded employment program. A local vehicle repair shop gave WICAP service at a reduced rate, an arrangement that has helped both the CAA and the repair shop. WICAP has negotiated with their local community college to create a fluid entry into school for their clients, giving the unemployed rapid access to education that will increase their employment options. Local truck driving schools and nursing schools have also become partners with WICAP; for example, Sage Truck Driving School offered a discount for each person enrolled in the CSBG Recovery Act-funded employment program.

WICAP used CSBG Recovery Act funds to hire additional staff to provide these expanded services. Regular CSBG funds were used to administer this program and to pay for space costs, shared program expenses, and other administrative and operating fees.

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### Idaho

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#### Agency:

Western Idaho Community Action Partnership

#### Focus Area:

Employment/Training

#### Impact:

- 28 jobs created and/or saved



### Idaho

**Agency:**

El-Ada Community Action Partnership

**Focus Area:**

Employment/Training

**Impact:**

- 8 people received culturally appropriate job-readiness and skill training
- 3 formerly unemployed persons employed

In 2009, the El-Ada Community Action Partnership service area faced a crisis when large numbers of recently naturalized American citizens, primarily refugees, began experiencing unemployment and loss of income due to the economic downturn, compounded by the loss of their transitional benefits and supportive services. The increased demand for services to meet the needs of this population was overwhelming local service providers. One tremendous unmet need immediately identified was accessible employment training and placement for these refugees.

The community of refugees generally has large households facing multiple barriers to social and economic security and often had little understanding of how to obtain and maintain employment. Using CSBG Recovery Act funding, El-Ada designed the Common Ground training program and partnered with a local non-profit refugee employment organization, Momentum Group, and with Boise State University to offer the training. El-Ada's Common Ground provided a classroom, meals, childcare, bus transportation, translation, tuition, supplies, case management, and other supportive services. The Momentum Group provided training services, client assessments and employer identification. Boise State University provided Service Learning students to assist with assessments and program evaluation. El-Ada also used CSBG Recovery Act funds to hire staff that screened, assessed and supported the students with self-sufficiency focused services, and with CSBG Recovery Act-funded rent and utility assistance and food assistance, when needed.

El-Ada CAP used \$26,000 in CSBG Recovery Act funding for the initial six-week pilot program, a multi-skill course that included the basics of employment communication in English and a variety of entry-level skills. Regularly appropriated CSBG funds of \$2,600 paid for general administrative costs including overhead and operating costs, reporting, and administrative staff time.

The first group of eight students practiced customer service, cashiering, janitorial, and grocery store skills. Each week included a field trip to a potential employer in the community. Pre- and post-evaluations of individual students demonstrated the effectiveness of the training model. Graduation assessments provided recommendations for additional training and development based on individual client needs, and the Momentum Group supplied job placement services to those who were ready to obtain employment. Outcomes from the first course indicate that 100% of students reported an increase in their job search and workplace skills and an increase in self-esteem. Assessments indicated improvement in overall English language skills. Three students (37%) obtained employment as a direct result of skills developed during the training classes. A second intermediate-level 10-week course is being planned, and the replicable model is ready to be implemented for other high need refugee groups.

The primary mission of the Center for Employment Training (CET) in California is to provide low-income families and individuals with access to a broad range of educational, training and support services leading to economic self-sufficiency. In addition to migrant and seasonal farm workers (MSFW), CET extends services to welfare recipients, youth, long-term unemployed, and others that face significant barriers to employment. The CET training program is designed to train people for demanding and emerging occupations in order to ensure that they will be competitive in the local labor market

CSBG funds allow eligible MSFW and other low-income participants to attend training full-time. CSBG supportive services are available for transportation, clothing, child care, food, housing, and medical needs, thus minimizing the effect of factors that may jeopardize the student's ability to complete training.

During FY 2009, CET served over 6,500 low-income MSFWs across 17 CET Centers in more than 25 occupational skill training areas in high demand occupations. Of the participants who exited training during the timeframe of this report, 78% (2,322) graduated and received a certificate of completion, and 73% (2,178) obtained employment at an average wage of \$10.74 per hour.

One of the major populations CET serves is the farm worker population. Most farm workers face extreme educational and cultural barriers when attempting to obtain work in a non-agricultural field. CET assists farm workers with eliminating barriers to employment and helps them obtain jobs that provide a living wage. CET served over 1,700 such farm workers in 2009, 1,132 of whom were high school drop-outs. Seventy-nine percent of farm workers who exited training in 2009 became employed, earning an average wage of \$9.85 per hour. These statistics demonstrate the impact of the CET human development/occupational skill training model on the lives of farm workers and their families. CSBG is essential among the funding that CET programs receive and apply toward making low-income people self-sufficient.

With CSBG Recovery funding, CET has been able to expand their assistance to low-income families even further, increasing their employment training programs. The majority of funding was used to purchase equipment for the implementation of pre-weatherization and retrofitting, solar thermal systems installer, and solar systems installer training. Equipment was purchased for 11 training centers to implement the new Green Building Construction Skills program at these centers.

### California

#### Agency:

Center for Employment Training

#### Focus Area:

Employment/Training

#### Impact:

- 2,178 people obtained a job as a result of employment training





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### Kansas

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**Agency:**

Community Action  
Incorporated

**Focus Area:**

Employment/Training

**Impact:**

- 6 jobs created

Community Action, Inc. of Topeka, Kansas used a portion of its CSBG Recovery Act resources to initiate a job-training program. The program created six apprenticeships within the agency, where the new hires are working toward attaining either a Commercial Drivers License or certification as a Child Development Associate; both fields are ones where jobs are currently available. While pursuing their credentials, the apprentices receive a CSBG Recovery Act-funded stipend. CSBG Recovery Act funds also pay for necessary tuition and fees, training materials and supplies. The agency's CSBG Recovery Act-funded Quality Assurance Coordinator supervises and mentors the apprentices. Regularly appropriated CSBG funds were used for indirect costs related to the project including office and training space for program participants and supervision of the program manager.

As a partner, Head Start provides locations for, and supervises, the on-the-job training required for each credential. Kansas Legal Services plans, manages and facilitates a two-week workshop helping the apprentices improve their life skills (goal setting, time management, and building healthy esteem) and job skills (resume writing, job searching, and interviewing).

United Communities Against Poverty, Inc. (UCAP) developed the first Green Jobs training program in Prince George's County. Workforce development has always been a critical area of focus for the agency; past needs assessments have identified the need to create jobs that will help sustain households. The Green Jobs initiative is a comprehensive program that provides education, training, and construction certification, followed by sustained employment. UCAP used \$907,000 of CSBG Recovery Act funds to conduct training for 48 unemployed Prince George's County residents. CSBG Recovery Act funds also paid for LEED application fees and construction skill certifications. At the conclusion of training, 13 program graduates applied for U.S. Small Business Administration loans that will help them to start their own companies and that will provide employment opportunities to other UCAP Green Job graduates.

The CSBG Recovery Act funds allowed UCAP to forge partnerships with other organizations to create opportunities for community involvement within the Green Jobs initiative. Program partners offered apprenticeships, internships, and job referrals. Volunteer members of a program Advisory Committee have an ongoing role in strengthening the program by overseeing a continuous process of assessment and evaluation.

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### Maryland

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#### Agency:

United Communities  
Against Poverty, Inc.

#### Focus Area:

Employment/Training

#### Impact:

- 6 jobs created
- 9 jobs saved
- 13 businesses created



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### Maryland

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**Agency:**

Shore UP! Inc.

**Focus Area:**

Employment/Training

**Impact:**

- 10 jobs created

Shore UP! Inc. has expanded its existing Employment Training Program for Certified Nursing Assistants and Geriatric Nursing Assistants using CSBG Recovery Act funds. The need for training had been identified by previous community need assessments and as this initiative was being planned, unemployment was increasing in the region. The seven-week job-training program includes classroom instruction as well as hands-on experience. Participants have the opportunity to work toward their General Equivalency Diploma, and they attend specialized workshops that help them to develop financial-literacy and enhance their job-readiness. The employment training program staff can also assist clients by making intra-agency or interagency referrals to programs providing food, clothing, energy assistance, tax preparation, child care, and other supportive services. Once training is complete, program staff help students to prepare for their state certification exam. After the students receive certification, Shore UP! provides ongoing assistance in finding employment and remaining employed.

Community partners include the One-Stop Job Market and the Workforce Alliance, both of which refer qualified job seekers who are interested in healthcare careers to Shore UP! The Holly Center, a state-operated, 24-hour residential facility for individuals with developmental disabilities, provides a training facility for the program and allows students, under close supervision of their instructor, to help monitor clients who have medical problems.

Ten people were enrolled in the first seven-week program; all 10 found employment at the completion of their training. The direct services were made possible by CSBG Recovery Act funds. Regularly appropriated CSBG funds were used for administrative support and to meet the funding gap in direct service provider salaries.



Action of Boston Community Development, Inc (ABCD) committed \$910,000 of its CSBG Recovery Act appropriation to the SummerWorks program. This funded 470 youth positions in summer 2009 and will fund almost 300 summer-long youth positions in summer 2010. CSBG Recovery Act paid for youth wages, for the supervisory youth service specialists, and for other program operating costs. The cost to support one youth with a summer job lasting the length of the program, as well as to provide the accompanying educational opportunities, positive adult support and a foundational work experience, was \$1,355 in summer 2009.

SummerWorks is an ongoing program of ABCD. It has addressed the need of low-income youth to become involved in the workforce in a supported environment, early in their transition to adulthood. This need has remained constant, and was reaffirmed in the Community Planning Process that took place in 2008. SummerWorks provides not only a critical work experience for youth, but, more plainly, it gives them something to do. Studies by local universities and other institutions have found that out-of-school-time opportunities are desperately needed.

Because SummerWorks employment is rooted in neighborhoods, the positive impacts on the community are many. Working at sites located within their own neighborhoods, enrollees create community contacts and are encouraged to become involved in their neighborhood. All worksites are at nonprofit organizations, so SummerWorks youth give back to their communities and their neighbors through participation in the program. In summer 2009, ABCD partnered with 261 local nonprofit worksites to host youth throughout the city of Boston, allowing ABCD to offer youth a variety of work experiences, including: office administration, child day care, youth recreation, maintenance, food service, arts, health care, and elder care.

The program would not exist without its partners, who are key components of its success. Specifically, the employment opportunities provided by ABCD's nonprofit partners and the generosity of its donors are what make the program possible. In summer 2009, financial support was provided by a total of 18 private foundations, companies, and charitable events sponsored by individual donors.

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## Massachusetts

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### Agency:

Action for Boston  
Community Development,  
Inc.

### Focus Area:

Employment/Training

### Impact:

- 486 jobs created to date
- An additional 300 jobs anticipated for 2010



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### Massachusetts

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#### Agency:

Community Teamwork, Inc.

#### Focus Area:

Employment/Training

#### Impact:

- 64 workers became employed in the fields of healthcare, early education and transportation
- 22 YouthBuild graduates obtained their General Equivalency Diplomas and went on to become gainfully employment

Community Teamwork, Inc. (CTI) identified a need for a comprehensive workforce development initiative that expanded the agency's existing employment/training efforts and responded to market needs for workers in areas of employment growth within the overall weak economy. A clear majority of respondents to a Workforce Services Interest Survey were interested in improving their current employment situation and expressed interest in additional training. This assessment, along with the agency's community needs assessment, helped CTI to formulate a response to the need.

