



How States Are Using Data

National Association for State Community Services Programs | www.nascsp.org

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Panelists

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How States are Using Data

This session will highlight how state offices incorporate the use of data into their processes from developing state plans and coordinating T/TA Plans to reviewing and analyzing NPI data from Community Action Agencies.

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How States are Using Data

Discover how to use data to make informed decisions to improve:

- the efficiency and effectiveness of CSBG operations in your state, and
- the outcomes achieved for people/communities of low-income

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Michigan

The Michigan Department of Health and Human Services strives to promote better health outcomes, reduce health risks, and support stable and safe families while encouraging self-sufficiency.

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Michigan



CSBG \$ 25,895,905
WAP DOE \$ 15,282,760
WAP LIHEAP \$ 7,000,000
Energy Assistance \$ 10,000,000
Annual Budget: \$ 58,178,665



Number of Low-Income in State
Total Population: 9,678,203
Households in Poverty: 1,616,870
Percent in Poverty: 16.71%



Community Services Block Grant
LIHEAP & DOE Weatherization
Energy Assistance Program
School Success Program



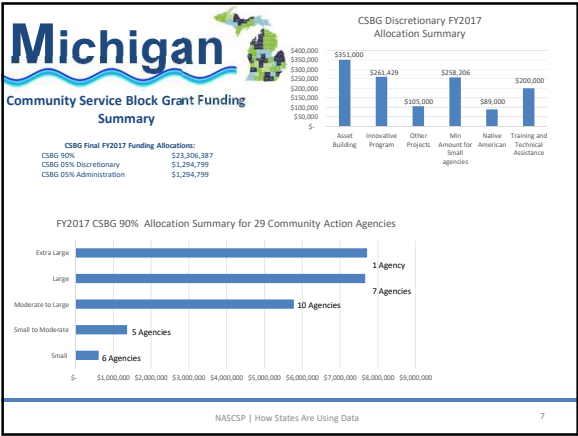
Across the 83 counties:
29 Community Action Agencies
29 Energy Assistance Providers
26 Weatherization Providers

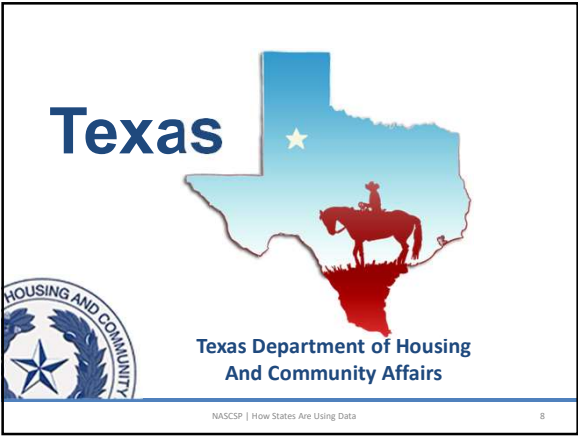


State Plan Development and Implementation
Grants Management
Policy Development
Monitoring: Programmatic, Financial & Organization Standards
Training and Technical Assistance

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How can we use Data to measure the success of Community Action and CSBG?

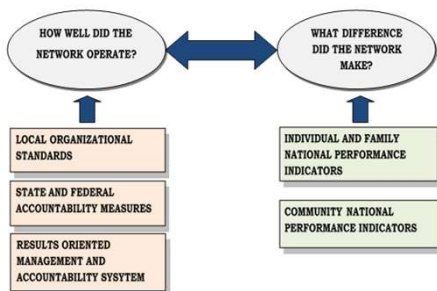
We must identify the questions we seek to answer from our data, such as:

- How well does the Network operate?
 - ✓ Are Organizational Standards being met?
 - ✓ Was the Training and Technical Assistance implemented at the local agencies?
 - ✓ Did the State Plan improve Network Performance?
- What difference does the Network make for families and communities of low-income?
- What is having the biggest impact in the Network?

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PERFORMANCE MANAGEMENT FRAMEWORK



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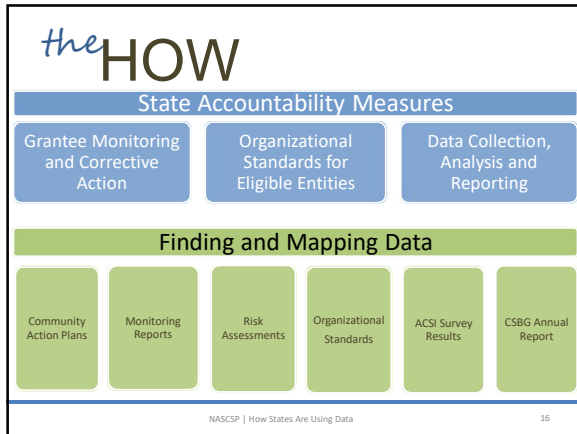
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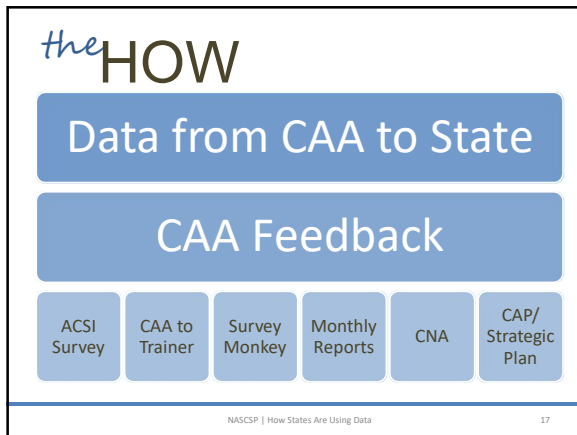
USING DATA

