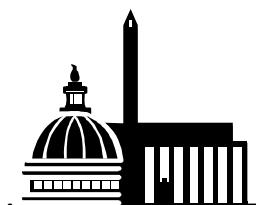




Annual Report of Performance Outcomes from the

Community Services Block Grant Program

FY 2005



National Association for
State Community Services Programs

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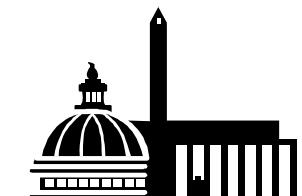
Prepared by:
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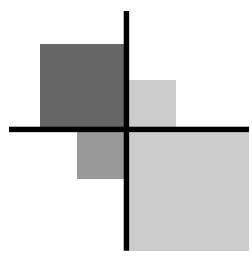
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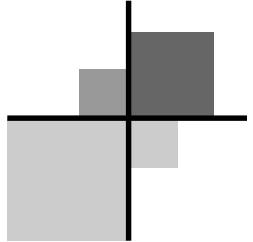
Creative Design: Sandra Murphy

October 2006
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Annual Report of Performance Outcomes from the Community Services Block Grant Program

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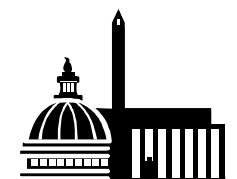
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INTRODUCTION

Purpose

This report describes Fiscal Year 2005 anti-poverty outcomes achieved by 1,086 local community action agencies in 50 states, the District of Columbia (DC) and Puerto Rico (PR) that receive funding from the Community Services Block Grant (CSBG) program. The report refers to all 52 CSBG grantees as "states."

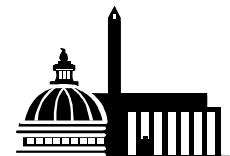
It is the second report to measure the impact of CSBG programs and activities on families and communities using twelve new indicators of national community action performance -- National Performance Indicators (NPI) , which cover the following outcomes areas: Employment, Employment Supports, Economic Asset Enhancement and Utilization, Community Improvement and Revitalization, Community Quality of Life and Assets, Civic Investment, Community Empowerment through Maximum Feasible Participation, Expanding Opportunities through Community-Wide Partnerships, Broadening the Resource Base, Independent Living, Emergency Assistance, Child and Family Development.

Performance information presented in this report was collected by the National Association for State Community Services Programs (NASCSP), through state submitted community services outcomes in Part II of NASCSP's Fiscal Year 2005 *Community Services Block Grant Information System Survey*. NASCSP receives a grant from the Office of Community Services (OCS), Administration for Children and Families, U.S. Department of Health and Human Services, to compile, analyze, and report CSBG information annually.

Program Overview

The CSBG program provides core funding to "designated" local agencies to coordinate a broad array of anti-poverty efforts in almost every city and county in the nation. By law, an agency that receives the CSBG designation and funding as a community action agency:

- Is governed by a tri-partite board composed of representatives of the low-income neighborhoods being served, elected local officials, and key community resources such as business and commerce, faith-based organizations, other service providers and community groups;
- Conducts periodic assessments of the poverty needs and conditions within their community and serves as a principal source of information about, and advocate for, addressing those needs;
- Develops goals and strategies to empower low-income people, reduce poverty, increase self-sufficiency, and improve conditions and opportunities within the community that support family stability and advancement;
- Mobilizes and coordinates programs and resources within the agency and with partnering public and private service providers to achieve family and community improvement goals; and
- Maintains a performance-focused system for assessing and reporting the effectiveness of its anti-poverty strategy in terms of results achieved among low-income people and neighborhoods.



Depending upon the community context in which each local agency operates, some community action agencies may fulfill their anti-poverty mission by being a major source of a broad range of immediate services and longer-term self-sufficiency assistance to low-income families. Other agencies may fulfill their anti-poverty mission by serving primarily as advocates for expanded opportunities, facilities, and services for low-income families in the community as a whole. Many do both and more. Each agency captures outcome data specific to their unique goals and priorities. Not all agencies participate in activities that generate outcomes for every national indicator, nor do these indicators represent all of the outcomes achieved by the agencies.