CTI expanded its resources to provide training and employment opportunities in traditional industries such as construction, healthcare, and manufacturing, and in emerging industries such as green construction and weatherization, solar installation, and green healthcare. Through funding from the Department of Transitional Assistance, Department of Labor, the Workforce Investment Board, and CSBG Recovery Act, CTI is working with numerous training partners to offer job training to low-income individuals. CTI has increased its capacity to link program participants to internships, employment, and higher education by broadening the agency's partnerships with training partners such as Shawsheen Valley Technical High School, the Greater Lowell Workforce Investment Board, and the Career Center; educational partners such as Middlesex Community College, Northern Essex Community College, and the University of Massachusetts/Lowell; and employer partners including Lowell General Hospital, Saints Memorial Medical Center, Lowell Community Health Center, Sunlight Solar, and the Northeast Homebuilders Association. CTI's YouthBuild initiative has increased its capacity to provide opportunities for up to 75 youth.

CSBG-funded Planning Office staff played a large role in the expansion of the Workforce Development Programs, working with other staff to obtain funding to expand programming within the agency's Division of Workforce Development.

Community Action Duluth (CAD) has used CSBG Recovery Act funds to support a partnership with Lake Superior College, which provides tuition assistance and supportive services to help low-income individuals get the training they need to fit the local job market. The primary focus of the Education that Works program is to assist participants in securing a certificate from Lake Superior College that would help them obtain a job that increases their income. The need for this initiative was identified during the Blueprint to End Poverty Needs Assessment in 2008. During this process, low-income people were asked: What would have to be in place (programs, resources, information) for you or other people you know to move out of poverty? The most common responses to this question was education and employment.

CAD used CSBG Recovery Act funds to provide tuition assistance to low-income students and to pay the staffing costs of the project. The primary partner is Lake Superior College; their staff helped to design the program and the college has provided support and assistance to the students as they applied to the college and enrolled in courses.

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### Minnesota

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#### Agency:

Community Action Duluth

#### Focus Area:

Employment/Training

#### Impact:

- 8 students received certificates



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### Mississippi

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**Agency:**

South Central Community  
Action Agency

**Focus Area:**

Employment/Training

**Impact:**

- 40 recieved job training

South Central Community Action Agency (SCCAA) used CSBG Recovery Act funds to provide education and employment training for those who were unemployed and lacked the skills to find new employment opportunities. Although the need has been visible in past community assessments performed by the agency, CSBG Recovery Act funds provided the first opportunity to address the need for employment training that focuses strongly on getting people back into the workforce.

SCCAA employees who are paid under the regular CSBG program assisted CSBG Recovery Act-funded staff with coordination of services and with client orientation. Partners in the community assisted by providing services that the agency could not supply. Cooperating schools and vendors supported with the program by reducing the cost of needed supplies and services and by making in-kind contributions.

**Agency:**

Hinds County Human  
Resource Agency

**Focus Area:**

Employment/Training

**Impact:**

- 167 clients found jobs as a result of their training

Although Hinds County Human Resource Agency (HCHRA) had partnerships in place to support earlier agency employment and training initiatives, the addition of \$190,298 in CSBG Recovery Act funds allowed the agency to expand those efforts tremendously. Participating partners include the Workforce Investment Network, local training centers, vocational schools, and college and a number of businesses throughout the region. These partner organizations provided job skills training and issued certifications, conducted job preparation training and supplied job-appropriate attire for clients receiving educational and employment services. To get the project off the ground quickly, HCHRA used \$23,846 in regularly appropriated CSBG funds to cover costs of uniforms, books, and equipment before CSBG Recovery Act funds arrived.

The education initiative has been highly successful in meeting an identified need among HCHRA clients. One hundred sixty-seven clients have been placed in employment as a result of this initiative. Forty-five clients graduated from the Healthcare Institute of Jackson with certifications in the medical field and five clients graduated from the CAN Training Center. Hinds County currently has 21 clients completing their externships and preparing for the state board exams.

District XII Human Resource Development Council (HRDC XII) used CSBG Recovery Act funding to operate the Summer Youth Employment Program for youth, ages 14–24. The need for a youth employment program was identified through the 2009 biennial needs assessment conducted by the agency. Participating youth were placed at job sites supplied by 36 business and non-profit partners, where youth were able to contribute to their community by participating in activities such as community beautification efforts and serving low-income children who participate in the summer lunch program. Regularly appropriated CSBG funds of \$19,000 allowed the agency to provide participating youth with case management, supportive services such as transportation assistance and with appropriate work attire.

The agency's 36 business partners provided work and supplied job supervision and mentoring for youth. Supervisors in these businesses also worked with HRDC XII case managers to support the development of good job skills in youth they employed.

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### Montana

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#### Agency:

District XII Human  
Resource Development  
Council

#### Focus Area:

Employment/Training

#### Impact:

- 83 summer jobs created



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### New Mexico

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**Agency:**

Economic Council Helping Others

**Focus Area:**

Employment/Training Housing

**Impact:**

- 3 jobs retained
- 4 jobs created
- 63 subcontractors provided with work

Affordable housing has been identified as a priority in community needs assessments for many years. The Economic Council Helping Others (ECHO) first entered the affordable housing arena in 2004 through a partnership with USDA Rural Development and the Mutual Self-Help Housing Program. CSBG Recovery Act funds, along with the contributions of the agency's partner organizations, have allowed housing activities to be expanded through the creation of the ECHO HOPE Housing Program. ECHO works with potential homeowners to establish Individual Development Accounts (IDA) which are then used to save funds toward closing costs. Four Corners Community Bank provides \$100 to each IDA participant as soon as they reach \$900 in their own savings. Four Corners also assists by obtaining Federal Home Loan Bank subsidies of \$5,000 for the individual homeowners. Landowners have, unexpectedly, been major partners as they have provided options on the \$35,000 to \$40,000 lots without requiring payment up front to secure the property on which the homes are being built. The New Mexico Mortgage Finance Authority is providing Payment Saver subsidies of \$8,000 to each family at closing. The most significant partner is the USDA Rural Development Program—they furnish the construction and permanent financing of an average \$175,000 per home.

CSBG Recovery Act funds pay 100% of the program's administrative costs—staffing salaries as well as overhead such as rent, utilities, and supplies. Regular CSBG funds were used to the extent that the two programs share costs in the same building based on a pro-rata share to each program. Most importantly, the program will become self-sustaining as the agency receives developers' fees from the homes built through the program.



Needs assessments conducted by HELP-New Mexico identified the need for opportunities for youth to develop the skills and experience necessary for today's job market. Many of the youth employed through the Summer Youth Employment program are using their wages to sustain their households by paying for groceries, gas, utilities and school clothes while their parents are unemployed. This initiative was an expansion of the existing year-round youth programs in 12 counties. Recovery Act funding allowed for an expansion of this training activity and offered youth 40 hours of work per week for the three summer months. For economic stimulus purposes, the age eligibility was increased to 24.

HELP-New Mexico used \$106,023 of CSBG funding to plan and operate the agency's 2009 CSBG Recovery Act program. The regular CSBG program covered the Workforce Development Division's staff's salaries and administrative expenses, as well as operating costs such as office rents, supplies, utilities, and travel. Since this infrastructure was in place, HELP-New Mexico kept staff expenditures to a minimum and allowed more CSBG Recovery Act funding to go directly to the participants.

The program was a community effort and numerous local partners made the program a success. University of New Mexico facilities were used for orientation week. New Mexico State University, San Juan College Industrial Operator Program, and Eastern New Mexico University provided computers and classrooms for 15 hours of work readiness training at no cost. Community churches, schools, and recreation centers were involved with the recruitment of participants and provided referrals to the program. Local media provided free advertisement. Various assistance programs identified families with youth who would meet the eligibility guidelines. First Financial Credit Union provided financial literacy courses during orientation week. Many local branches of state offices hosted worksites for the seven weeks of work experience activity, as did many non-profits and for-profit businesses.

CSBG Recovery Act funds of \$16,016 supported instruction during orientation and administrative assistance. Staff identified needy migrant and seasonal farm worker families with eligible youth. CSBG funds partially paid for assessments tools used to provide work readiness training and paid for administrative personnel, including accounting personnel, to oversee the program.

The 2009 Summer Youth Program enrolled 433 youth, ages 14–24. Over 90% of the placements completed the program. Some youth excelled at their work experience and were hired directly by the employer after the program ended. The temporary summer jobs allowed the youth and mostly inexperienced workers to gain valuable job experience, assist their families to pay for ongoing living expenses, and in many cases support their own young families.

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### New Mexico

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#### Agency:

HELP-New Mexico

#### Focus Area:

Employment/Training

#### Impact:

- Over 400 youth received work readiness training and work experience



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### New York

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#### Agency:

Community Action of Orleans and Genesee, Inc.

#### Focus Area:

Employment/Training

#### Impact:

- 7 individuals completed basic computer skills training
- 4 individuals gained employment
- 16 at-risk youth completed a dropout prevention program

Community Action of Orleans and Genesee, Inc. used CSBG Recovery Act funds to expand their Main Street Store, a one-stop employment and training assistance site. With the help of these funds, the program moved into additional space and increased business hours, the number of paid employees, and number of volunteers involved in the program.

The Main Street Store has increased employment and job retention through increasing client skills. It has provided a safe place for youth to stay after school and during the summer. The self-sufficiency of customers has increased, as has their self-esteem and overall attitude about their future. Members of the community feel that they now have a place to go for help when they are unemployed and in need; all services at the Main Street Store, with the exception of tutoring and job classes, are open to everyone in the community.

The Main Street Store used \$2,365 from CSBG Recovery Act funds to support pre-employment training in computer skills, resume writing, job interview practice, employment clothing, and job search assistance, as well as to cover some costs of program management and administration. It used \$15,038 of regularly appropriated CSBG funds toward administration, program management, property and equipment maintenance and repair, space costs, telephone and IT costs, and some supplies.

The Main Street Store has already helped 10 individuals create a resume and cover letter and complete a mock interview with the CSBG Recovery Act funding. Also, seven individuals have completed training in basic computer skills and four have gained employment. Sixteen youth have completed a tutoring program for students at risk of dropping out of high school. With the increased space, Main Street Store staff has also added an area to focus on literacy skills and a separate space to learn how to refinish furniture. CSBG Recovery Act funding helped to sustain the expansion of program space and available services, and as a result people from all over Orleans County will have the opportunity to improve their skills and to become more employable.



Over the past few years, the Welfare Reform Liaison Project, Inc. (WRLP) began to see the impact of the changing national and local economic situation. An increasing number of the clients who were seeking job training had stable job histories in moderately skilled, labor-intensive fields such as manufacturing and shipping. WRLP began looking at employment training and placement opportunities that matched these characteristics. Records management was selected as an appropriate area to consider, and WRLP began developing the digital imaging component for a record management training system. WRLP staff researched the need for trained workers in records management, identified opportunities for simulated job training, developed expertise in the area, devised a curriculum, secured funding, and developed a business plan to sustain the program once CSBG Recovery Act funding is reduced.