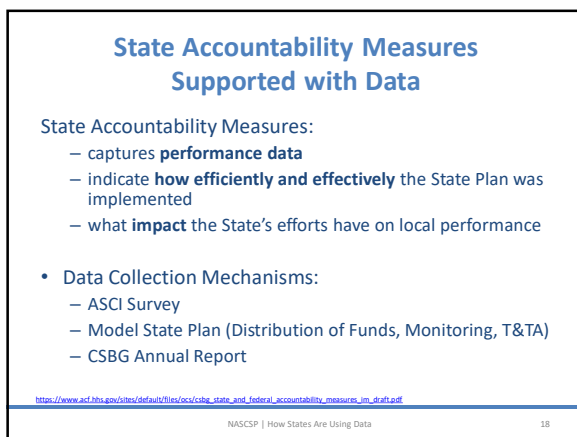
HOW WELL DOES THE STATE NETWORK OPERATE?

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State Accountability Measures Supported with Data

States collect accountability data

State plans include planned performance in critical activity areas

- development of the State plan
- use of funds
- grant monitoring
- training and technical assistance

Annual Report includes actual performance

States incorporate feedback on their performance

https://www.acluhq.gov/sites/default/files/cs/cobg_state_and_federal_accountability_measures_tm_draft.pdf

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The ACSI and State Accountability Measures

☐ Seven of the State Accountability Measures specify use of ACSI survey data and other feedback, as appropriate, to adjust the State Plan to improve performance.

☐ State Accountability Measures 1Sb, 2Sb, 3Sb, 3Sd, 4Sb, 7Sb and 8S are measures of eligible entity satisfaction with the state’s performance of critical elements of the State Plan.

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TTA Management Tool

- Wufoo software:
 - Q&As
 - TTA requests
- Excel Export:
 - Sort data by program, topic, or by individual Subrecipient
 - Data determines network trainings, individual TTAs, FAQs, Best Practices, Webinars, or guides needed.
- Create forms for tracking requirements

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Various Forms Created

Community Affairs Training Survey47 entries0 today

Community Affairs Internal QuestionnaireStart adding entries

CA Document Submission Form1,238 entries0 today

Board of Directors Roster Submission Form13 entries0 today

Request for CA Program Assistance3,597 entries1 today

WAP Production Submissions632 entries0 today

CSBG Discretionary NOFA and RFA Questions16 entries0 today

Subrecipient DOE QCI Process58 entries0 today

Organizational Standards Survey – PUBLIC CAAs19 entries0 today

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Grantee Monitoring and Corrective Action

CSBG Act Section 678B Monitoring

To determine whether eligible entities meet the **performance goals**, administrative standards, financial management requirements, and other requirements of a State, the State shall conduct a full onsite review at least once every 3 years. In addition, follow-up reviews, including prompt return visits must be conducted.

DATA in the Monitoring Process

- Risk Assessment DATA ➔ Generates a Risk Based Monitoring Approach for each eligible entity
- Risk Assessment DATA ➔ Generates Training and Technical Assistance Opportunities
- Risk Assessment DATA ➔ Informs the State on the quality of performance goals and the impact of those goals

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Grantee Monitoring and Corrective Action

Data in the Monitoring Process

- Risk Based Programmatic Monitoring DATA ➔ Informs the State on data collection, tracking, and reporting at the agency which is used to validate data and ensure data integrity.
- Risk Based Programmatic Monitoring DATA ➔ Informs the State on the agencies capacity to meet performance goals by reviewing “Community Action Plans” (CAP) with “Actual” Results.
- Risk Based Programmatic Monitoring DATA ➔ Provides the State with the basis for requiring training and/or technical assistance plans. In addition, quarterly reviews of the issues listed in the monitoring reports and risk assessments will provide States with a list of topics for training.

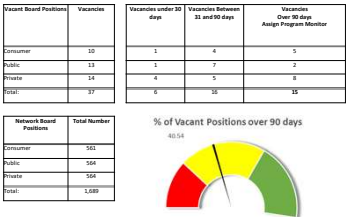
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Grantee Monitoring and Corrective Action

Example: How to evaluate DATA to ensure performance goals are being accomplished through an engaged Tripartite Board?

