

COMMUNITY SERVICES BLOCK GRANT



THE FFY CSBG **2018** NATIONAL PERFORMANCE UPDATE



2018

Community Services Block Grant National Performance Update

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OUR MISSION

BUILDING CAPACITY IN STATES TO RESPOND TO POVERTY ISSUES

The National Association for State Community Services Programs (NASCSP) is the sole national association charged with advocating and enhancing the leadership role of states in the administration of the Community Services Block Grant (CSBG) and Weatherization Assistance Program (WAP).



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Executive Summary

The Community Services Block Grant (CSBG)

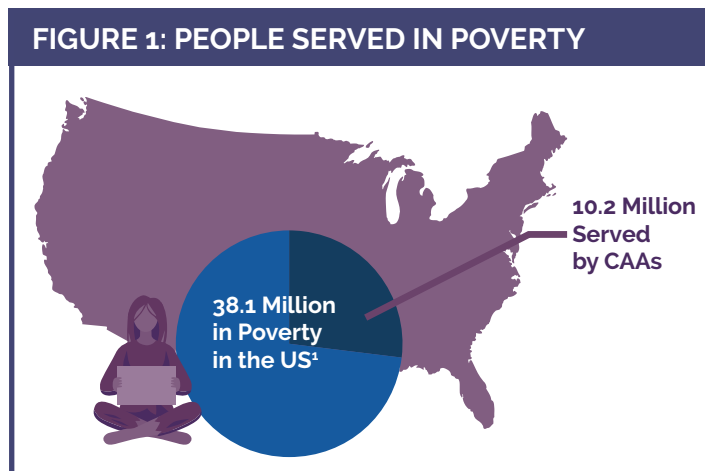
The Community Services Block Grant (CSBG) is unique among federal grant programs in that it is the only comprehensive investment exclusively focused on reducing poverty. CSBG supports a state-administered, nationwide network of local agencies whose purpose is to reduce the causes of poverty in the low-income communities they serve. Funding from CSBG allows states and Community Action Agencies (CAAs) to leverage funding, strategically target the root causes of poverty at the local level, and impact well-being and economic security on a national scale. In Fiscal Year (FY) 2018, every dollar invested in CSBG leveraged \$21.97 of other federal, state, local, volunteer, and private funds including the value of volunteer hours. CAAs receiving CSBG funds effectively use this mix of resources to address the barriers that lead to and perpetuate systemic poverty.

CSBG funding provides a vehicle for state CSBG administrators and local leaders to create coordinated interventions to ensure economic opportunity for all Americans. Due to its flexible nature, CSBG funds allow for innovative programs that address the leading causes of poverty, such as lack of affordable housing, inadequate access to health care, and limited job opportunities. **CAAs, also referred to as CSBG eligible entities, are local, private, nonprofit, or public organizations which are governed by a tripartite board composed of representatives of the low-income neighborhoods being served, elected local officials, and key private partners.**

Each CAA coordinates and collaborates with their state CSBG administrators and a wide range of community partners to reduce the causes and consequences of poverty in the low-income communities they serve.

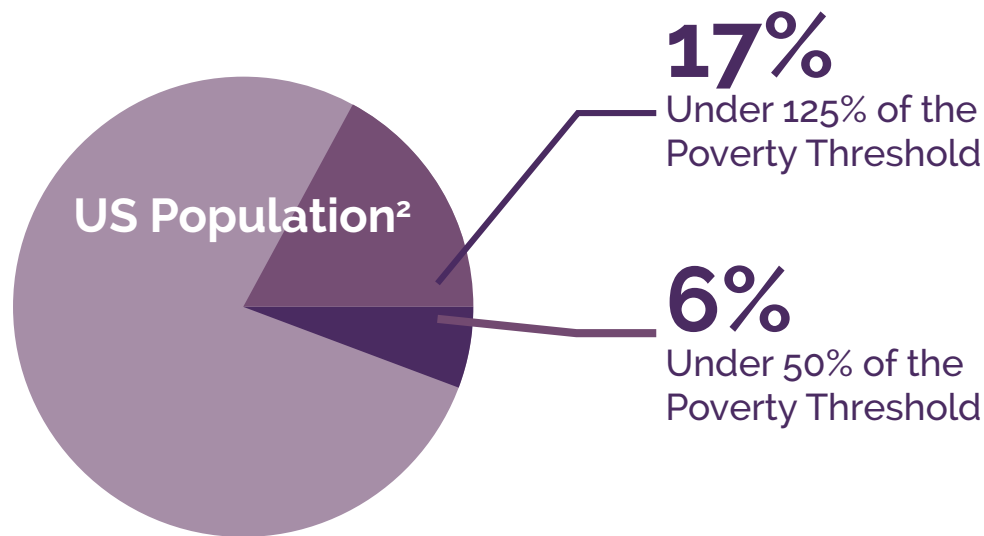
CAAs report on other sources and uses of other funding administered by the CSBG local network, program activities of the network, results of these activities, and number and demographics of participants served. This report summarizes key data from CAAs reported in the CSBG Annual Report. FY 2018 marks the first year of data collection through the new CSBG Annual Report which is the network's most recent revision of CSBG data collection and reporting. This report was designed to complement Results Oriented Management and Accountability (ROMA) Next Generation and support and complete the CSBG Performance Management Framework—more information can be found on page 6 and in the Appendix.