The program is designed to provide classroom and simulated job training to 40 individuals in a year, with approximately 20 participating at any given time. Regularly appropriated CSBG funds paid for the planning and development phase of the program. By the end of the planning period, WRLP had secured foundation assistance that led to a training and business relationship with a local electronic records vendor. Participation criteria were developed that matched industry standards for providing document security and preventing identity theft, and a work site that reflects real-world employment conditions was secured. A social entrepreneur class from the Bryan School of Business at the University of North Carolina at Greensboro is assisting in developing a business plan to sustain the project once CSBG Recovery Act funding is complete.

CSBG Recovery Act funds will be used throughout the program implementation period. Through the first five months of the program, 23 individuals participated in the training and eight more students will begin digital image training in the spring. Seven of the initial participants have obtained employment as a result of their training.

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### North Carolina

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#### Agency:

Welfare Reform Liaison Project, Inc.

#### Focus Area:

Education/Training

Self-Sufficiency

#### Impact:

- 7 program graduates have found employment as a result of their training



### Ohio

**Agency:**

Council for Economic Opportunities in Greater Cleveland

**Focus Area:**

Employment/Training

**Impact:**

- 55 jobs created and/or saved

The Council for Economic Opportunities in Greater Cleveland (CEOGC) is the designated CAA for Cuyahoga County, where unemployment has reached 9.1 percent. With CSBG Recovery Act funding CEOGC created an employment re-entry program that is available to all unemployed or underemployed individuals in their service area. Future Routes for Entrance to Employment (FREE) is a program that provides six weeks of job readiness, financial literacy, and life skills workshops followed by on-the-job training with local employers. The program benefits workers in need of jobs and also helps companies who cannot afford to pay for training in this tough economy.

During the six-week training session, participants earn a stipend of approximately \$146 per week, and when they move to on-the-job training, they receive \$7.30 per hour. The goal is for the employer to hire participants permanently when the training period ends. Sixty-five people have already begun training classes, and CEOGC plans to serve 360 people through the program by the end of FY 2010. CEOGC caseworkers assess participants' needs and provide access to the agency's other services as appropriate. Participants have been provided with assistance for transportation, work clothing and training equipment. CEOGC has invested \$1,935,525 of CSBG Recovery Act funds in the FREE program and has partnered with the Career Counseling Group, LLC, Cleveland and the Cuyahoga Employment Connection to extend the services available to participants.

**Agency:**

Pickaway County Community Action Organization, Inc.

**Focus Area:**

Employment/Training

**Impact:**

- 7 people have completed training and were hired by their matched employers

Pickaway County residents have not only found new jobs thanks to stimulus-funded programs, they have also recovered family time and reinvested in their futures. The Employment and Training Program at Pickaway County Community Action (PICCA) is a new program made possible by CSBG Recovery Act funds.

PICCA staff realized that the vast expansion of home weatherization funding provided through the Recovery Act meant that the weatherization network would need to hire additional staff to meet production needs. To address this need, PICCA developed partnerships with local employers and weatherization contractors to accept part-time, temporary PICCA referrals as employees for on-the-job training. Participants spend 12 weeks in the program and are paid \$8 an hour by PICCA while they are trained on the job-site and their employer has the opportunity to test the possible employment relationship. At the end of 12 weeks, the employer has the option of hiring the participant full-time. To date, seven people have completed the program, participated in on-the-job training and learned new skills. All employers hired their trainees. Energy conservation and weatherization are growth areas of the economy, so these participants have good long-term employment prospects. PICCA spent \$28,818.82 of CSBG Recovery Act funds to operate this program, most of which paid trainee wages.

Employment issues and the need for assistance in obtaining jobs paying a living wage has been a need identified in community assessments for the past seven years, but Northeast Oklahoma Community Action Agency (NOCAA) has not had the resources or the funding to be able to address these issues. CSBG Recovery Act funding allowed NOCAA to add a staff position to assist clients with job search and job placement. The Job Placement Specialist works directly with clients, assisting them in the preparation of resumes, teaching interviewing skills and employment soft skills, and making referrals to appropriate job training resources, including post-secondary training and Work Keys training. The Job Placement Specialist also works closely with the agency's Economic Developer, Workforce Oklahoma staff, area employers, and area economic development agencies, referring job seekers to appropriate employment opportunities.

NOCAA used \$5,275 in regular CSBG funds to support the salaries of the agency's Executive Director, Services Director, Planner, and Business Manager during the planning and preparation of the application for CSBG Recovery Act funding. A portion of the CSBG Recovery Act funds were used to support the salary of the Job Placement Specialist and to provide support staff, administration, and operational costs of the direct services to clients.

The Oklahoma Employment Security Commission (OESC) supplied training in accessing OESC services and provided consultation regarding training and education programs. The Oklahoma Department of Human Services, Jay Lions Club, and the Jay Chamber of Commerce provided forums for presentations regarding job development and placement services and provided referrals of clients for services. The Grove Sun Newspaper, Delaware County Journal and KFVE Radio all provided publicity for the initiative. Both papers published articles about job development and placement services, and the radio station provided daily public service announcements about the available services.

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### Oklahoma

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#### Agency:

Northeast Oklahoma  
Community Action Agency

#### Focus Area:

Employment/Training

#### Impact:

- 21 clients assisted with their job search



### Rhode Island

**Agency:**

East Bay Community  
Action Program

**Focus Area:**

Employment/Training

**Impact:**

- 5 jobs created or saved

The Newport Skills Alliance (NSA) is a coalition consisting of Newport County employers, industry associations, education and training providers, social/human service agencies, and Rhode Island state agencies that have come together to address regional workforce development challenges in key industries. Since its conception in 2007, NSA has used a data-driven model for preparing unemployed and underemployed people in Newport County for high-demand jobs, while simultaneously linking them to wrap-around services and to the workforce development system so that they can secure a family-sustaining wage and can continue to progress up the career ladder.

NSA has established the On-Ramp employment/training model in which employer engagement is key. Employers participate in NSA's primary research and data-gathering efforts to determine skills that are in demand. If an area of training is relevant to their industry, they might participate in designing a curriculum for the targeted area of employment that focuses on critical skills and information. Employers provide opportunities for job shadowing, internships, and site tours. And, of course, employers provide the job placement opportunities that are the goal of the project. Their involvement doesn't stop there, though, because employers also have the opportunity to work together with the NSA Project Coordinator and Case Manager to plan a career ladder for successful placements.

NSA has designed and executed a total of three On-Ramp programs: two targeting job vacancies in long-term care and one targeting job vacancies in hospitality. Each On-Ramp session operates for five to six weeks and is followed by job-specific tracks (Certified Nurse Assistant training for long-term care and Serve Safe for hospitality), which run a minimum of an additional six weeks. Participants in each program receive support services that extend for one year following their training. CSBG Recovery Act funds and regular CSBG were used to support the salary and fringe benefits of the supervisor for the NSA social services case manager for On Ramp.

Brazos Valley Community Action Agency (BVCAA) set up the J.O.B.S. training program to train unemployed residents in the agency's target service area in their choice of three service professions -- lawn care, janitorial services, or building maintenance. The program was designed to address the rising unemployment in the area due to the current economic crisis. Many of the trainees have been unemployed for a significant period of time and were facing a financial crisis (about to be evicted from their home, have their car repossessed, or have their electricity terminated). These trainees needed immediate help; BVCAA used CSBG funds to meet these emergency needs so their living situation was stabilized and they could focus on their training. Trainees received case management through BVCAA's partnership with Project Unity, and medical assistance through the agency's Federally Qualified Health Center (FQHC) clinic, where payment is on a sliding scale. Regularly appropriated CSBG funds were used for utility and rent assistance, and \$85,000 of regularly appropriated CSBG funds were set aside to assist in the supervision and management of the training project.

Upon completion of the training, the Case Manager/Job Placement Coordinator assists the participants in finding jobs or in starting their own business by enrolling them in BVCAA's Individual Development Account (IDA) program. Clients enrolling in the IDA program receive free tax preparation assistance and the opportunity to participate in the matched savings program. In this part of the program, BVCAA collaborates with United Way, which has pledged \$21,000 toward the match for the IDA participants.

CSBG Recovery Act funds in this project were used to create permanent jobs. The agency plans to sustain the program once Recovery Act funds are gone by using the on-the-job training portion of the program to generate revenues from third parties. Trainees will provide the labor for service contracts the agency secures for work in lawn care, janitorial services, or building maintenance.

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### Texas

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#### Agency:

Brazos Valley Community  
Action Agency

#### Focus Area:

Employment/Training

Emergency Services

Self-Sufficiency

#### Impact:

- 16 jobs created





### Vermont

#### Agency:

Champlain Valley Office of Economic Opportunity

#### Focus Area:

Employment/Training

#### Impact:

- 9 students were trained in the culinary arts
- 4 students are employed in their field
- 2 students have enrolled in further education

Champlain Valley Office of Economic Opportunity (CVOEO) uses a portion of its CSBG Recovery Act funding to support the Community Kitchen program at the agency's Chittenden Emergency Food Shelf. The project addresses job readiness and job creation for a low-income population by offering culinary job training for unemployed and underemployed adults. Community Kitchen is a nationally recognized program model that provides professional development and life skills and offers job placement support to help participants achieve economic self-sufficiency and independence. CVOEO brought the program to Burlington through a partnership with the Vermont Foodbank. Community Kitchen students learn professional meal preparation skills while they use food—including gleaned produce, rescued meat, and other perishable food items—that has been donated to the Foodbank. These nutritious, well-balanced meals are in turn distributed to Vermonters in need.

Since receiving the CSBG Recovery Act funds, the Community Kitchen program has graduated a class of nine students. Four of those students are currently employed in a full-time job, two are pursuing further education or training, one is currently on family leave, and two are still in the process of finding employment. CSBG Recovery Act funds have been used to pay for classroom and office rental, hire an Assistant Chef Instructor and purchase kitchen equipment that brought the kitchen up to industry standard, allowing for better instruction as well as a vastly increased capability of food production.

In addition to working with the Vermont Foodbank, CVOEO developed a broad coalition of partner organizations including the Vermont Department of Children and Families – Economic Services Division, the Vermont Department of Labor, and Sodexo, Inc. to support this program. The Vermont Department of Children and Families – Economic Services Division contributes their case management services to all students to ensure that all participants are job-ready and have the support systems they need to transition effectively to full-time employment. The Vermont Department of Labor has contributed funding, and helped the employers and educational institutions that receive graduates of the program take advantage of the potential benefits offered by the state. The Champlain Valley Office of Economic Opportunity is the parent organization of the Chittenden Emergency Food Shelf and provides essential administrative and support services to the program. Sodexo, Inc. has contributed monetary support in the form of attendance bonuses for the program participants, helping students fund their transportation and childcare costs. Sodexo has also committed to providing internship experiences for all program participants, allowing them to gain further experience in the food service industry, leading towards greater chances of successful employment once the program is completed.