CSBG Tripartite Board Dashboard



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Monitoring Data

- Pre-conference
- Monitoring:
 - Desk Review
 - T&TA indicated
 - Site Visit
 - Report
- T&TA plan
 - Initial email TA to report findings
 - Debrief to determine appropriate level training

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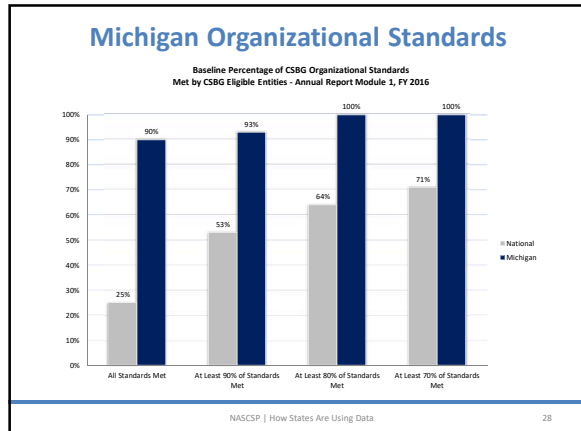
Organizational Standards

How we use data about met and unmet standards to:

- Provide OCS with an update
 - CSBG State Plan will list the planned Organization Standards Goals
 - CSBG Annual Report will list the actual Organizational Standards goal attainment
- Determine training topics for conferences, workshops, individual TTAs, and resources; or
- Identify agencies that may need Intensive Assessment.

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Organizational Standards

- Data Collection and Storage
 - Agencies upload files in the Statewide System by Organizational Standard's number
 - State Staff uses the Statewide System to evaluate documents for compliance
 - State Staff uses a custom database program to track met and unmet standards
 - Database includes guidance for review
 - Database will automatically generate a monitoring report
 - Database will automatically generate the results of the Statewide monitoring for the CSBG Annual Report
 - Database will be used as field notes for monitoring

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Organizational Standards

Agency Assessment

Michigan Organizational Standards Monitoring Tool

201622 Onondaga Community Action Agency Private 7/2017

To Do List Monitoring Report Cover Letter Main Menu CS Check

CS Tool Cover Letter

Standard: 7.8 CS Status: Met

All staff participate in a new employee orientation within 60 days of hire.

Notes: There are no curricula requirements for the orientation; it is up to the organization to determine the content. Some examples of content include time and effort reporting, RONA, data collection, mission, history of Community Action, etc. This may be met through individual or group orientations, and documented in personnel files.

Field Notes

Document Name	Date of Document	Notes
PPPM (employee handbook) page 9	03/01/2016	See page 9 for date, same as last year
orientation materials	03/01/2016	see page 9 for list of what employees get (seen on site in 2016)
sampling of HR/personnel files	03/01/2016	see on site in 2016, all employees sampled had documentation showing re
CS Personnel chart	09/29/2017	per CS, orientation is done within days

To Do List Internal Use Only - CS Notes

Report Text - Customize a statement on the report for this standard:

To add to the agency's Personnel Policies & Procedures Manual that the employee signs and dates a document stating they've received orientation, orientation documents and Personnel Policy and to place in the (see CSBG Personnel Manual 6.0)

Enter Plan Type: CAP/TAP Due Date: 2016

Year Doc Last Appt: 2016

Records: 11 of 12 of 12 Search

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Organizational Standards

Data Analysis and Reporting

CSBG Annual Report: 20 Organizational Standards Performance

Year: 2017

CSBG Plan Target (2017): 95%

Number of States Assessed: 25

Number that met 100% of standards: 25

Percent of all meeting 100% of CS: 100%

Program Indicator	2016	2015 - 2016	2014 - 2015	2013 - 2014	2012
Number of States	25	1	2	2	25
States Meeting	95.00%	0.00%	0.00%	0.00%	100.00%

2.5

Category	Number of States	% of Standards	Notes
Consumer Input and Involvement	25	100%	
Community Engagement	25	100%	
Community Assessment	25	100%	
Organizational Leadership	25	100%	
Board Governance	25	100%	
Strategic Planning	25	100%	
Human Resources Management	25	100%	
Financial Operations and Oversight	25	100%	
Data and Analysis	25	100%	

U.S. GDP and GDP

Number of CAA's on GDP: 2

Agencies: County of Stanislaus, Community Action Center, Stanislaus County Office of Community and Economic Development, Multidisciplinary Community Action Partnership, Inc.