The CSBG Annual Report builds upon Community Action's 54-year history of serving individuals, families, and communities across the United States. In the CSBG Annual Report, CAAs report on the CSBG National Performance Indicators (NPIs) which are used as a tool for setting priorities and monitoring progress toward the broader goal of ending poverty. Individuals and communities face poverty and economic insecurity in varying degrees, across the different domains, ranging from health and housing to employment and education.



The 10.2 million individuals served by CAAs represent nearly 27 percent of the 38.1 million Americans in poverty according to the most recent Census data.¹

FIGURE 2: U.S. POPULATION IN POVERTY



According to the most recent U.S. Census American Community Survey data, over 17 percent of the U.S. population had incomes below 125 percent of the poverty threshold and just under 6 percent had an income below 50 percent of the poverty threshold.² Out of the approximately 4 million families reporting their poverty status to CAAs, 70 percent were at or below the FPG for a family of four. More than 1.3 million families, over 32 percent, were "severely poor," with incomes at or below 50 percent of the Federal Poverty Line. This indicates both the severity of need facing Americans served by the CSBG Network, and the importance of multiple services to move people towards self-sufficiency.

The NPIs track outcomes for comprehensive and coordinated services such as employment, education, housing, health, income and asset building, and civic engagement. It is the approach of CAAs to bundle services across the domains to help people achieve outcomes and their full potential. Research has shown that individuals who receive coordinated or "bundled" services are three to four times more likely to achieve a major economic outcome such as gaining and maintaining employment, earning a vocational certification or associate's degree, or buying a car, than individuals receiving only one type of service.³

As poverty often affects multiple generations, the CSBG Network utilizes a whole family approach in combination with the aforementioned "bundled" services in order to fight and end poverty. The whole family approach recog-

nizes that the issues of each family member are interdependent, so the family should work together as a unit to set and achieve goals together. This approach centers on prevention rather than focusing on reacting to crises, and it provides families with the tools and resources needed to achieve lasting change and stability.

The CSBG Network continues to work in economically disadvantaged communities with limited resources to address existing needs, creating a demand for the services and strategies CAAs employ. The CSBG Network plays a critical role in bringing together resources to ensure economic security for people in poverty. This anti-poverty network of over 1,000 state-administered local agencies remains committed to ensuring economic security for vulnerable populations and creating employment opportunities that are accessible for all Americans.

CSBG helps Americans with low incomes obtain employment, achieve and increase their education, access vital early childhood programs, and maintain their independence. It further helps the communities it serves to transform by changing structures and conditions. **The coordinated services provided by the CSBG Network go beyond short-term interventions and strengthen long-term economic security for individuals, communities, and the nation.** The statistics outlined in this report demonstrate the strength and value of CSBG as the national anti-poverty network that coordinates local, state, and federal efforts to secure a promising future for our nation.

Introduction to the CSBG Network



The Community Services Block Grant (CSBG) is a model example of a successful federal-state-local partnership. CSBG is a block grant administered and managed by states, which distribute funds to a nationwide network of over 1,000 local CSBG eligible entities, also known as Community Action Agencies (CAAs), which include local, private, nonprofit, and public CAAs, migrant and seasonal farmworker organizations, or other organizations as designated by the states. CSBG's mission is to provide assistance to states and local communities, working through this network of CAAs, for the reduction of poverty, the revitalization of communities where people with low incomes live, and the empowerment of families and individuals with low incomes in rural and urban areas to become self-sufficient. In most states,

CSBG can be found in the state Department of Health & Human Services, Department of Social Services, Department of Community & Economic Development, or the Department of Children & Families. The CSBG state office oversees a statewide network of Community Action Agencies that, along with community partners, have the capacity and local knowledge to effectively deliver innovative programs and achieve state policy goals. Community Action Agencies use CSBG funds to address a wide range of locally identified needs, which may include services and programs that address one or more of the core domains in which they work: employment, education and cognitive development, income, infrastructure and asset building, housing, health and social behavioral development, and civic engagement.