P.R.I.D.E's Life Skills Enrichment and Employment Training Program is a new initiative for the agency. By providing these services, the agency addresses a long-standing need expressed in Logan County regarding an unskilled and unprepared labor market. Many of the participants P.R.I.D.E. serves have a need for job preparation skills and employment training. Many young adults identified an interest in and a need for personal financial management training to the proper way to dress for a job interview. This new program of life skill and employment skills training will help low- and moderate-income individuals and families secure and maintain their economic self-sufficiency. P.R.I.D.E used \$186,612 of CSBG Recovery Act funding to provide assistance through a combination of classroom-based curriculum and one-on-one training, counseling and coaching. The curriculum also included financial literacy skills that will help participants manage their income wisely.

P.R.I.D.E will employ between four and seven individuals to carry out the responsibilities of the program, in both full- and part-time positions. To reach more participants, the agency has expanded office hours, created new service centers, and added a new Life Skills Classroom. Components of the Life Skills Enrichment and Employment Training Program included training in life skills, employment skills, and financial literacy. Trainees may also receive a clothing stipend and assistance with transportation if needed. All participants received follow-up support services to assist with their adjustment to employment.

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### West Virginia

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#### Agency:

P.R.I.D.E. in Logan County, Inc.

#### Focus Area:

Employment/Training

Self-sufficiency

#### Impact:

- 4 to 7 new jobs created



### Montana

**Agency:**

Community Action  
Partnership of Northwest  
Montana

**Focus Area:**

Emergency Services

**Impact:**

- 148 families received legal assistance on civil matters

The Community Action Partnership of Northwest Montana (CAP) had already planned to implement a Single Stop program that reduced barriers of time and travel by providing a variety of client services in one location. CAP determined that including legal services at the Single Stop location would be beneficial to the clients they serve, especially because affordable legal counsel had recently become less accessible. Previously, the Montana Legal Services Association provided attorneys to serve people with family incomes at or below 200% of the federal poverty level in many communities in Montana. This service was funded by interest earned on the escrow accounts of attorneys in the state. When interest rates plummeted, Montana Legal Services Association had to reduce the number of attorneys they supplied. CSBG Recovery Act funding provided CAP with the opportunity to meet this need, by funding the position of a Montana Legal Services Association attorney on site. This program is set up to help any individual and/or family needing legal assistance.

CAP worked closely with Montana Legal Services Association to establish the new service site. The association not only provides the staff attorney, it also supplies software required to determine eligibility and maintain client confidentiality, and supplies training and access to its entire network of legal service providers to assist clients in Northwest Montana. Additionally, CAP partners with the Self-Help Law Center (located in the county courthouse) to offer periodic Family Law Clinics; the Center is also a strong referral source. Local attorneys provide no cost/low cost services to clients who cannot afford to pay the full cost of legal services, and the agency is now developing relationships with more local attorneys to provide pro-bono services to clients who have more extensive needs than can be addressed through this program.

One hundred and forty-eight families were enrolled and received services in areas of civil law including: landlord/tenant disputes, family law issues, bankruptcy and credit/collection issues, domestic violence, public benefits, and veterans issues.



Previous community assessments have shown that service providers in Lane County have under-funded the rural community service centers in relationship to growing needs. Staffing capacities at rural sites were not adequate to address the needs of rural residents for food, shelter, clothing, household goods, and other forms of short-term emergency assistance. Two community service centers, in Cottage Grove and Florence, provide emergency and long-term services along with information and referrals to rural residents seeking help with medical needs, childcare, employment, housing, counseling and other barriers to self-sufficiency. Using \$43,129 in CSBG Recovery Act funds, both centers were able to expand services to meet the increasing demand. The CSBG Recovery Act funded a new part-time Intake Coordinator in the Florence Community Service Center and funded client assistance services in both Florence and Cottage Grove. Expanded services include emergency shelter, housing assistance, health care support, furniture, clothing, transportation, and employment assistance. Both the Cottage Grove and Florence communities have improved their organizational and staffing capacity to serve residents of their perspective areas of Lane County.

Lane County Human Services Commission used \$26,496 in regularly appropriated CSBG funds to cover three staff positions at the Cottage Grove Center; Food Pantry Manager, Program Manager, and Receptionist/Screeners, to provide direct client assistance. Partners include Community Sharing of Cottage Grove and the Siuslaw Outreach Services of Florence. Both partner organizations have increased volunteer assistance for providing basic services including food boxes and transportation assistance.

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### Oregon

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#### Agency:

Lane County Human Services Commission

#### Focus Area:

Emergency Services

#### Impact:

- 568 rural Lane County residents received emergency assistance



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### Pennsylvania

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**Agency:**

Berks Community Action Program, Inc.

**Focus Area:**

Emergency Services

**Impact:**

- 6 jobs saved

The Business Employment Stability and Training (BEST) Project is a new initiative of the Berks Community Action Program, Inc. (BCAP) supported by CSBG Recovery Act funds. The program expands on a concept developed by the local United Way for a “one-stop” service location where community residents could find assistance in navigating the social services network and could be linked to a wide variety of services. United Way had originally planned to staff the project with volunteers, a plan that would require dedicated attention to recruiting, screening, training, and scheduling the unpaid staff. Through CSBG Recovery Act funding, BCAP provided trained staff for the BEST project and implemented it quickly.

The goal of the project is to assist low-income unemployed persons to obtain and maintain employment, as well as to advance their job skills through training so they can become more self-sufficient. At the same time, the project helps strengthen businesses that are experiencing financial hardship by subsidizing the wages of unemployed low-income persons hired and/or trained by the business. In addition to providing wage reimbursement subsidies to businesses for 50% of wages and benefits of qualifying low-income employees, project services also cover training program expenses directly related to obtaining employment.

The project had a significant, unintended but beneficial effect on another area of need in the community. When BEST was initially conceived, the plan was to rent commercial office space for the project. Between the initial planning period and the CSBG Recovery Act application, both the state and the City of Reading experienced a budget crisis. One of the most serious immediate impacts was that state and local funding for the Reading Public Library was cut so drastically that the library would be forced to close three neighborhood branch libraries. During a discussion on the impact on the community if the branches closed, the idea of renting space for the “one-stop” center from the libraries emerged. As a result, BCAP and the United Way now have three “one-stop” centers. The libraries are in highly visible public locations that are easily accessible, and individuals and families can obtain services with a sense of privacy, as people come into the library for many reasons. The rent paid by the “one-stop” centers has kept all three library branches open and has maintained six library jobs that would have been lost.

Inter-Lakes Community Action Partnership, Inc. (ICAP) hired four outreach workers to provide emergency assistance for eligible households whose rent or utility payments were in arrears. The need for emergency services has always existed, but at a significantly lower level than encountered in the past year. The impact of the economic downturn was slower to affect the upper Midwest, but has now been felt in most communities. Smaller communities experienced layoffs, and businesses have closed, moved or down-sized. Since many communities began this downturn with just a few major employers, these business problems had a large, negative impact on the local economy. At the same time, partner agencies that depend upon donations of money, time, or material goods lost donors and were not able to assist clients they would have helped in the past.

CSBG Recovery Act funds were used to pay for the direct costs of the emergency assistance and covered limited staff costs associated with payments to vendors or landlords, while regularly appropriated CSBG funds were used for other program administration costs. ICAP coordinated their emergency funds with similar utility company funds in order to meet energy assistance needs. ICAP also works with other community partners, including county governments, landlords, and vendors, who refer eligible individuals for emergency services.

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### South Dakota

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#### Agency:

Inter-Lakes Community Action Partnership, Inc.

#### Focus Area:

Emergency Services

#### Impact:

- 4 new jobs created



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### West Virginia

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#### Agency:

Community Resources  
Incorporated

#### Focus Area:

Emergency Services

#### Impact:

- 29 vehicle repairs allowed individuals to maintain their employment

Community Resources, Inc. (CRI) administers a Care for Clunkers Program funded almost entirely by CSBG Recovery Act funds. CRI determined that transportation was an enormous barrier to employment through a community-wide needs assessment completed in late 2008. Care for Clunkers funds repairs to vehicles that are needed for employment or full-time educational transportation. CRI focuses their resources on those who need it the most--qualifying individuals must meet income guidelines, work or attend school for a minimum number of hours, and they must also have no other form of transportation that would allow them to maintain their employment or school status.

CRI has established partnerships with two vehicle repair shops in each of the 11 counties they serve. Each vehicle for the program receives at least two estimates for repairs. Estimates are reviewed and approved prior to the work being done and paid from a voucher system to the repair shop once repairs are made. CRI limits expenditures to allocating a maximum of \$1,000 of CSBG Recovery Act funds to each vehicle. In rare cases where repairs exceed the dollar limit, the customer is responsible for paying the remainder. The service applies only to repairs that affect the drivability of the vehicle and do not include routine vehicle maintenance such as oil changes. Portions of the county staff salaries, within the 11 county CRI service area that administers the CSBG Recovery Act programs, are paid through CSBG Recovery Act funds and a portion is paid through regularly appropriated CSBG funds.

In 2009, CRI was able to assist 33 individuals with necessary repairs to their vehicles, which allowed them to continue to get to work or continue to maintain their school schedules without interruption. Of these 33 participants, 29 were able to save their jobs due to their vehicles being repaired.

Couleecap, Inc. has been able to access more funds each year for help with emergency needs of rent, utilities, and transportation, but the extent of the need and the number of people asking for help have increased dramatically as a direct result of recent job loss and foreclosures. The agency used CSBG Recovery Act funds for a number of emergency services needs, while regular CSBG funds were used to support coordination with other agencies and programs.

- ♦ Employment—436 people were able to find or retain jobs because Couleecap paid for work-related expenses like tools or special clothing; tuition and books for specialized training; transportation to work via bus passes, gas vouchers, or car repairs; and, in some cases mortgage or rent payments to stabilize a housing situation so a family breadwinner could continue working.
- ♦ Housing—448 people were assisted with emergency housing needs and were therefore able to avoid foreclosure, eviction, or utility shut-offs. CSBG Recovery Act funds paid for 250 nights of emergency shelter for women and children who left abusive households through our local domestic abuse program.
- ♦ Nutrition—352 people were provided with emergency food.

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### Wisconsin

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#### Agency:

Couleecap, Inc.

#### Focus Area:

Emergency Services

#### Impact:

- 436 people assisted with job-related expenses
- 448 foreclosures, evictions or utility shutoffs avoided
- 352 households provided with emergency food
- 250 nights of emergency shelter provided
- 4 jobs saved



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### Iowa

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#### Agency:

Hawkeye Area Community Action Program

#### Focus Area:

Self-Sufficiency

#### Impact:

- 4 families have taken one or more preliminary steps in creating a plan for self-sufficiency

The Hawkeye Area Community Action Program (HACAP) Family Advocacy Program is a new agency outreach initiative designed to provide a variety of self-sufficiency supports tailored to the situation of each individual family. The program has components that mirror family goal plans used in HACAP's Housing and Head Start programs, but the program is unique with its mission to expand advocacy efforts to families outside of the agency's long-standing programs. The local flooding in 2008 and the recent economic downturn have both increased the need for assisting families with self-sufficiency strategies and supports.