National Program Goals

Over the past decade, state and local entities receiving CSBG funds have been working to achieve six national community action goals:

- Goal 1: Low-income people become more self-sufficient
- Goal 2: The conditions in which low-income people live are improved
- Goal 3: Low-income people own a stake in their community
- Goal 4: Partnerships among supporters and providers of service to low-income people are achieved
- Goal 5: Agencies increase their capacity to achieve results
- Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

The Community Services Block Grant Reauthorization Act of 1998 requires states administering the program to implement a management and evaluation strategy, “Results Oriented Management and Accountability,” or ROMA, in order to focus local entities on achieving one or more of the national goals, and to assure that local agencies measure and report the results of their efforts.

Fiscal Years 1999 - 2003 – Establishing Measurement and Accountability Capacity

ROMA continues to be a system-wide initiative among state and local CSBG entities. The ways in which it has been implemented reflect and reinforce the primary intent of performance-based management and accountability. The requirement of local community action agencies to develop programs that meet the unique anti-poverty needs of their service areas causes agencies in different communities to establish different priorities, develop different programs with different performance expectations, and ultimately achieve and report different kinds of outcomes, or results.

Between Fiscal Years 2001 and 2003, all states and almost all local community action agencies measured and reported outcomes for their CSBG-funded programs and services. Indeed, all States met the Fiscal Year 2001 statutory deadline for collecting and reporting CSBG outcomes. Three national reports of CSBG performance were prepared and presented using only those outcomes that could be aggregated across states and/or local agencies. Significant numbers of family or community outcomes unique to a particular state or local agency were not captured in these initial national reports.



Enhanced National Reporting of Results

To enable greater aggregation and national reporting of the most universal and significant CSBG results among states and local agencies, twelve common categories, or indicators, of community action performance have been identified from Fiscal Year 2001-2003 data. These twelve National Performance Indicators form the basis for this Fiscal Year 2005 report.

While establishing common definitions for reporting family, community, and agency improvement outcomes, the new National Performance Indicators enable state and local CSBG agencies to convey broad family and community outcomes. These outcomes are the result of the strategic use of a variety of change mechanisms, including anti-poverty advocacy, service provision and program coordination, both within each agency and with partnering organizations in the broader community.

This report of National Performance Indicators reflects only a portion of the work and accomplishments of community action. Because of the nature of the Community Services Block Grant, agencies participate in a broad range of activities to meet the unique needs of their communities. Each agency captures outcome data specific to its unique goals and priorities. It should be noted that, not all agencies participate in the activities that generate outcomes for every national indicator, nor do these indicators represent all of the outcomes achieved by agencies. Additional outcome data is available from each state CSBG office.

Performance Targeting

In addition to improving the nature and scope of national community action outcome reporting, the new National Performance Indicators establish a mechanism for collecting baseline information concerning CSBG performance targets. The Executive Office of the President, Office of Management and Budget (OMB) has called upon the Office of Community Services to develop performance targets, or anticipated levels of results achievement, as a means of gauging the on-going effectiveness of CSBG program activities. Beginning with the Fiscal Year 2004 report, initial data on performance expectations, or targets, and eventual performance levels were reported for four National Performance Indicators:

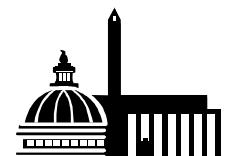
National Performance Indicator 1.1 – Employment

National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization

National Performance Indicator 6.2 – Emergency Services

National Performance Indicator 6.3 – Child and Family Development

A special section of this report discusses the performance target data collected during Fiscal Year 2005 and the potential use of this data to benchmark future community action performance.