Number of CAA's on GDP: 8

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Organizational Standards

Data Analysis and Reporting

Program Indicator	2016	2015 - 2016	2014 - 2015	2013 - 2014	2012
Consumer Input and Involvement	25	100%	100%	100%	100%
Community Engagement	25	100%	100%	100%	100%
Community Assessment	25	100%	100%	100%	100%
Organizational Leadership	25	100%	100%	100%	100%
Board Governance	25	100%	100%	100%	100%
Strategic Planning	25	100%	100%	100%	100%
Human Resources Management	25	100%	100%	100%	100%
Financial Operations and Oversight	25	100%	100%	100%	100%
Data and Analysis	25	100%	100%	100%	100%

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Organizational Standards (Private)

Consumer Input and Involvement (1.1-1.3)

Community Engagement (2.1-2.4)

Community Assessment (3.1-3.5)

Organizational Leadership (4.1-4.6)

Board Governance (5.1-5.9)

Strategic Planning (6.1-6.5)

Human Resources Management (7.1-7.9)

Financial Operations and Oversight (8.1-8.13)

Data and Analysis (9.1-9.4)

Standards Related To CNA

CNA Standards related to the Governing Board

Standards Related to Strategic Plan

Calendar of Required Actions for Governing Board

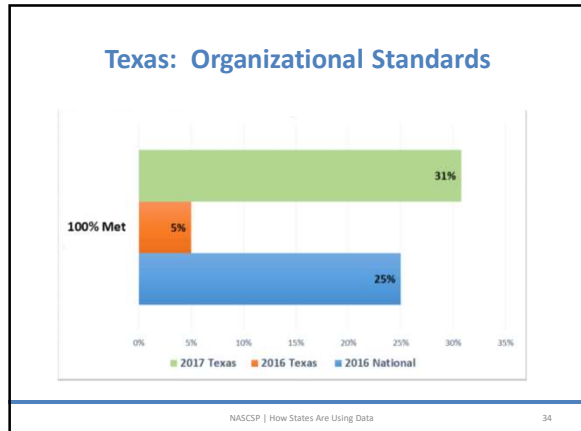
Calendar of Required Actions for CAA's

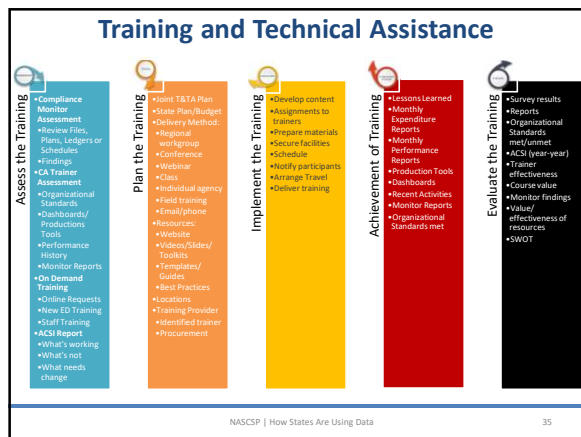
Additional Resources

[Org Standards Resource Private \(PPSX\)](#)
[Org Standards Resource Public \(PPSX\)](#)

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Best Practices from Q&As


WAP	CSBG
<ul style="list-style-type: none"> Assessments/Weatherization Work Client Denials & Referrals Combustion Appliance Zone (CAZ) Testing Fraud, Waste and Abuse Fan Flow Box Knob & Tube Wiring Manual J Mobile Home WAP Scope Pre-construction Walk-through's Principles of CFM Reduction Recommended Tools SEER and EER Determination Sidewall Density Space Heaters (DOE Notice 08-4) Ventilation Guide Weatherization Process Flowchart Whole House Assessments 	<ul style="list-style-type: none"> Boards <ul style="list-style-type: none"> Board Meeting Minutes Guidance (PDF) – 3.16.17 Board Meeting Minutes Sample Form (DOCX) – 3.16.17 Should CAA Executive Director Serve as Board Member? – CAPLAW FAQ (PDF) – March 2014 Cost Allocation Plan <ul style="list-style-type: none"> Below is a sample Cost Allocation Plan that may be applicable to any agency. This is a sample for guidance only and not necessarily TDHCA-approved cost allocation plan. Sample Cost Allocation Plan (PDF) (DOC) – 10.21.15 Client Files <ul style="list-style-type: none"> CSBG Client File Checklist (PDF) – 8.26.16 Other CSBG Topics <ul style="list-style-type: none"> Addressing Statutory Administrative Cost Limits, Indirect Costs, Negotiations with a State and Enforcement – CAPLAW FAQ (PDF) – March 2015

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American Customer Satisfaction Index

- Improved communication
 - Bi-weekly e-Newsletters from State Association
 - Roundtables
 - Workgroups
 - Quarterly Network Calls
 - State office staff Q&A at State Association board meetings
 - Summaries of changes to plans, rules, etc.
- Improved monitoring tools and consistency
- Effected change to training delivery methods

