

# CSBG Reporting Workgroup

## Common/“Other” Indicator Recommendations

Beginning December 2017, a task group representing Massachusetts Community Action Agencies, MASSCAP and DHCD met to recommend common Family Level National Performance Indicators (FNPIs) and Service selections for key programs provided by our network. The intent of the group’s work is to support the MA Community Action network in telling a common story. As a result, it is expected all agencies incorporate the recommendations that follow into their Community Action Plan and CSBG Annual Report. The recommendations are broken down by program area and align with guidance provided by the Community Action national partners as of March 2019, including the *CSBG Annual Report Instruction Manual*.

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## Adult Education/Workforce Development

**Services** – Use one or more of the [WIOA-Module 4: Services](#) recommended by the national partners.

**FNPIs** – Use one or more pre-defined [WIOA-FNPI\\*](#) or “Other FNPI” recommended by the national partners.

**FNPI 1z** – Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.

**FNPI 1z** – Number of youth who maintained employment for 90 days.

**FNPI 2z** – Number of individuals who obtained and moved from a high school diploma and/or equivalent to post-secondary education (of any kind).

*\*Note: Employment FNPIs 1b – 1g and definition of “living wage” in MA: Page 8 of the [Module 4 CSBG Annual Report Instruction Manual](#) indicates “Community Action Agencies (CAAs) can provide their own definition, select from national or locally defined models, or work with their state to identify a shared definition” for a living wage. If reporting on these FNPIs, agencies need to make note in their CAP and Annual Report which definition was used. To determine “living wage” in MA, the task group recommends CAAs utilize the [MIT Living Wage calculator](#) most appropriate for the County/Metropolitan Statistical area in which each participant household lives.*

## Food

**Services** - Use one or more of the following service options:

<p><b>SRV 5ff-jju</b> - Nutrition and Food/Meals <i>(Health and Social/Behavioral Development domain)</i></p> <p><b>SRV 5g</b> - Maternal/Child Health <i>(Health and Social/Behavioral Development domain)</i></p> <p><b>SRV 3I</b> - SNAP Benefits <i>(Income and Asset Building domain)</i></p>
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**FNPIs** – Use the pre-defined and *MA Task Group* recommended FNPIs listed below.

<p><b>FNPIs 5a-5i</b> – <i>(Health and Social/Behavioral Development domain)</i></p> <p><b>FNPI 3a/b</b> – The number of individuals who achieved and maintained capacity to meet basic needs for 90/180 days</p> <p><b>FNPI 5z*</b> – <i>see chart below with recommended indicator for the Service interventions</i></p>	
<b>Service Intervention</b>	<b>FNPI</b>
<p><b>SRV 3I</b> SNAP Benefits <i>(i.e. – those assisted in applying for SNAP)</i></p> <p><b>SRV 5g</b> Maternal/Child Health <i>(i.e. –WIC benefits)</i></p>	<p><b>5z</b> - The number of individuals with <u>improved food security</u>* <i>(i.e. – of those assisted with applying for SNAP, number who obtained the benefit)</i></p>

*\*Proxy Outcome Indicator (e.g. – receipt of service assumed to be achievement of outcome). Based on a review of information from the U.S. Department of Agriculture, the task group determined that while it would not be practically feasible to directly measure changes in food security for these interventions, use of the proxy indicator is appropriate.*

## Head Start/Early Education and Care

**Services**– Use the [Head Start-Module 4: Services](#) recommended by the national partners. At minimum, Head Start providers should report:

**SRV 2b** - Head Start (*Education and Cognitive Development domain*)

**SRV 5c** - Developmental Delay Screening (*Health and Social/Behavioral Development domain*)

**SRV 5ii** - Prepared Meals (*Health and Social/Behavioral Development domain*)

**SRV 5dd** - Child Dental Screenings/Exams (*Health and Social/Behavioral Development domain*)

**FNPIs** – Use one or more of pre-defined [Head Start-FNPI](#) recommended by the national partners.

## Health

**Services** - Use one or more of the pre-defined service options **SRV 5a – 5aa** (Health and Social/Behavioral Development domain)

**FNPIs** – Use one or more of the pre-defined **FNPIs 5a – 5i** (Health and Social/Behavioral Development domain) and for the specific service interventions listed below, also consider using “Other FNPIs” listed below, recommended by either the *national partners* or *MA Task Group*:

<u>Service Intervention</u>	<u>FNPI</u>
<b>SRV 5j</b> Health Insurance Options Counseling  <b>SRV 3h</b> Health Insurance	<b>5z</b> - Number of individuals who obtained health insurance
<b>SRV 5r-x</b> Mental/Behavioral Health	<b>5z</b> - Number of individuals whose lives were saved by opioid overdose reversals.  <b>5z</b> - Number of individuals who discontinued drug/alcohol use.  <b>5z</b> - Number of individuals who remained drug/alcohol free for 90 days.  <b>5z</b> - Number of individuals who remained drug/alcohol free for 180 days.  <b>5z</b> - Number of individuals who secured emergency protection from physical and/or emotional abuse.  <b>5z</b> - Number of individuals with increased safety from domestic abuse in their homes.
<b>SRV 5k – 5o</b> Reproductive Health Services	<b>5z</b> – The number of individuals who increased knowledge of sexual and reproductive health.*

\*Proxy Outcome Indicator (e.g. – receipt of service assumed to be achievement of outcome).