COMMUNITY SERVICES BLOCK GRANT OUTCOMES FISCAL YEAR 2005

During Fiscal Year 2005, state and local entities receiving Community Services Block Grant (CSBG) funding reported the following outcomes in support of the twelve National Performance Indicators (NPI) of community action. As mentioned earlier, the outcomes in this report represent some of the most common and significant achievements of community action. Many agencies accomplish a significant number of additional outcomes, which are not reflected in the National Performance Indicators. In designing services, Community Action Agencies organize a variety of interventions to support low-income individuals moving out of poverty.

Goal 1: Low-income people become more self-sufficient

EMPLOYMENT

As a result of community action assistance:

- 92,804 Unemployed low-income people obtained a job
- 31,140 Low-income people with jobs obtained an increase in salary
- 20,160 Low-income people got “living wage” jobs with benefits

EMPLOYMENT BARRIERS REDUCED/ELIMINATED

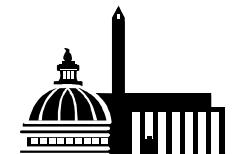
As a result of community action assistance, the following barriers to initial or continuous employment were reduced or eliminated:

LACK OF JOB SKILLS

- 115,258 Low-income people obtained pre-employment skills and received training program certificates or diplomas

LACK OF EDUCATION

- 17,784 Low-income people completed Adult Basic Education or GED coursework and received certificates or diplomas
- 10,751 Low-income people completed post-secondary education and obtained a certificate or diploma



EMPLOYMENT BARRIERS REDUCED/ELIMINATED, *continued*

LACK OF CARE FOR CHILDREN

- 54,312 Low-income participants enrolled school-aged children in “before” and “after” school programs in order to obtain or maintain jobs
- 142,641 Low-income participants obtained child care for pre-school children or dependants in order to acquire or maintain employment

LACK OF TRANSPORTATION

- 72,652 Low-income participants gained access to reliable transportation and/or a driver’s license in order to acquire or maintain employment

LACK OF HEALTH CARE

- 157,963 Low-income participants obtained health care services for themselves or a family member in support of employment stability

LACK OF HOUSING

- 113,646 Low-income participants obtained safe and affordable housing in support of employment stability

LACK OF FOOD AND NUTRITION

- 1,147,610 Low-income participants obtained food assistance in support of employment stability

ECONOMIC ASSET ENHANCEMENT

As a result of community action, low-income households achieved an increase in non-employment financial assets:

TAX CREDITS

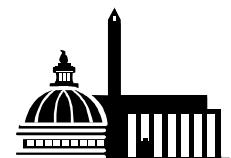
- 230,756 Low-income households in community action tax preparation programs identified federal or state tax credits
- \$159,207,048 Total amount of tax credits received

CHILD SUPPORT PAYMENTS

- 13,298 Low-income households were helped to obtain child support payments
- \$17,493,286 Total amount of payments

UTILITY SAVINGS

- 357,907 Low-income households were enrolled in special telephone lifeline programs or received energy bill discounts
- \$67,027,596 Total amount of aggregated savings



ECONOMIC ASSET UTILIZATION

As a result of community action assistance, low-income households gained financial management skills that enabled them to better utilize their resources:

HOUSEHOLD BUDGET

37,985 Low-income households demonstrated the ability to complete and maintain a budget for over 90 days
 \$4,281,185 Total amount of savings

INDIVIDUAL DEVELOPMENT ACCOUNTS AND OTHER SAVINGS

7,212 Low-income households opened Individual Development Accounts or other savings
 \$3,917,214 Total amount of savings

SMALL BUSINESS

501 Low-income households began small businesses with accumulated savings
 \$663,419 Total amount of savings

HIGHER EDUCATION

1,940 Low-income households pursued post-secondary education with accumulated savings
 \$1,039,425 Total amount of savings

HOME OWNERSHIP

2,355 Low-income households purchased a home with accumulated savings
 \$21,233,452 Total amount of savings

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

INCREASING COMMUNITY OPPORTUNITIES AND RESOURCES

Local agencies receiving CSBG funds increase and preserve community opportunities and resources for low-income people through programs, partnerships and advocacy:

JOBs

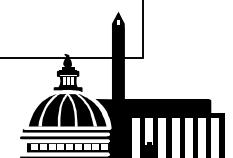
16,817 Accessible “living wage” jobs were created or preserved in the community

NEW HOUSING

15,824 Safe and affordable new housing units were created in the community

IMPROVED OR PRESERVED HOUSING

596,266 Existing housing units were improved or preserved through construction, weatherization, or rehabilitation



INCREASING COMMUNITY OPPORTUNITIES AND RESOURCES, *continued*

HEALTH CARE SERVICES

267,960 Accessible and affordable health care services/facilities for low-income people were created or saved from elimination

CHILD CARE AND CHILD DEVELOPMENT

113,032 Child care or child development placement opportunities (“slots”) for low-income children were created or saved from elimination

YOUTH PROGRAMS

71,048 “Before” or “after” school program “slots” for low-income youth were created or saved from elimination

TRANSPORTATION

2,707,208 Transportation opportunities for low-income people (public transportation routes, rides, carpool arrangements, car purchase and maintenance) were created, expanded, or saved from elimination

EDUCATIONAL OPPORTUNITIES

82,745 Educational programs or opportunities for low-income people were created, expanded, or saved from elimination (including literacy, job training, ABE/GED, and post-secondary education)

COMMUNITY ASSETS AND QUALITY OF LIFE

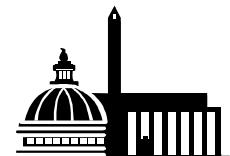
Community action initiative and advocacy improve the quality of life and assets in low-income neighborhoods:

PUBLIC POLICY

51,893 New or expanded community assets (i.e. low and moderate income housing, jobs, education and training opportunities, bus rides, health care treatment appointments) resulted from community action advocacy for changes in laws, regulations, or public policies

COMMUNITY FACILITIES

678,827 Community facilities were created, expanded, or saved from reduction or elimination as a result of community action agency initiatives



COMMUNITY ASSETS AND QUALITY OF LIFE, *continued*

COMMUNITY SERVICES

76,455 Community services were created, expanded, or saved from reduction or elimination as a result of community action agency initiatives

COMMERCIAL SERVICES

73,242 Commercial services within low-income communities were created, expanded, or saved from elimination as a result of community action initiatives

“QUALITY- OF- LIFE” RESOURCES

2,238,102 Neighborhood “quality of life” resources, such as parks, youth sports teams, recreation centers, special police foot patrols, and volunteer neighborhood watch programs, were created, expanded, or preserved as a result of community action initiative

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

VOLUNTEER SERVICE TO COMMUNITY ACTION

Community action agencies seek and encourage volunteer assistance from community residents. Volunteers help the agencies achieve program outcomes, and those offering their services often experience a greater sense of connection and commitment to the community’s well-being and future.

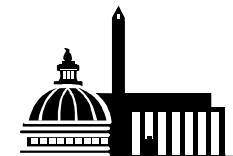
51,750,311 Hours of service were volunteered to community action in Fiscal Year 2005

EMPOWERMENT THROUGH MAXIMUM FEASIBLE PARTICIPATION

Community action agencies encourage and assist low-income people in engaging in activities that support and promote their own well-being and that of their community:

COMMUNITY DECISION-MAKING

70,071 Low-income people were helped by community action to participate in formal community organizations, government, boards or councils that provide input to



EMPOWERMENT THROUGH MAXIMUM FEASIBLE PARTICIPATION, *continued*

COMMUNITY BUSINESS OWNERSHIP

3,575 Low-income people were helped by community action to acquire businesses in their community

HOMEOWNERSHIP IN THE COMMUNITY

16,443 Low-income people were helped by community action to purchase their own homes in the community

COMMUNITY INVOLVEMENT

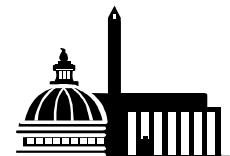
284,049 Low-income people were engaged in non-governance community activities or groups created or supported by community action