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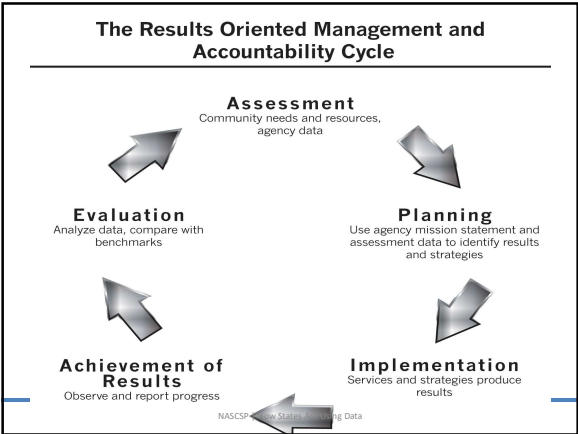
TEXAS SCORES			
 Drivers	2015 Score	2017 Score	2017 Impact
Development of CSBG State Plan	31	53	0.3
Distribution of Funds	57	68	0.6
Use of Discretionary Funds	42	77	0.2
Training & Technical Assistance	46	75	0.8
Monitoring & Corrective Action	35	64	0.9
Linkages	42	60	0.7
Communication	45	66	1.6
Customer Satisfaction Index Scores	44	67	N/A
Confidence in Lead Agency	47	72	4.8
Trust in CSBG State Lead Agency	49	72	4.7

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USING DATA

WHAT DIFFERENCE DID THE STATE NETWORK MAKE?

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**ROMA Next Generation
Where We Want to Be**

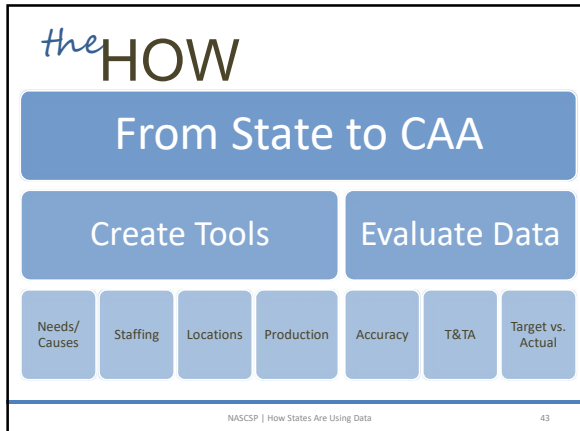
- OCS, States and CAAs *use data on people, services, and outcomes for decision making* and improving impact across the Network.
- OCS, States and CAAs *use performance data to achieve greater stability and economic security* for families and communities.

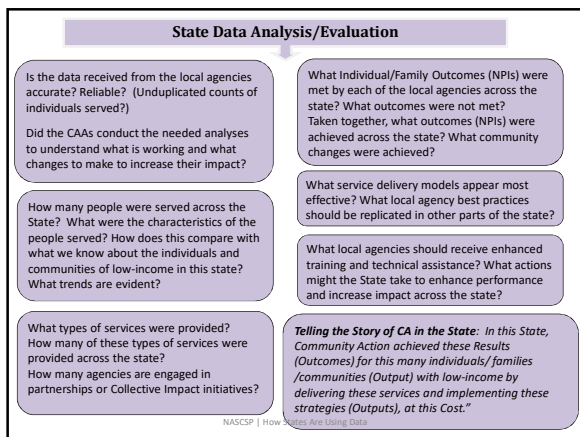
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ROMA Next Generation

“Community Action achieved these Results (Outcomes)
(Analysis-NPIs)
for this many individuals, families and communities of low-income
(Baseline & All Client Demographics)
by delivering/implementing these Services/Strategies
(Analysis - Services)
using these Resources”
(CSBG Expenditures/Resources Administered and Generated by the CSBG Network Reports)

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Data Collection, Analysis and Reporting

55a. CSBG Annual Report Feedback within 60 days of report submission

Data Analysis

Step 1: Identify questions to help you define your scope

- What is having the biggest impact in the Network?
- How well did the Network Perform?
- What difference did it make?
- What is the CSBG cost per outcome?
- What is the CSBG cost per client?
- Is the report data accurate?
- What training and technical assistance can be recommended to improve performance?

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Data Collection, Analysis and Reporting

Step 2: Identify your Data Source, Data Points, and Formulas

– Data Points from the CSBG Annual Report from FY2017

Data Component

- Eligible Entities Names
- Number of Outcomes
- People Served
- CSBG Allocation
- % of Total CSBG Allocation
- % of People Served
- % of Outcomes

Location of Data or Formula

- CSBG Annual Report
- CSBG Annual Report
- CSBG Annual Report
- CSBG Annual Report
- CSBG Annual Report
- CSBG Annual Report
- CSBG Annual Report



- % of Clients helped w/ CSBG allocation
- % of Outcomes w/CSBG allocation
- Cost per Outcome
- Cost per Client

- % of Total CSBG Allocation divided by % of People Served
- % of Total CSBG Allocation divided by % of Outcomes
- CSBG Allocation divided by Outcomes
- CSBG Allocation divided by People Served