## Housing

*Please be aware the Module 4 Instruction Manual indicates all FNPIs in the Housing domain should be reported as unduplicated counts of individuals even if they are worded to say “number of households.” Take this into account when selecting Housing FNPIs and setting targets in your Community Action Plan.*

**Services** - Use one or more of the pre-defined service options:

**SRV 4a – 4p** (Housing domain)

**SRV 7a – Case Management** (Services Supporting Multiple domain)

**SRV 7c – Referrals** (Services Supporting Multiple domain)

**FNPIs** – Use one or more pre-defined FNPI listed below. Also consider using one or more “Other FNPI” listed below, recommended by either the *national partners* or *MA Task Group*:

**FNPIs 4a-4f** (Housing domain)

**FNPIs 5f-h** (Health and Social Behavioral Development domain)

**FNPI 4z** – Number of individuals who improved physical access in their living space (wheel chair ramps, grab bars etc.).

**FNPI 4z** – The number of individuals who maintained safe and affordable housing for one year.\*

*\*Note: If reporting on individuals who maintain safe and affordable housing for one year, also report them as having maintained safe and affordable housing for 90 and 180 days (FNPI 4c and d)*

## Immigration

**Services** – Use one or more of the pre-defined services listed below.

**SRV 2s** English Language Classes

**SRV 2t** Basic Education Classes

**SRV 6d** Citizenship Classes

**SRV 7a** Case Management

**SRV 7I** Immigration Support Services (relocation, food, clothing)

**SRV 7m** Legal Assistance

**SRV 7o** Mediation/Customer Advocacy Interventions

**FNPIs** – Use one or more FNPI listed below, including those recommended by the *MA Task Group*:

**FNPI 2f** - The number of adults who demonstrated improved basic education.

**FNPI 6z** – The number of individuals who obtain legal status and documentation.

**FNPI 6z** – The number of individuals who obtain U.S. Citizenship.

## LIHEAP/HEARTWAP/WAP

**Services** – Use one or more of the *LIHEAP and Weatherization-Module 4: Services* recommended by the national partners. At minimum, LIHEAP and WAP/HEARTWAP providers should report (respectively):

**SRV 4i** - Utility Payments (LIHEAP-includes Emergency Utility Payments)

**SRV 4t** - Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)

**FNPIs** – For WAP, use one or more pre-defined *Weatherization-FNPI* recommended by the national partners. For LIHEAP/HEARTWAP, use the “Other FNPIs” recommended by the *national partners\** listed in the table below.

<p>Targets and Actuals for these FNPIs under LIHEAP should include participants served who had energy crisis situations as defined in the annual “Massachusetts LIHEAP Administrative Guidance” criteria for designating an “Emergency” or “Imminent loss of heat”. This includes participants whose energy crisis:</p> <ol style="list-style-type: none"> <li><u>Was</u> documented in eAssist because they were certified eligible during the heating season.</li> <li><u>Was not</u> documented in eAssist because they were certified eligible prior to the start of the heating season. <i>Note: Information for these participants can be gleaned from reports available in eAssist.</i></li> </ol>	
<p><b>FNPI</b></p>	<p><b>MA Guidance</b></p>
<p><b>FNPI 4z</b> – Number of individuals whose energy service was restored after disconnection.</p>	<p>Participants served during the heating season who were an “emergency” as defined in the Administrative Guidance due to: <u>no heat for any reason</u></p>
<p><b>FNPI 4z</b> – Number of individuals who avoided a utility shut-off.</p>	<p>Participants served during the heating season who were at “imminent loss of heat” as defined in the Administrative Guidance due to: <u>less than a 3-day supply of fuel or 1/8 tank, final utility termination notice for primary heat source or secondary source necessary for primary heating system, eviction within 72 hours for a renter whose heat is included in the rent, aftermath of fire/unforeseen events that may force relocation</u></p>
<p><b>FNPI 4z</b> – Number of individuals whose inoperable home energy equipment was repaired or replaced.</p>	<p>Participants served during the heating season who were at “imminent loss of heat” as defined in the Administrative Guidance due to: <u>heating system failure</u></p>



## VITA

**Services** – Use **SRV 3o** - VITA, EITC, or Other Tax Preparation Programs

**FNPIs** – At minimum, use the *MA Task Group* recommended “Other FNPI” below; also consider using one or both of the pre-defined indicators below:

**FNPI 3z.** – “The number of individuals who increased their income due to a tax credit”\*

**FNPI 3c.** – The number of individuals who opened a savings account or IDA

**FNPI 3d.** – The number of individuals who increased their savings

*\*Note: This indicator can be gleaned from returns completed through information reported in the tax software.*