Goal 4: Partnerships among supporters and providers of service to low-income people are achieved

COMMUNITY ACTION PARTNERS

145,239 Organizations (i.e. state and local governments and service agencies, faith-based organizations, health care providers, educational and job training institutions, commercial enterprises and businesses, foundations) worked in partnership with community action agencies during Fiscal Year 2005 to promote family and community outcomes

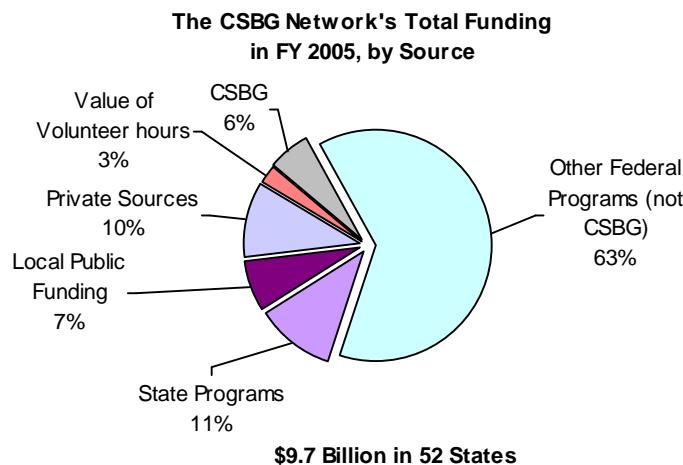
13,706 Of the above organizations were faith-based organizations



Goal 5: Agencies increase their capacity to achieve results

BROADENING THE RESOURCE BASE

Community action mobilizes and utilizes resources from a variety of sources to carry out its anti-poverty service, advocacy, and coordination responsibilities. Below is the breakdown for Fiscal Year 2005 (52 states):



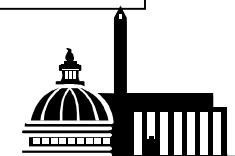
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

SENIOR CITIZENS LIVE INDEPENDENT LIVES

1,477,926 Senior citizens received services from community action and maintained an independent living situation as a result of services

INDIVIDUALS WITH DISABILITIES LIVE INDEPENDENTLY

511,989 Individuals with disabilities received services from community action and maintained an independent living situation as a result of services



EMERGENCY SUPPORT TO VULNERABLE PEOPLE

NEED	NUMBER OF HOUSEHOLDS SERVED
Food and Nutrition	10,875,753*
Emergency Vendor Payments, Including Fuel/Energy	3,043,694*
Temporary Shelter	200,550
Emergency Medical Care	71,017
Protection from Violence	53,649
Legal Assistance	98,619
Emergency Transportation	821,425
Disaster Relief	123,187

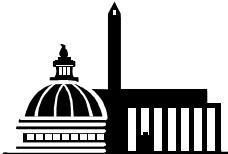
*Composite number of individuals, households and families reported

STRENGTHENING FAMILY AND CHILD DEVELOPMENT

Community Action Agencies administer a variety of programs and services that helped infants, children, youth, parents, and other adults achieve developmental and enrichment goals during Fiscal Year 2005:

INFANTS AND CHILDREN

- 424,828 Infants and children obtained age-appropriate immunizations, medical and dental care
- 1,096,100 Infants and children were assisted in their growth and development as a result of adequate nutrition
- 305,866 Infants and children were assisted in developing school readiness skills through participation in pre-school activities
- 171,071 Children who participated in pre-school activities became developmentally ready to enter kindergarten or first grade

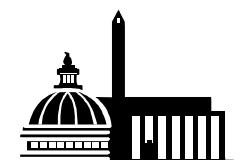


***YOUTH***

- 86,925 Youth experienced improved physical health, growth and development
- 101,949 Youth experienced improved social/emotional development
- 61,850 Youth avoided risk-taking behavior for a defined period of time
- 27,832 Youth had reduced involvement with the criminal justice system
- 107,033 Youth increased their academic, athletic, or social skills by participating in “before” or “after” school programs