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Data Collection, Analysis and Reporting

Agencies	Outcomes	People Served	Volunteer Hours	CSBG Allocation	% in Poverty	Cost per Outcome	Cost per client
1	202,748	814	5,646	\$187,431	62.00%	\$ 0.92	\$ 230.26
2	4,188	1,764	1,470	\$189,000	68.70%	\$ 45.13	\$ 149.53
3	3,682	1,168	36,170	\$193,004	57.10%	\$ 52.42	\$ 165.24
4	7,800	5,789	36,170	\$193,004	57.10%	\$ 24.74	\$ 33.34
5	26,163	2,785	25,473	\$200,028	67.60%	\$ 7.66	\$ 71.83
6	8,857	3922	130,389	\$229,800	68.70%	\$ 25.95	\$ 58.59
7	24,181	13,269	17,006	\$236,229	66.80%	\$ 9.77	\$ 17.80
8	7,177	1,214	26,329	\$292,788	75.00%	\$ 40.80	\$ 241.18
9	9,483	394	26,689	\$344,472	65.60%	\$ 36.35	\$ 874.80
10	13,525	8,657	97,795	\$473,487	62.80%	\$ 35.01	\$ 54.69
11	7,432	2,814	1,575	\$558,949	63.30%	\$ 75.21	\$ 198.63
12	18,856	710	17,952	\$589,129	72.90%	\$ 31.24	\$ 829.76
13	22,547	22,773	56,819	\$643,717	48.40%	\$ 28.55	\$ 28.27
14	17,748	6,730	82,465	\$647,838	66.60%	\$ 36.30	\$ 96.26
15	3,679	2703	3,070	\$693,884	63.00%	\$ 188.61	\$ 256.71
16	16,250	2,151	779	\$695,472	74.60%	\$ 42.80	\$ 323.32
17	5,366	2,934	14,646	\$733,570	64.90%	\$ 136.71	\$ 250.02
18	12,547	3,070	168,314	\$739,372	72.10%	\$ 58.59	\$ 240.84
19	17,868	2,955	80,440	\$747,371	56.00%	\$ 41.83	\$ 252.92
20	55,820	1481	336,537	\$782,701	65.00%	\$ 14.02	\$ 528.49
21	9,508	15,567	47,255	\$821,839	65.90%	\$ 86.44	\$ 32.79
22	2,820	4,486	1,133	\$854,377	75.20%	\$ 302.55	\$ 524.92
23	10,834	4,431	251,385	\$1,085,989	64.70%	\$ 108.91	\$ 246.69
24	24,900	13729	176,473	\$1,158,025	60.30%	\$ 46.51	\$ 84.35
25	307,055	10,235	174,677	\$1,183,749	82.30%	\$ 3.85	\$ 115.61
26	42,777	1,862	85,620	\$1,218,707	78.00%	\$ 28.49	\$ 654.52
27	21,311	10,490	15,366	\$1,610,050	57.60%	\$ 77.68	\$ 153.48
28	9,871	5,881	36,586	\$2,324,817	65.00%	\$ 235.52	\$ 395.31
29	360,490	17,099	34,447	\$8,905,191	70.60%	\$ 24.70	\$ 390.80
Total	1,275,483	168,377	1,988,676	\$28,763,352	66.13%	\$ 22.55	\$ 170.83

Data Collection, Analysis and Reporting

Step 3: Review Data

What does the data show?

- Why did the smallest CSBG Allocated Agency, Agency 1, have more outcomes than 89% of the other agencies (2 out of 29 had more outcomes reported)?

Small Agency Outcomes = 202,748
 Large Agency 25 Outcomes = 307,055
 Ex-Large Agency 29 Outcomes = 360,490
 Remaining 26 agencies average number of Outcomes = 15,584 (202,748 + 15,584 + 187,164)

- Why did Agency 5's ratio of Outcomes to People Served seem high?

Agency 5 reports 26,163 outcomes for 2,785 people served. Approximate 9.39 (26,163/2,785) outcomes were reported per client. The remaining small agencies on average report 2.2 outcomes per client.

- Why does Agency 22 and Agency 24 have such a high CSBG cost per outcome and a high CSBG cost per client served? Why does Agency 1 have a low cost per outcome and a low cost per client?