Six Family Advocates have been hired to identify and work with low-income or recession-impacted families. Families are referred to the program by the Department of Human Services, Iowa Workforce Development, local community-based organizations, city housing and social service programs, and other HACAP programs. Staff have developed and implemented family assessments and intakes, a referral system, and progress tracking systems. The program is designed to include skills training classes, higher education classes, re-training planning processes, job counseling opportunities, and other referrals and supports that are appropriate for each family's individualized goal plan. CSBG Recovery Act funds will be used to cover the payroll of the family advocate team and related indirect costs, training, program supplies, and costs of family-centered events.

While it is early to examine the program's outcomes, as of September 2009, three families had completed family assessments to identify critical needs; one family had implemented a family goal plan; one adult received education planning; one adult obtained a new job as a result of job counseling; and nine people received referral information to address their immediate concerns. By the end of the CSBG Recovery Act funding period, the agency should have a better understanding of whether these efforts have successfully stabilized families.

Monroe County Opportunity Program (MCOP) has implemented the ‘Bridges Out of Poverty’ program to change the mindset of the local service community about working with people in poverty. The program also works directly with low-income people to eliminate their barriers to self-sufficiency.

CSBG Recovery Act funds were used to employ a Bridges Out of Poverty Coordinator who facilitates group and case management activities for participants. The costs for transportation, childcare, stipends, materials, and marketing for the program participants are also funded through CSBG Recovery Act. The regular CSBG allocation for FY 2009 funded two community training sessions on the Bridges Out of Poverty program and curriculum, one for all MCOP employees and another for community service professionals.

Partners in the Bridges Out of Poverty program include the Department of Human Services, Michigan Works – Monroe Service Center, the Arthur Lesow Community Center, the Monroe Housing Commission, Speckled Frog Learning Center, the Learning Bank Network, the Human Services Collaborative Network and the Monroe County Network on Homelessness. The community partners have endorsed the initiative, provided referrals, offered space to conduct group sessions, provided childcare and transportation, and participated in community dialogues.

This program strengthens MCOP’s mission and gets to the root cause of many of the most emergent community needs. By focusing diligently on the agency’s goal of self-sufficiency, the most pressing community needs will be met.

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### Michigan

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#### Agency:

Monroe County  
Opportunity Program

#### Focus Area:

Self-Sufficiency

#### Impact:

- 1 job created





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### Nebraska

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#### Agency:

Central Nebraska  
Community Services

#### Focus Area:

Self-Sufficiency

Linkages

#### Impact:

- In 4 months, the project assisted elderly people in 94 households

In assessing local needs, Central Nebraska Community Services (CNCS) found that there was an unmet need for focused, regular support of the area's elderly population. They identified many issues for their elderly clients, both minor and major. Many need help with small tasks such as reading and understanding their mail, while others confront significant health issues such as depression. Perhaps most importantly, few of the elderly had someone to whom they could turn for trusted advice and information. As a consequence, some of these elderly persons are preyed upon by unscrupulous people who cleverly separate them from their money. With the rising costs of health insurance, utility costs, groceries, and other necessities, other elderly find themselves "stretching" their dollar to the limit, and when they can't meet their basic needs, they become easy targets for predatory lenders.

CNCS used CSBG Recovery Act funds to hire three case managers who focus exclusively on the needs of the elderly. In addition to assuring that clients are receiving appropriate and integrated support from the full range of local service providers, these case managers also use Recovery Act funds to provide direct services such as transportation, food, and medications to help alleviate financial hardship to this population. By collaborating with the Area Agency on Aging, local Senior Centers, Public Housing Authorities, and social workers in hospitals, nursing homes, and assisted living facilities, the case managers are able to take a holistic approach to addressing the needs of each elderly individual. The activity level in the program has confirmed the extent of the need—after four months of activity, the project had already served 131 beneficiaries in 94 households.



CSBG Recovery Act funds were used by Columbia Opportunities, Inc. (COI) to maintain staff in their Hudson Family Literacy Program (HFLP). HFLP staff provide employment-related support services to low-income families with parents who are unemployed, underemployed, or have limited English language or low literacy skills. Services include advocacy and referrals, early childhood learning activities for infants and toddlers, after-school enrichment activities for school age children, transportation, case management, and adult education.

HFLP relies on a partnership between the agency, the Hudson City School District, and community collaborators, all of whom make different contributions. COI contributes staff, transportation, program management and supervision, space, job training, and early childhood and after-school programs. The Hudson City School District supplies space, telephone, internet access, computers, meal service, support staff, and state-certified teachers. Questar III provides English Language Learning and GED classes and the Cornell Cooperative Extension Association Columbia County offers parenting support and early childhood nutrition education. The Columbia Greene Workforce Investment Program gives program participants employment and training opportunities and supplies Summer Youth Employment interns. Finally, the Columbia County Department of Social Services funds the transitional employment program. COI's regularly appropriated CSBG funds covered all administrative costs and supported the staff grant-writer.

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### New York

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**Agency:**

Columbia Opportunities, Inc.

**Focus Area:**

Self-Sufficiency

Employment/Training

Education

**Impact:**

- 5 jobs saved



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### North Carolina

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#### Agency:

Choanoke Area  
Development Association,  
Inc.

#### Focus Area:

Self-Sufficiency

Employment/Training

#### Impact:

- 8 jobs were created through new staff hires
- 17 formerly unemployed participants are now employed

Consistent unemployment and generational poverty have been historically associated with the four rural counties served by Choanoke Area Development Association, Inc. (CADA) and were identified as concerns in previous community assessments. The economic downturn, however, has exacerbated this long-standing problem and affected an even larger population than before. CADA used CSBG Recovery Act funds to implement the Success Program, a self-sufficiency project modeled on the agency's traditional CSBG Self-Sufficiency Program. The goal of the program is for participants to achieve self-sufficiency and stability, and the focus is specifically on those impacted by the economic downturn.

CSBG Recovery Act funds allowed CADA to hire a Job Developer, a Financial Literacy Coach and six Case Managers. Equipment, furniture, supplies and software were all purchased to equip the staff for providing a full range of service to participants. The local community colleges and cooperative extensions worked in partnership with CADA to provide training to enrollees. Local government agencies such as the health department and county offices have contributed information and resources to the program and in some cases have provided work experience sites for participants. Community organizations have also provided worksites and have made their facilities available for events such as the job fair which was planned by CSBG Recovery Act funded staff and for which local vendors supplied the food and refreshments.

The Case Manager assigned to each participant is responsible for linking him or her with needed resources. In-house services include coaching participants to understand and optimize their financial resources, and providing educational and employment supports. Case Managers can use CSBG Recovery Act funds to supply education supports such as textbooks, college fees, or tuition for short-term training. They are also able to help participants who find work to maintain their employment by assisting with costs of transportation, work attire and safety equipment, required immunizations, and childcare. Throughout the training and placement process, the Case Managers respond to emergency needs of the participants' household by paying for rent, utilities, or food assistance if needed in order to maintain the participants' successful use of the program.

In their interaction with low-income families, staff members of Red River Valley Community Action (RRVCA) identified a critical need for transportation in their four-county service area in North Dakota. They found that a vehicle is often the lifeline to self-sufficiency for families; when a vehicle needed repairs or was unable to run, it often destroyed a family's delicate balance of independence. They saw that it was often impossible for an adult with multiple children to manage the logistics of getting everyone to school and childcare and still get to work on time unless they had independent transportation. With transportation assistance, members of client households could increase their employability, have more flexibility in housing choices and daycare options, and could be present to actively participate in community and neighborhood life. They could achieve a better balance between family life and work, spending less time accessing public transportation and more time at home.

RRVCA staff had received an earlier grant to assist their clients with car repairs, but when those funds were exhausted, the agency was unable to continue the program. CSBG Recovery Act funds provided resources for the agency to revive the vehicle repair program and scale it up by providing the salary of an employee to work exclusively on this project. CSBG Recovery Act funds also cover the repair costs for client vehicles and a portion of the audit costs for the grant.

RRVCA staff developed partnerships with 11 local car service and maintenance businesses that assessed repair needs and made vehicle repairs. Three insurance companies and the North Dakota Department of Transportation worked with RRVCA and its clients to set up payment plans and maintain insurance coverage until the needed payments could be made. This is more than just a transportation program, however as all of the clients served by the program are required to work with a case manager in a self-sufficiency activity and to pursue goals to eliminate other barriers to their self-sufficiency. The car repair provides a starting point for clients to examine their situation and work on making needed changes in their lives. In FY 2009, 23 families were assisted with \$11,635.72 of CSBG Recovery Act-funded car repairs and started on a path to self-sufficiency.

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### North Dakota

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#### Agency:

Red River Valley  
Community Action

#### Focus Area:

Self-Sufficiency

Emergency Services

#### Impact:

- 1 job created
- 23 families assisted with car repairs that helped them remain self-sufficient



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### Oklahoma

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**Agency:**

INCA Community Services, Inc.

**Focus Area:**

Self-Sufficiency

**Impact:**

- 4 jobs created

INCA Community Services, Inc. established an outreach case management system in each county to assist low-income individuals and families to secure their basic needs and establish a plan for becoming self-sufficient. INCA hired Outreach Case Management Workers for each of their four Family and Community Centers, located in Tishomingo, Atoka, Madill, and Marshall counties. The Outreach Worker's primary responsibility is to assist low-income and unemployed individuals within the community by acting as their advocate and facilitating their journey toward self-sufficiency by addressing emergency needs, identifying other unmet needs, and determining possible sources to meet gaps in their financial or educational resources and expand their life skills and opportunities.

Outreach Case Managers work closely with community partners to provide the services needed for the clients. Partners include the Salvation Army, Marshall County Family Support Services, and local churches (all of whom have provided monetary support). The United Way, Department of Human Services, Health Departments, and Sheriff's Departments are able to link clients to other state or federal resources.

Lakeshore CAP has subcontracted with FISC/Consumer Credit Counseling Services of Door and Kewaunee Counties (FISC) to provide financial literacy counseling to eligible persons who otherwise would be unable to obtain these services. This new initiative has increased the capacity of the nonprofit FISC, enabling the organization to serve additional clients. Lakeshore CAP used \$15,000 of CSBG Recovery Act funds to support this initiative. This covered the staff costs associated with increasing the hours of the director and the administrative assistant, and associated benefits and operating expenses.

In addition to providing the funding necessary to increase FISC's capacity, Lakeshore CAP refers clients for counseling, monitors the subcontract for compliance, collects participant demographics, and provides other administrative supports. FISC provides client assessments and counseling, helps participants develop sound budgets with their available income, and assists in negotiating with creditors on behalf of clients to avert financial distress and potential housing displacement. Twenty-two clients have been assisted with managing their financial affairs proactively and averting or alleviating financial distress.

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### Wisconsin

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#### Agency:

Lakeshore CAP

#### Focus Area:

Self-Sufficiency

#### Impact:

- 22 families averted or alleviated financial distress



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### Alaska

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#### Agency:

Rural Alaska Community Action Program

#### Focus Area:

Housing

#### Impact:

- 4 new jobs created
- 373 people provided with some combination of information, housing counseling, case management, legal assistance or budget counseling services

The downturn in the national economy has hit Alaska hard, and mortgage foreclosures are a growing problem. The foreclosure rate rose dramatically from 2006 to 2007, by 38%. In some areas, the situation was even worse—between 2005 and 2007, foreclosures in the municipality of Anchorage increased by a stunning 166% and during the first six months of 2008, Anchorage foreclosures were 66% ahead of the 2007 pace. Renters have also been affected, many have lost jobs and as a consequence are defaulting on their lease agreements. Many Alaskans have been victims of predatory lending that led them into their housing crisis, while others who have previously reached out for help have instead become the victims of scam artists.