PARENTS AND OTHER ADULTS

- 141,119 Parents and/or other adults learned and exhibited improved parenting skills
- 230,607 Parents and/or other adults learned and exhibited improved family functioning skills

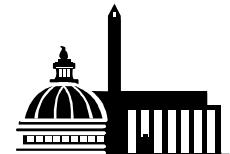


PERFORMANCE TARGETS

As indicated in the introduction to this report, the Executive Office of the President, Office of Management and Budget (OMB) has established a government-wide initiative to use performance targets and outcome measures to assess the program efficiency and effectiveness of all federally-funded domestic assistance programs. OMB has called on OCS to develop and report CSBG performance targets, or anticipated levels of result achievement, beginning in Fiscal Year 2004. This Fiscal Year 2005 report represents the second year of collecting performance targets based on the National Performance Indicators.

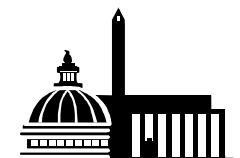
During 2001-2003 OCS has worked with national, state, and local community action officials to identify the kinds of results and performance targets that might best reflect the multi-faceted work of community action and that could be collected and reported in a manner that presents an accurate indication of national program impact. The twelve National Performance Indicators that are used to organize and report Fiscal Year 2005 outcomes, and the identification of four initial performance indicators for which target information would be collected, are a result of that collaboration.

Performance Measure	# Enrolled in Program	# Expected to Achieve	# Achieving Target	% Achieving Target
Unemployed and obtained a job	205,819	92,511	92,804	100.3%
Employed and obtained an increase in employment income	94,296	32,292	31,140	96.4%
Achieved “living wage” employment and benefits	53,042	21,628	20,160	93.2%
Identified and received Federal/State tax credits	255,196	196,938	230,756	117.2%
Received court-ordered child support	38,130	13,453	13,298	98.8%
Received telephone and energy discounts	377,438	337,996	357,907	105.9%
Developed/Maintained a household budget 90 days or more	85,514	39,152	37,985	97%
Opened Individual Development Account (IDA) and increase savings	14,929	6,457	7,212	111.7%
Used IDA to capitalize business	2,857	565	501	88.7%
Used IDA to pursue higher education	9,421	3,523	1,940	55.1%
Used IDA to buy home	11,181	2,387	2,355	98.7%



Performance Measure	# Enrolled in Program	# Expected to Achieve	# Achieving Target	% Achieving Target
Immunization, medical, dental care	980,362	392,972	424,828	108.1%
Nutrition (physical health)	1,328,168	1,058,937	1,096,100	103.5%
School readiness skills	329,543	292,008	305,866	104.7%
Developmental readiness for K-1	206,639	173,751	171,071	98.5%
Physical health & development	106,626	78,314	86,925	111.0%
Social & emotional development	134,873	100,148	101,949	101.8%
Avoid risk-taking behaviors	75,542	56,713	61,850	109.1%
Less involved with criminal justice	37,884	28,902	27,832	96.3%
Increased academic, athletic, social skills	142,312	96,797	107,033	110.6%
Improved parenting skills	170,369	142,587	141,119	99.0%
Improved family functioning skills	274,536	225,030	230,607	102.5%

Performance Measure	Emergency Service Need	Households Seeking Service	Households Received Service	% of Need Met
Strengthen family and other vulnerable populations: Emergency Assistance (NPI 6.2)	Food and Nutrition	8,772,953	10,875,753	124.0%
	Vendor Payments	3,325,763	3,043,694	91.5%
	Temporary Shelter	210,699	200,550	95.2%
	Emergency Medical	79,245	71,017	89.6%
	Protection/Violence	52,859	53,649	101.5%
	Legal Assistance	107,553	98,619	91.7%
	Transportation	745,414	821,425	110.2%
	Disaster Relief	131,684	123,187	93.5%