Agency # Cost per Outcome Cost per Client Action Steps
 Agency 22 \$302.95 \$574.92 All outcomes may not be report - provide T&TA, review data collection/tracking
 Agency 24 \$235.52 \$395.31 All outcomes may not be report - provide T&TA, review data collection/tracking
 Agency 1 \$ 0.92 \$230.26 Outcomes reported may be services - provide T&TA, review data collection

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Data Collection, Analysis and Reporting

Step 3: Review Data

- How do you know what to look for in your data set?
 - Sort data from lowest to highest by CSBG Allocation or other fields for a closer review of the information
 - Locate high values and low values in each column
 - Locate high or low ratios
 - Calculate other ratios from two different columns and compare with the total ratios
 - Outcomes to People Served (calculate: Outcomes divided by People Served)
- From the items identified above: Does the data make sense for that agency? (review the agency's programs, budget, and clients served)
- Can the data be organized more effectively?
 - Create categories from the data by grouping information
 - Group data by the agency's CSBG Allocation Amount into small, medium, large, and ex-large agencies
 - For each group calculate totals for each column and calculate the average for each column (outliers may be removed)
- Did the data surprise you?
 - Describe your thoughts. This information can be used in a feedback letter to the agencies. It can be framed into questions to the agency or it can provide the basis for a training and technical assistance plan.

Data Collection, Analysis and Reporting

Data Analysis

Step 4: Modify data set by groups, summarize data, and review

CSBG Annual Report - Agency Type Summary Report

Agencies Type	Outcomes	People Served	Volunteer Hours	CSBG Allocation	\$Non-federal leveraged by \$1 CSBG	Cost Per Outcome	Cost per Client
Small Agencies							
Total	307,804	39,276	403,137	2,539,443	\$ -	\$ 8.25	\$ 64.66
Average	30,780	3,928	40,314	253,944	\$ 11.10	\$ 27.87	\$ 189.73
Avg (no outlier)	11,673	38,462	44,166	261,335	\$ 9.14		
Medium Agencies							
Total	190,441	65,374	810,985	8,508,169	\$ 74.41	\$ 44.68	\$ 130.15
Average	15,870	5,448	67,582	709,014	\$ 6.20	\$ 86.98	\$ 302.74
Large Agencies							
Total	416,748	46,628	740,107	8,580,837	\$ 30.65	\$ 20.59	\$ 184.03
Average	69,458	7,771	123,351	1,430,140	\$ 5.11	\$ 81.69	\$ 274.73
Ex-Large Agency							
Total	360,490	17,099	34,447	8,905,191	\$ 0.70	\$ 24.70	\$ 520.80

Data Collection, Analysis and Reporting

Step 5: Review data groups with summary of the subsets

Small Agencies - CSBG Allocation from \$100,000 to \$500,000

Agency	Outcomes	People Served	Volunteer Hours	CSBG Allocation	\$Non-federal leveraged by \$1 CSBG	% to Poverty	% of Total CSBG Allocation	Cost per Outcome	Cost per client
1	202,748	814	5,646	\$187,431	\$28.75	62.00%	0.65%	\$ 0.92	\$ 230.26
2	4,188	1,264	1,470	\$189,000	\$3.57	68.70%	0.66%	\$ 45.13	\$ 149.53
3	7,800	5,789	36,170	\$193,004	\$7.33	57.10%	0.67%	\$ 24.74	\$ 33.34
4	3,682	1,168	36,170	\$193,004	\$7.33	57.10%	0.67%	\$ 52.42	\$ 165.24
5	26,165	2,785	25,473	\$200,028	\$9.56	62.60%	0.70%	\$ 7.65	\$ 71.82
6	8,857	5,922	130,388	\$229,800	\$21.53	68.70%	0.80%	\$ 25.95	\$ 98.59
7	24,185	13,269	17,006	\$236,229	\$7.20	66.80%	0.82%	\$ 9.77	\$ 17.80
8	7,177	1,214	26,329	\$292,788	\$10.87	75.00%	1.02%	\$ 40.80	\$ 241.18
9	9,483	394	26,689	\$344,672	\$13.00	65.60%	1.20%	\$ 36.35	\$ 874.80
10	13,323	8,613	97,799	\$473,487	\$13.75	62.80%	1.65%	\$ 31.51	\$ 94.69
Total	307,804	39,276	403,137	2,539,443			8.83%	\$ 8.25	\$ 64.66

Small Agency Gage to compare with Individual Values Reported in Chart Above

CSBG Annual Report - CSBG Allocation Costs

Agencies Type	Cost Per Outcome	Cost per Client
Small Agencies		
Total	\$ 8.25	\$ 64.66
Average	\$ 27.87	\$ 189.73
Avg (no outliers)	\$ 30.87	\$ 185.22

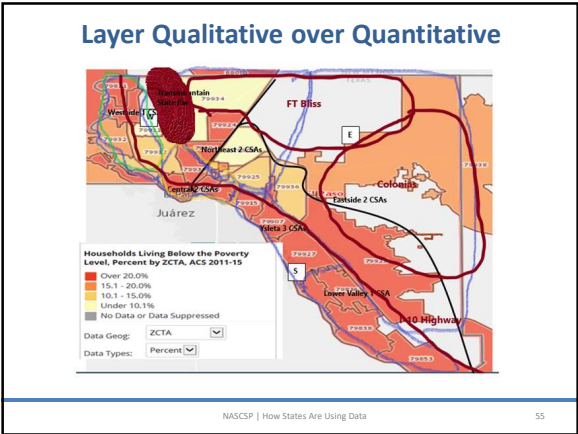
Step 6: Compare individual agency data with information from the correct subgroup and create feedback a letter.