The Rural Alaska Community Action Program (RurAL CAP) has shifted foreclosure prevention and financial counseling services to an agency priority and the organization is using CSBG Recovery Act funds to help financially troubled homeowners and renters solve their housing crises.

The two existing primary providers of foreclosure prevention assistance, Alaska Legal Services Corporation and Consumer Credit Counseling Services of Alaska, were overwhelmed by their increased caseload. RurAL CAP used \$90,596 of their CSBG Recovery Act allocation to provide these agencies with the funds to hire staff who assist clients facing mortgage default or foreclosure and related consumer issues, and who are also able to provide counsel on other credit and housing problems. Alaska Legal Services works with Consumer Credit Counseling Services of Alaska for referrals and direct counseling assistance. Their collaborative approach ensures the targeted audiences are being reached, that their areas of responsibility are clear, and that public education sessions, clinics, workshops, and materials are coordinated. Of the 373 persons who requested assistance, 81 participated in an initial counseling session, 46 required extended case management, 26 enrolled in budgeting counseling. Community education, outreach, and counseling services for housing and related credit issues were also provided, and six retained housing or avoided default as a result of counseling and/or legal action.

RurAL CAP also used CSBG Recovery Act funds on outreach and communications efforts to establish, operate and publicize a statewide toll-free debt and foreclosure “hotline” and to establish an informational website at [www.housinghelpnowalaska.org](http://www.housinghelpnowalaska.org). Both have been publicized strongly to encourage consumers to seek assistance and avoid default. RurAL CAP used \$33,000 in regularly appropriated CSBG funds to plan and develop this program, build collaborations with partners, prepare and distribute communications, develop contracts, and report on project outcomes.



Community needs assessments had identified a problem of homelessness in Sangamon County, but the Regional Office of Education Homeless Student Liaison was aware that one consequence of homelessness had not been part of the discussion. The Liaison pointed out that students would frequently miss school when the family lost their housing, and this disruption often compromised their ability to learn at the same pace as their peers. When this consequence was brought to the attention of the Sangamon county Department of Community Resources (DCR), the staff recognized that CSBG Recovery Act funds could be used to stabilize the housing situation of homeless families and keep the children in school. Using \$20,000 in CSBG Recovery Act funds, the DCR was able to house nine families in hotels for two weeks while permanent, sustainable housing or transitional housing could be obtained and prepared. This arrangement offered the family safety and privacy until more permanent shelter could be arranged. A rent benefit of up to \$400 was also available for the first month's rent if needed, and if the household could show that once the family was stabilized, they could afford the monthly rent.

The Sangamon County Regional Office of Education Homeless Student Liaison worked as the central point of contact for all city and county homeless liaisons, who identified families in need and submitted the required documentation to qualify families for service. For a relatively small investment, the program generated important results—every student enrolled in this program overcame homelessness and remained in school.

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### Illinois

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#### Agency:

Sangamon County  
Department of Community  
Resources

#### Focus Area:

Housing

#### Impact:

- 9 household were assisted with emergency shelter
- 20 children were able to remain in their school



### Michigan

#### Agency:

Community Action Agency of Jackson, Lenawee, and Hillsdale

#### Focus Area:

Housing

#### Impact:

- Foreclosures in the tri-county area were reduced by 33% from the previous year

In early summer 2009, the Community Action Agency of Jackson, Lenawee, and Hillsdale (CAA-JLH) board approved the use of CSBG Recovery Act funds to hire an independent contractor to develop and lead the Community Foreclosure Coalition of Jackson, Lenawee & Hillsdale counties, a broad-based network of partners to respond to the housing foreclosure crisis in the tri-county region. The foreclosure crisis can be characterized as an emergent national problem that has hit Michigan and the Jackson, Lenawee & Hillsdale area harder than most areas of the country. While CAA-JLH had already been providing services to those at risk of losing their homes to foreclosure through their Department of Housing and Urban Development (HUD) certified housing counselors, it had become clear that the magnitude and complexity of the foreclosure crisis as well as its expansion beyond the traditional working poor demanded a different approach. The changing nature of this crisis required a response that could only be pulled off by a broad coalition of stakeholders able to focus their resources on this pervasive and complex problem.

CAA-JLH used \$84,373 in CSBG Recovery Act funds to hire a consultant for the Coalition development and organization, develop a website ([www.jlhcf.org](http://www.jlhcf.org)), prepare informational materials, and conduct Neighbor-Works training. Since its launch in early July, the Coalition has grown to a network of over 60 nonprofit, business, and government partners in the Jackson, Lenawee, and Hillsdale area. The coalition has focused its resources on reducing the number of foreclosures and on keeping people in their homes, largely by conveying the information and resources that are available to help them through a housing crisis. The United Way of Jackson County and the Jackson County Community Foundation have provided additional funding to support an increase in foreclosure prevention counseling services.

To date, the coalition has held town hall meetings in all three counties, increased the coordination and improved the service delivery of the free HUD and Michigan State Housing Development Authority certified foreclosure counselors and legal service attorneys, and secured a Volunteers in Service to America (VISTA) volunteer to serve as a single intake specialist as part of a pilot program. The pilot is designed to further build the community's collective counseling capacity, improve communication and coordination among the government offices involved in the foreclosure process in each of the three counties and launch a monthly e-newsletter of tri-county foreclosure crisis response news.

The Housing Program is a new initiative of the Charleston County Human Services Commission (CCHSCC) that has been supported by CSBG Recovery Act funds. Although the need was identified in prior community assessments, this need has increased during the past two years to record levels as a consequence of rising unemployment in the community. CSBG Recovery Act funds totaling \$73,087 were used to assist families with rental payments to avoid evictions, mortgage payment to avoid foreclosure, and relocation assistance after disasters such as fires and flooding. A portion of the funding was used to provide utility assistance that stabilized a family's housing situation and some funds were used for emergency food purchase. Additionally, CSBG Recovery Act paid for staff salaries, implementation costs, and equipment purchased for the program. Regularly appropriated CSBG funds were used to train and support the Housing Program staff members.

Through this initiative, CCHSCC has expanded collaboration to include 11 additional community partners. The partners provide services such as debt counseling, nutritional counseling, money management, and referrals to other needed services. Community and collaborative partners play a part in increasing referrals and in providing alternative funding for those clients needing assistance over the maximum that CCHSCC can provide. This initiative kept homeowners out of foreclosure, and avoided the consequences of shelters filling with these clients, and of schools having to deal with the impact of homelessness on student performance. It stabilized neighborhoods, avoiding an epidemic of empty houses and apartments that would cause adjacent property owners to be left with property that was hard to rent or sell. A total of 29 eligible households received assistance through the Housing Program; because of the assistance they received, seven families avoided eviction, 16 households averted mortgage foreclosures, and five families were able to recover from a household disaster.

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### South Carolina

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#### Agency:

Charleston County Human Services Commission

#### Focus Area:

Housing

Emergency Services

#### Impact:

- 6 new jobs created
- 7 families avoided eviction
- 16 families avoided foreclosure
- 5 families received funds for disaster relief



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### Vermont

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#### Agency:

Southeastern Vermont  
Community Action

#### Focus Area:

Housing

Weatherization

#### Impact:

- Repairs completed on 1 home
- Pipeline of homes established for increased activity in FY 2010

Community Needs Assessments have consistently identified the shortage, affordability, quality, security, and livability of housing as one of the top needs in southeastern Vermont. Southeastern Vermont Community Action (SEVCA) is using a portion of its CSBG Recovery Act funds to support a Project Coordinator who manages a new initiative that provides energy-related emergency home repair on properties receiving weatherization services from the agency. This initiative improves the safety of client homes, addresses health and safety issues, and corrects other problems that might otherwise prevent a weatherization crew from delivering energy-efficiency measures.

SEVCA is the lead partner, providing funding for staffing and organization of the project, using \$4,355 in CSBG Recovery Act funds through the first quarter of operation. Other community partners make referrals and provide technical expertise: COVER provides volunteer-driven home repairs; ReNew provides donated salvage materials for repairs; and Windham Housing Trust, Rockingham Area Community Land Trust, and Parks Place Lead Safe program refer clients to the program. Although only one unit was completed before the end of the fiscal year, a pipeline of clients has been established that will allow the agency to serve many more clients in 2010.

Responding to a community need identified in previous needs assessments, the Clark County Department of Community Services used CSBG Recovery Act funds to initiate a new legal assistance service, the Housing Justice Project. CSBG Recovery Act funds totaling \$4,162 paid for salaries and benefits, operating costs such as phones, supplies, attorney stipends, and interpretation services.

The Housing Justice Project is a new partnership that brings together the Clark County Volunteer Lawyers Program and Community Mediation Services, the Council for the Homeless and the Community Housing Resource Center. The project helps clients who are at risk of eviction and homelessness to maintain their existing housing. The partnership also provides tenant education and mediation between landlords and tenants, with services are provided by volunteer mediators and attorneys.

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### Washington

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**Agency:**

Clark County Department  
of Community Services

**Focus Area:**

Housing

**Impact:**

- 5 clients at risk for homelessness or eviction have been assisted



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### Kansas

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#### Agency:

East Central Kansas  
Economic Opportunity  
Corporation

#### Focus Area:

Food Security

#### Impact:

- 20 families per week receive food from the warehouse and additional families receive food from partner agencies

Just Food is a county-wide initiative of the East Central Kansas Economic Opportunity Corporation (ECKAN) that provides a centralized food bank warehouse and food pantry in Douglas County, Kansas. It coordinates the efforts of community pantries by gathering, storing and distributing grocery items to these sites that provide food for hungry families. Just Food's Advisory Committee had documented the need for consolidation of food banks in Douglas County and CSBG Recovery Act funding provided the means through which food bank consolidation is becoming a reality.

Food pantries from across Douglas County are partners in the project, including the Salvation Army, Trinity Interfaith, Ballard Center, Penn House, and others in the faith-based community. A total of \$13,852 in CSBG Recovery Act funds has been spent to fund the salaries of a Coordinator, Warehouse Assistant, and Case Manager, and to pay for costs incurred to operate the Just Food warehouse, including warehouse rent, utilities, transportation expenses, and the purchase of major equipment including a commercial freezer and shelving.

Approximately 500 pounds of food were donated to the Just Food warehouse in its first month of operation. Within the first few weeks, 10 food boxes were distributed directly to clients from the warehouse and 40 families received commodities. Now, it is estimated that about 20 families per week seek emergency food at the warehouse; many additional families receive food through the affiliated food pantries. ECKAN anticipates that by the end of the grant period, the Just Food warehouse will be a self-sustaining operation.



The economic downturn has resulted in an increase in food pantry use because families don't have the money to purchase all the food they need. There are limited quantities of food available at area pantries, and a large number of Phillipsburg residents have been turned away because supplies were depleted. NORWESCAP recognized the need for another source of food assistance to provide nutrition to low-income families.