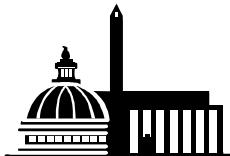
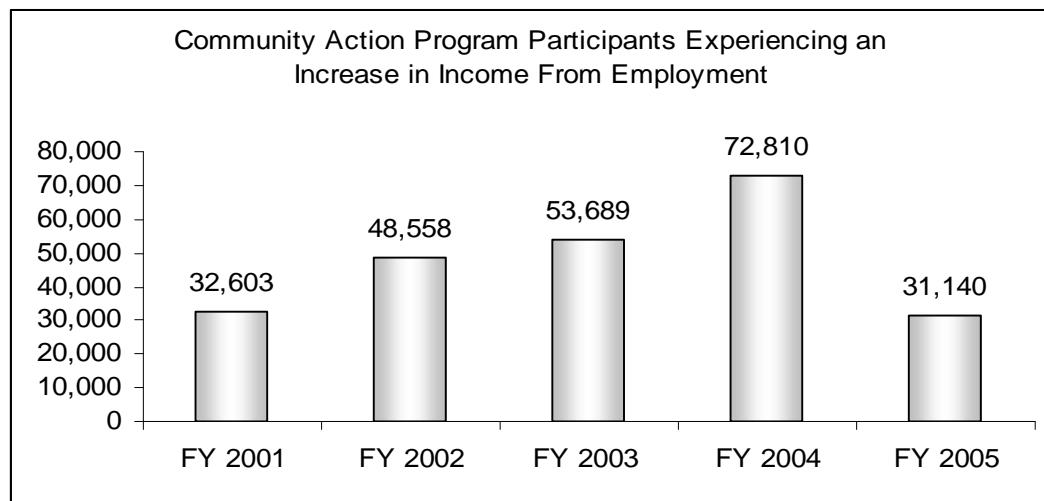
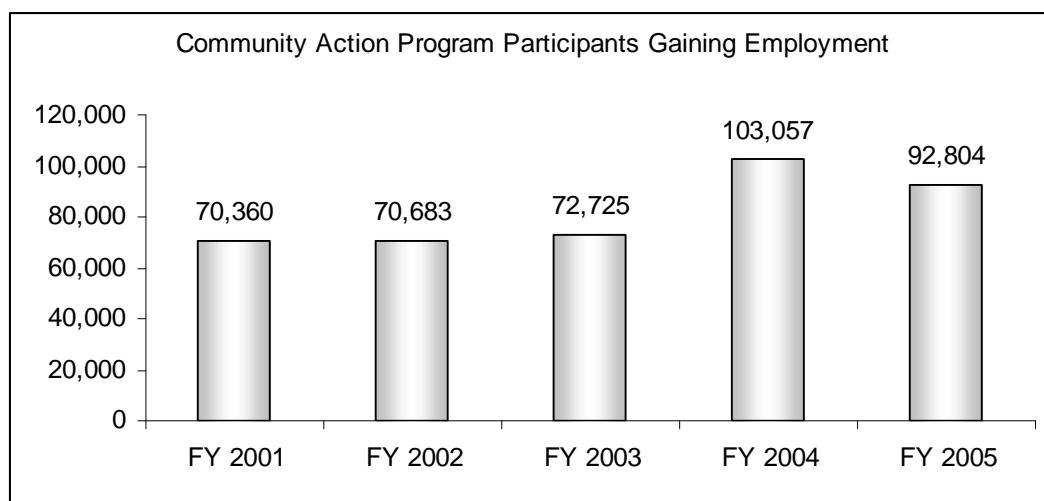