[illegible]

WHAT NEEDS CAN BE IDENTIFIED?
WHAT RESULTS DO WE WANT TO
ACHIEVE?



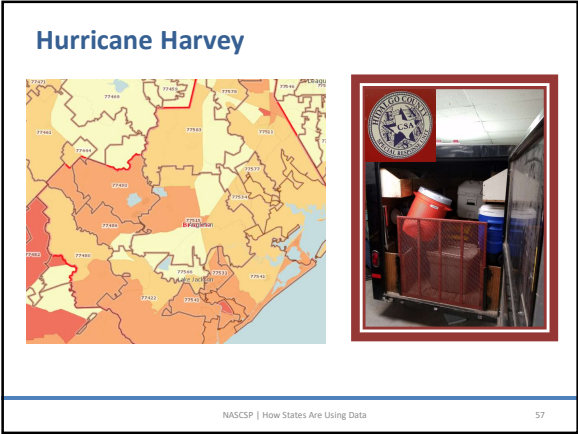
- Quantitative data to identify conditions of poverty
- Zip code maps that prompt key areas to obtain qualitative data that drill down the causes of poverty
- Poverty population analysis for production/staffing/service center locations



Community Commons Assessment

- What needs are reflected for each domain?
- What assumptions can be made from the data?
- How do various data points interconnect?
- What level of need is it?

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Poverty Population and WAP Production

County	Households in poverty	Percent of Service Area	LIHEAP Allocation	DOE Allocation	LIHEAP units per Co	DOE units per Co
Bowie	6,299	7.48%	\$49,029.27	\$12,679.22	9.74	1.78
Camp	779	0.92%	\$6,063.47	\$1,568.04	1.20	0.22
Cass	2,190	2.60%	\$17,046.21	\$4,408.24	3.39	0.62
Collin	21,998	26.12%	\$171,224.92	\$44,279.63	34.01	6.23
Cooke	1,860	2.21%	\$14,477.61	\$3,743.98	2.88	0.53
Delta	425	0.50%	\$3,308.05	\$855.48	0.66	0.12
Denton	21,738	25.81%	\$169,201.17	\$43,756.28	33.61	6.16
Fannin	1,976	2.35%	\$15,380.51	\$3,977.48	3.06	0.56
Franklin	673	0.80%	\$5,238.40	\$1,354.68	1.04	0.19
Grayson	7,412	8.80%	\$57,692.48	\$14,919.57	11.46	2.10
Hopkins	2,318	2.75%	\$18,042.52	\$4,665.89	3.58	0.66
Hunt	5,812	6.90%	\$45,238.62	\$11,698.94	8.99	1.65
Lamar	3,641	4.32%	\$28,340.30	\$7,328.95	5.63	1.03
Marion	1,014	1.20%	\$7,892.63	\$2,041.07	1.57	0.29
Morris	859	1.02%	\$6,686.16	\$1,729.08	1.33	0.24
Rains	511	0.61%	\$3,977.45	\$1,028.99	0.79	0.14
Red River	1,057	1.25%	\$8,227.33	\$2,127.63	1.63	0.30
Rockwall	1,714	2.03%	\$13,341.19	\$3,450.10	2.65	0.49
Titus	1,952	2.32%	\$15,193.70	\$3,929.17	3.02	0.55

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Poverty Population & Energy Assistance Production

CEAP 2017	Poverty Population	Percent of Service Area	Allocation/ poverty population	Number of HHs to Serve	Number Reported as of June 2017 report
Harrison	3,934	27%	\$383,014.36	575	264
Jasper	2,114	14%	\$205,819.10	309	155
Newton	612	4%	\$59,584.34	89	48
Panola	1,307	9%	\$127,249.56	191	150
Sabine	864	6%	\$84,119.07	126	115
San Augustine	734	5%	\$71,462.26	107	130
Shelby	1,861	13%	\$181,187.02	272	164
Tyler	1,464	10%	\$142,535.08	214	128
Upshur	1,906	13%	\$185,568.22	279	162
	14,796		21.10% expended 50% through contract year	UA/HCC/PS for \$8170002606= \$1,440,539.00	
			Used 2016 Avg HH exp \$666 to estimate		Under served \$666 served

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Data and Capacity to Transition

Utility Assistance:

- In 2013, XCAA served 11 counties with a total budget of \$3,504,656
- In 2017, XCAA serves 20 counties with a current budget of \$5,836,787
- This is almost double the counties and a 67% increase in funding

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Wrap Up

What’s Your Outcome?

How do you measure success?

What are your data resources?

How do you use the tools?

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