Through the use of the CSBG Recovery Act funds, the Community Meals project was created and implemented in the community. One full-time staff person was hired by NORWESCAP to coordinate the project. The Community Food Bank provides the staffing resources needed to prepare the USDA-approved meals in a certified kitchen environment and the Phillipsburg Housing Authority provides kitchen space that allows the frozen, prepared meals to be stored until they can be provided to the low-income families enrolled in the program. Meals are carefully prepared to provide good nutrition as well as to be appealing to the families who receive them once a week.

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### New Jersey

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**Agency:**

NORWESCAP

**Focus Area:**

Food Security

**Impact:**

- 1 job created
- 106 family meals served per week



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### North Dakota

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#### Agency:

Community Action Region VI

#### Focus Area:

Food Security

#### Impact:

- 9 children received food through the pilot program
- Community awareness of food insecurity and hunger was raised
- The groundwork was laid for the Backpacks Program to expand into multiple schools

The Backpacks Program is a new initiative for Community Action Region VI, developed in response to hunger and food insecurity issues identified in previous needs assessments. The program provides kid-friendly food to low-income students on weekends when they don't get school breakfasts and lunches. The agency partnered with one elementary school to test the program; this pilot was a success for the students and piqued interest in the community. Individuals and area businesses donated backpacks, food, and funds to the program. Volunteers filled the backpacks and the community was so supportive of this project that the majority of the food items packed in the backpacks were donated.

School staff at the pilot location worked with the CAA to develop the program and involve parents of the children who were eligible to be served. Just under \$9,000 of regular CSBG funds were used to purchase a used vehicle that agency staff will use to shop for food items, pick up donations, transport the backpacks to and from the school, and to cover staff time and administrative costs of the program. Fifteen hundred dollars of CSBG Recovery Act funds were used to purchase backpacks. Numerous individuals and businesses have expressed interest in donating time and money to the program, and the agency will expand the Backpack Program to other schools as funds and interest grow.

The Human Services Plan for Lane County completed in 2009 identified food insecurity as a priority need in the area. According to Food for Lane County, one in five households in Lane County regularly experience food insecurity and over one-third of Lane County students receive free or reduced price lunches. The United Way 2009 Community Assessment found that the demand for basic needs services, including services addressing food insecurity, was higher than at any time in the previous four years.

CSBG Recovery Act funds were used to support hunger prevention in Lane County by funding four new positions and retaining one position at Food for Lane County (FFLC). Positions include three Warehouse Assistant/Drivers, a Registration Specialist, and an Assistant Site Coordinator. FFLC is a regional food bank that solicits, collects, warehouses, prepares, transports, purchases, and allocates food to support pantries such as Catholic Community Services, Community Sharing, Florence Food Share, and St. Vincent DePaul. FFLC partner organizations provide food assistance to Lane County residents at over 100 sites. Hot, nutritious meals are also available through a congregate meal site operated by the agency.

The CSBG Recovery Act-funded Warehouse Assistant/Drivers have helped FFLC collect, process and distribute over 3.61 million pounds of food from July through December 2009, an increase of more than 470,000 pounds over the same period in 2008. Regularly appropriated CSBG supports the operation of food distribution centers. CSBG Recovery Act funding has helped FFLC meet the increased demand and has made it possible for FFLC to effectively use increased levels of local community support by getting food through the system and into the community faster and more efficiently. A new position, Registration Specialist, improved the effectiveness of the intake process for diners and an Assistant Site Coordinator/Kitchen Coordinator improved the ability of the current Site Coordinator to focus on the recruitment and management of 300 volunteers. The reported unduplicated number of diners at the congregate meal site has increased; 1,448 were served in the first two quarters 2009–2010 compared to 767 in the first two quarters of 2008.

## Oregon

### Agency:

Lane County Human Services Commission

### Focus Area:

Food Security

### Impact:

- 4 jobs created
- 1 job saved
- Over 3.6 million pounds of food collected, processed and distributed in the last 6 months of 2009
- 1,448 diners served in 6 months



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### Iowa

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**Agency:**

West Central Community  
Action

**Focus Area:**

Education

**Impact:**

- 4 jobs created
- 32 families benefitted  
from Head Start services  
that were previously  
unavailable

West Central Community Action (WCCA), in partnership with the Council Bluffs School District, opened two new Head Start classrooms in Council Bluffs, Iowa in response to a need identified through their community needs assessment. Four new jobs were created, for two teachers and two associate teachers. CSBG Recovery Act funds were used to pay salaries and benefits for the associate teachers and were used to purchase classroom furnishings, and to pay for professional development, educational materials, and insurance. Council Bluffs School District employs the two certified teachers and provides classroom space; the school principal provides program supervision. The Head Start classrooms serve 32 families.

WCCA has received some Head Start expansion funds and is currently working with the school district to continue offering these Head Start services beyond FY 2010.

The Alms Academy addresses an emergent need identified by members of the Nehemiah Coalition, a local community group, as both out-of-school suspensions and crime increased in Bridgeton. While suspension from school serves a purpose as a disciplinary procedure, the resulting time away from the school setting hindered the students' academic progress and increased the risk of expulsion and dropping out. The Alms Academy is designed to address the adverse effects of long-term school suspensions and to keep students in school.

The families and legal guardians of students who have been suspended for three to 10 days are given information about the Alms Academy (which is a voluntary program) and about how the Academy can help students succeed. Students will attend the Academy during their suspension period, following a routine schedule, with support toward building a positive outlook and meeting their educational and program goals. The school liaison will secure textbooks and assignments from the school to assure the participants remain current with the activity in the classroom while they are absent. Students will return from a suspension with a better chance to avoid academic regression, lessen dropout rates and build stronger foundations. Parents, legal guardians, and the school guidance department will receive follow-up reports once the student has completed the Academy activities and the out-of-school suspension. Follow-up contact with the program staff and district liaisons through outreach and extended access to the center is part of the project plan for these students.

The program partners with Tri-County CAP in the Bridgeton School District, which refers parents and their children to the program, and the Nehemiah Coalition, which was instrumental in planning the program.

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### New Jersey

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#### Agency:

Tri-County Community  
Action Partnership

#### Focus Area:

Education

#### Impact:

- 2 jobs created



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### Texas

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#### Agency:

Community Action Inc. of Hays, Caldwell and Blanco Counties

#### Focus Area:

Education

#### Impact:

- 6 students are participating in Prep Academy to prepare for college entry
- 6 students are currently enrolled in college classes

Community Action Inc. of Hays, Caldwell and Blanco Counties (Community Action) partnered with Capital Idea to offer a full-time College Prep Academy five days a week for 12 weeks. Students receive 300 hours of instruction and tutoring designed to increase their academic skills in math, reading, and writing in order to successfully complete the requirements of the Texas Higher Education Assessment (THEA) test and prepare them for college. This is a new initiative for the agency; adult education staff had identified the need in the past, but a lack of resources prevented Community Action from implementing the project. By working with Capital Idea, the agency was able to provide not only education and training, but also offer employment services to CSBG Recovery Act-eligible clients. Capital IDEA serves the community by acting as a bridge between committed yet unemployed people and employers in need of skilled workers. Community Action used \$60,000 of CSBG Recovery Act funding to support this initiative.

Capital IDEA recruited 12 clients into the program. Of the 12 students, six are enrolled in the Prep Academy, and the remaining six students are enrolled in college classes. One student is working toward a degree in game design, another toward a medical lab technician degree, and a third toward a physical therapist assistant degree. The remaining three students are pursuing degrees in nursing. Community Action provides supportive services for all 12 students, using CSBG Recovery Act funds to provide full-time childcare and to cover weekly transportation costs.



The business community in the Oxford Hills area identified the need addressed by Community Concept's Western Maine Economic Development Corporation (WMEDC) initiative several years ago. Oxford County and the Oxford Hills area region saw a rapid decline in manufacturing and new business development. After the previous Oxford Hills Growth Council group ran into financial difficulties, Community Concepts, Inc. was asked to create, support, and manage the new WMEDC. The business community also recommended that Oxford County needed to aggressively promote and coordinate the assets of all three regions in Oxford County—River Valley, Bethel, and Oxford Hills—rather than just one specific area.

CSBG Recovery Act funds were used to support salary and benefits for WMEDC staff and for operational support of the program, including supplies, travel and equipment. Regular CSBG funds were leveraged with CSBG Recovery Act funds and private donations to support the WMEDC's efforts and were also used for salary, benefits, and operational support. Partners in this collaboration include Western Maine Health Care, Northeast Bank, Penley Corporation, Androscoggin Savings Bank, and several individual donors. Partners contributed funding and participated as volunteers on the Western Maine Economic Council Advisory Board.

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### Maine

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**Agency:**

Community Concepts, Inc.

**Focus Area:**

Economic Development

**Impact:**

- 38 jobs created or saved



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### California

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#### Agency:

Community Action  
Partnership of Orange  
County

#### Focus Area:

Increasing Service Provider  
Capacity

#### Impact:

- 79 jobs created
- 48 jobs saved

When the Community Action Partnership of Orange County (CAPOC) held a public hearing for its 2010-2011 Community Action Plan, representatives of many community organizations attended to express concerns about their ongoing capacity to meet increased community needs as funding and resources diminish. These community organizations requested technical assistance and capacity-building supports from CAPOC to help them prepare for the future. CSBG Recovery Act funds allowed the agency to respond to this request and to strengthen the community's capacity to respond to crises. Through a competitive process, the agency awarded \$1,926,250 in CSBG Recovery Act funding to 32 community organizations to address the needs expressed during the hearing.

In addition, the Cal/Neva Community Action Partnership was allocated \$25,000 of CSBG Recovery Act funds to promote public awareness of new or expanded services and to inform the community about the impact of the American Revitalization and Recovery Act in the community. CAPOC also allocated \$44,000 to the Legal Aid Society of Orange County to provide one new staff person for a special project that will assist residents to make use of the Earned Income Tax Credit and receive all of the funds to which they are entitled.

The need for greater community involvement in fighting poverty has been identified as a challenge and opportunity for many years in the area served by Sacred Heart Community Service (SHCS). Recent economic difficulties increased this need as local and state governments have tightened budgets and local corporations and foundations have had to reduce their support of many private agencies responding to poverty.

In 2009, Sacred Heart Community Service used CSBG Recovery Act funds to expand its Community Involvement Initiative, a program that integrates community engagement, community education, and volunteerism. The Community Involvement Initiative recruits community members of all economic levels, ages, and backgrounds to volunteer with SHCS. The volunteer program serves the dual purpose of increasing awareness and understanding of poverty in Santa Clara County and of expanding the capacity of SHCS to provide much needed services. This additional investment in this program enabled SHCS to reach a broader and more diverse group of volunteers and allowed the agency to incorporate additional community education features into its involvement program, including offering immersion programs and internships.