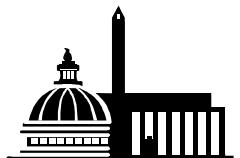
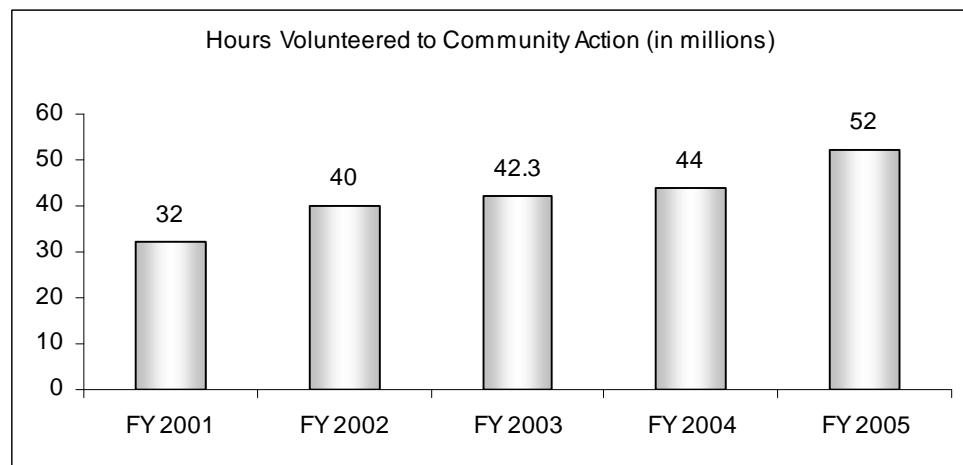
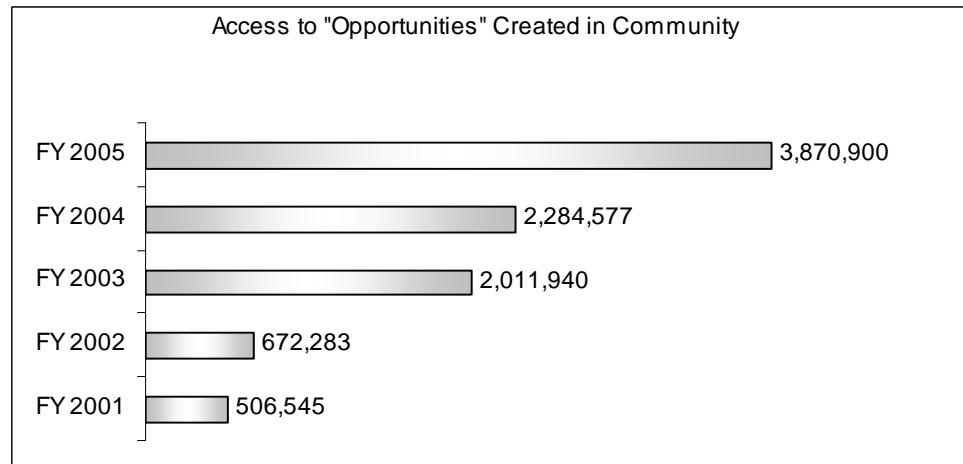
PERFORMANCE TRENDS

Performance information for the Community Services Block Grant program has been collected from all 52 states, including the District of Columbia and Puerto Rico, since Fiscal Year 2001.

Prior to this initial use of common outcomes language contained in the twelve new National Performance Indicators, national reporting of community action outcomes was limited to information from states and local agencies that could be aggregated.

Trends for four critical community action outcomes have been tracked since Fiscal Year 2001:





CONCLUSION

The adoption of National Performance Indicators for the Community Services Block Grant program in Fiscal Year 2004 has enabled state and local community action agencies receiving CSBG funding to report program outcomes in a manner that captures both the scope and depth of anti-poverty work performed in more than 1,000 communities across the nation.

Performance target data for the CSBG program contained in this Fiscal Year 2005 report will continue to establish baselines for future performance and program efficiency measurement.

The Office of Community Services is now working with state and local CSBG recipients to develop an additional performance indicator to measure and report local agency capacity. The new indicator will attempt to capture a variety of factors that contribute to agency capacity, including administrative and fiscal management, strategic planning, program design, implementation, coordination and evaluation, and staff and board development. It is anticipated that data for this additional indicator will be collected and reported in the Fiscal Year 2007 CSBG outcomes report.

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