Dedicating \$29,228 in CSBG Recovery Act funds and \$49,398 in regularly appropriated CSBG funds to staffing the initiative, which increased the program's capacity to reach more people and increased the depth of program services. SHCS works closely with a number of community partners on the Community Involvement Initiative. These include the Step Up Silicon Valley Network, which is comprised of both public and private agencies fighting poverty; this group coordinates community awareness activities and collaborates in providing poverty simulations as a public education service. Businesses such as Cisco Systems, and schools including Santa Clara University and Presentation High School, participate in volunteer and community education programs, both by providing financial support and through in-kind donations. Faith communities such as Holy Spirit Parish, community groups, and Girl Scouts also participate in these programs.

SHCS can offer essential services and tools for economic self-sufficiency to thousands more people in need in Santa Clara County due to the additional volunteer support generated by the CSBG Recovery Act. In FY 2008–2009, SHCS benefited from 69,200 volunteer hours from approximately 5,000 community volunteers. Without this support SHCS could not come close to the level of service it currently offers the community—serving over 40,000 individuals in need in 2009 alone.

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## California

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### Agency:

Sacred Heart Community Service

### Focus Area:

Community Outreach and Education

### Impact:

- 69,200 volunteer hours allowed SHCS to supply services that would otherwise not be provided



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### Maine

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#### Agency:

Penquis

#### Focus Area:

Linkages

#### Impact:

- 2 jobs created
- 17 new families provided with services
- 40 community partnerships established

Penquis used CSBG Recovery Act funding to hire a Regional Manager to enhance services in each of its two rural service centers. Both offices have had an Office Coordinator and several staff working in specific program areas, funded through various state and federal grants, but there was little opportunity for these staff to reach beyond their offices and represent Penquis' mission as a CAA. The agency's Board of Directors and Steering Committees wanted to assure that the needs of low-income individuals living in rural communities receive the same level of attention as those in more urban areas. Community service providers suggested frequently that while they were aware of some of the agency's services, Penquis was the "best kept secret in town" and asked that the agency provide a higher level of community participation and visibility. Now, Regional Managers spend 80% of their time making connections in the community and 20% of their time serving clients, almost all of whom are referred by community partners. A good example of this new collaboration is a program created to address the needs of female inmates being released to their community. By combining resources, expertise and support systems from multiple agencies, the chances for success for both the inmate and her family are improved. After housing fell through for one woman and her child, CSBG Recovery Act funds provided one week's lodging; two other partners were able to support the following two weeks; and by the fourth week the woman was employed and living in a permanent rental.

Using \$54,686 in funds from CSBG Recovery Act, Penquis has covered the salary, benefits, space, supplies, travel, and all other costs related to the new positions. CSBG Recovery Act funds have also been used toward community projects in which the managers have participated, funding goods ranging from children's books, to temporary housing, to senior meals. Regular CSBG funding of \$10,000 covers the administrative support and supervision for both managers.

During the first quarter of Recovery Act funding, 15 new families were served in Piscataquis County and two new families were served in Knox County; all of these households received needs assessments and were provided with appropriate resources and referrals. Twenty collaborative contacts were made in Piscataquis County and another twenty in Knox County; all of these increased knowledge of Penquis services and three resulted in delivery of new services to more than 25 low-income individuals.

The Snohomish County Human Services Department distributed CSBG Recovery Act funds to a number of community-based organizations to address a wide range of needs in the county. Funds were directed towards increasing the capacity of various programs by adding staff fully funded through CSBG Recovery Act. The projects, and the number of full-time equivalent (FTE) staff funded at each, are:

- ◆ North Sound 2-1-1 telephone referral network—to provide information and referral services through a call center to citizens seeking social and human services (2.2 FTE)
- ◆ Phoenix Rising at Edmonds Community College—secured classroom training for domestic violence victims who are TANF clients, and provided employment services (1 FTE)
- ◆ Bankruptcy and Foreclosure Legal Project—a partnership between Snohomish County Legal Services and Home for Good to provide advice, attorneys consultations, advice clinics and direct representation (2 FTEs)
- ◆ Wrap-Around Drug and Alcohol Project for Homeless Families—to provide services to transitional housing participants with current or recent histories of addiction (2 FTEs)
- ◆ Greater Trinity Christian Learning Academy—to provide child care assistance to working families referred from the Department of Children and Family Services/Family Drug Court and Recovery for Life Training Center (1 FTE)
- ◆ Cocoon House—to provide a substance abuse intervention case manager to work with youth in transitional housing (1 FTE)

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## Washington

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### Agency:

Snohomish County Human Services Department

### Focus Area:

Linkages

Education

Housing

Health

Childcare

### Impact:

- New jobs providing 9.2 full-time equivalents



### Rhode Island

#### Agency:

East Bay Community  
Action Program

#### Focus Area:

Health

#### Impact:

- 160 mental health consultations were provided in FY 2008–2009
- All 360 Head Start children and their families, and the 108 infants, toddlers and pregnant women and their families in the Early Head Start program received mental health wellness services

The East Bay Community Action Program (EBCAP) Head Start in-house mental health system, promotes wellness among the agency's clients, and staff focuses on prevention through the early identification of social and emotional issues and by making mental health services accessible. Funding losses threatened the continued operation of this program; CSBG Recovery Act funds provided a welcome resource that stabilized this important service.

Support for the EBCAP mental health system comes largely from two local community-based mental health centers, the Newport County Mental Health Center and the East Bay Center. Through their Children and Adolescents Intensive Treatment Services (CAITS) these centers work with the EBCAP Head Start program to deliver mental health services to children and their families who are at high risk for abuse, neglect, school failure, and emotional or behavioral difficulties that may lead to hospitalization or out-of-home placement. CAITS therapists are able to work with children in the classroom and to consult with classroom staff. In addition, they provide therapeutic services to families in their homes and coordinate other needed services, working closely with school officials. Newport County Community Mental Health Center also offers the Day Treatment Program, where children attend every day up to several months depending on their needs.

CSBG funding of \$17,582 in FY 2008–2009 allowed EBCAP to continue the critical in-house mental health services system despite other funding losses. CSBG Recovery Act funds of \$12,514 were used to support the salary and fringe benefits of the EBCAP Clinical Services Director. EBCAP is also supported by two other state initiatives: the Family Care Community Partnership (FCCP), which offers holistic services to families who need intensive case management; and the Rhode Island Positive Educational Partnership (RIPEP), which works with FCCP to design mental health services and supports that are effective, build on the strengths of individuals, and address each person's cultural and linguistic needs.



The Rural Office of Community Services, Inc. (ROCS) partnered with local public transportation programs in small cities in South Dakota to help consumers get access to the transportation they needed. The agency expanded its Public Transportation Program by providing an additional bus, increasing hours of transportation availability, and adding new routes. The value of the transportation voucher provided to each participant rose from \$200 to \$250 to assist with transportation for education, employment, and medical care. The expansion particularly helped unemployed participants, who could not otherwise afford to put fuel in their vehicles to go to interviews, get to work, or attend school. ROCS used \$12,384.39 of regularly appropriated CSBG funds to support this initiative, applying it to direct costs as well as administrative costs. The agency anticipates spending a total of \$50,000 of CSBG Recovery Act funds in the program.

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### South Dakota

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#### Agency:

Rural Office of Community Services, Inc.

#### Focus Area:

Transportation

#### Impact:

- 62 people in 40 households had transportation to get to employment, education, or medical appointments in the first month of operation



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### Alaska

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#### Agency:

Rural Alaska Community Action Program

#### Focus Area:

Energy Conservation

#### Impact:

- 7 jobs created
- 2,200 households will benefit from energy efficiency upgrades and energy conservation education

Alaskans, and particularly rural Alaskans, pay more for food, fuel, transportation, building supplies, and other basic needs than Americans who live in the lower 48 states. Rural Alaska did not receive the benefit of falling oil prices that characterized most of 2009; February 2009 data show that regular gasoline costs were as much as \$9 per gallon in parts of the state. The high cost of living in rural communities is compounded by these high energy costs, so reducing the burden of energy costs has been a priority for several years at Rural Alaska Community Action Program, or RurAL CAP.

The Energy Wise program funded through the CSBG Recovery Act grant will allow RurAL CAP to install energy saving measures in 2,200 homes in 32 rural communities. In addition, Energy Wise will allow RurAL CAP to employ and train locally-hired Alaskans to educate home owners about methods they can use to conserve energy and will make a variety of upgrades to improve home electrical and heating efficiency—without duplicating work done under the state-funded Enhanced Weatherization program. RurAL CAP will specifically focus on communities that will not be receiving standard Weatherization services in the next three years or that have been recently serviced.

The program got its start in July 2009, when RurAL CAP began to obtain supplies and determine staffing, training, and materials needs; in the last few months of 2009, RurAL CAP identified and hired two coordinators and five crew leaders, obtained training for those individuals, and established the administrative supports to assure program accountability. The program was well underway in the first quarter of 2010, and over \$63,000 of CSBG Recovery Act funds were spent on wages and related labor costs through March 2010.

Regularly appropriated CSBG funds were also used to provide management support for developing and initiating the Energy Wise program. This includes expenditures for project planning, support and supervision, materials procurement, contract preparations, community outreach, recruitment, hiring, training, supervising project staff, and monitoring grant progress.

RurAL CAP serves a geographically dispersed community, so partnerships are critical to providing a uniform quality of service to eligible clients, regardless of their locale. RurAL CAP's Community Partners have assisted in many ways, including recruiting crew members who perform home visits to low-income households, providing workspace with internet access, providing storage space for supplies to be distributed to low-income households, representing the Energy Wise program in the community, and many more.

The Green Duluth Summer Youth Energy Outreach Canvass addressed two areas of emergent community needs: the project met the need for employment, job skills development and career exploration for low-income youth ages 18–24, and it helped Duluth households become knowledgeable about energy usage and ways to conserve energy in the home. Each week, the canvassers learned from local experts in green and environmental fields from academia, government, business, and nonprofits. Experts shared their education and career paths in hopes that some canvassers' interest may be piqued, leading to the pursuit of a career in the environmental field.

Canvassers also took part in weekly green projects throughout the city in order to gain an understanding of the experiences of people who work in green and environmental fields. A water mitigation project with the Minnesota Sea Grant College at the University of Minnesota-Duluth, an erosion control project on the Superior Hiking trail, a habitat protection project with the USDA's Natural Resource Conservation Service and a compost education site have all benefited from the work of canvassers. Youth employed in the program also educated the public during a door-to-door information campaign. Energy usage information they collected was entered into a database to calculate the energy yardstick measurement of each participating household, and that information was shared with the households.

CSBG Recovery Act funds were used to pay wages for the Canvass Director and a portion of the wages for the agency's Special Projects Manager who coordinated training, speakers and environmental projects for the canvass. CSBG Recovery Act also paid for canvass expenses including meals, supplies, and materials.

Regularly appropriated CSBG funds paid for administrative support and covered the start-up expenses of this project incurred before CSBG Recovery Act funds were available.

The local electric, water, and gas companies prepared the literature that the canvassers used to educate the public during the door-to-door energy outreach campaign, and the electric utility mailed energy yardstick information to all of the households contacted in the door-to-door canvass. The Energy Efficiency Project City of Duluth contributed a 15-passenger van, which was used to transport the youth workers.

## Minnesota

### Agency:

Community Action Duluth

### Focus Area:

Energy Conservation

Employment/Training

### Impact:

- 13 jobs created and/or saved