Designated CSBG eligible entities must meet the following statutory requirements:

- Be governed by a unique tripartite board, a three-part community board consisting of one-third elected public officials and at least one-third representatives of the low-income community, with the balance drawn from leaders in the private sector including businesses, faith-based groups, and civic organizations.
- Conduct periodic assessments of the needs of their communities and serve as a principal source of information about, and advocacy for, poverty-reduction actions.
- Maintain a performance-focused system for assessing and reporting the effectiveness of its anti-poverty strategy.
- Develop strategies for achieving the goals of increasing economic opportunity and security for their communities and low-income residents.
- Mobilize and coordinate resources and partnerships to achieve these goals.

CSBG eligible entities, which are primarily private CAAs and public entities, carry out their missions by creating, coordinating, and delivering a broad array of programs and services to their communities. In FY 2018, 1,009 CSBG eligible entities provided services to low-income families, individuals, and vulnerable communities in 99 percent of U.S. counties. Table 1 shows the number of CSBG-funded eligible entities, by type, in the nation. State-specific details can be found in the Appendix.

TABLE 1: LOCAL ORGANIZATIONS BY TYPE

CATEGORY OF ELIGIBLE ENTITY	NUMBER OF ELIGIBLE ENTITIES	NUMBER OF STATES*
Private Community Action Agencies	808	52
Limited Purpose Agencies	11	7
Migrant and/or Seasonal Farm Worker Organizations	12	9
Local Government Agencies	159	22
Tribes and Tribal Organizations	14	2
Other	5	2
TOTAL	1,009	

*Includes all 50 states, District of Columbia, and Puerto Rico. This is an unduplicated count of states in FY 2018.

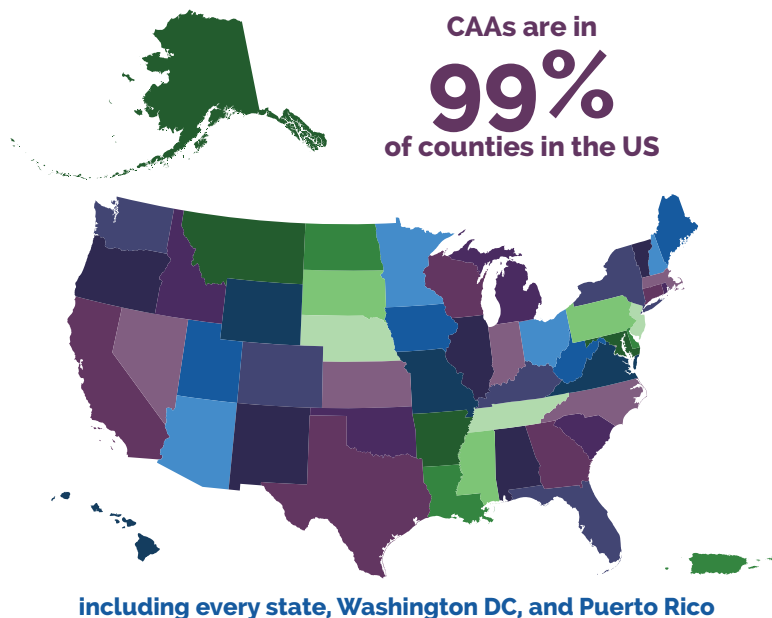
This collaborative relationship between state and local administrators allows organizations to tailor their anti-poverty efforts to address specific local conditions and capitalize on the unique resources in their states. States and CAAs work together to "stimulate a better focusing of all available local, state, private, and federal resources upon the goal of enabling low-income families, and low-income individuals of all ages, in rural and urban areas, to attain the skills, knowledge, and assistance to secure the opportunities needed for them to become self-sufficient."⁴ Each CAA focuses their poverty reduction efforts on a specific geographic service area, under the oversight of their board and state CSBG administrator of the CSBG funding.

State CSBG administrators coordinate and develop linkages with other federal, state, and local programs to improve efficiency, access, and results for low-income individuals and communities. Administration at the state level also provides robust accountability and oversight of CSBG, and tracks metrics and performance indicators in domains such as employment, education,

housing, and health, which inform this CSBG National Performance Update Report.

CSBG represents a federal investment and a national commitment to reducing poverty in our nation. This commitment has created a local delivery infrastructure that responds to the national challenges that contribute to poverty in locally appropriate ways. CSBG's results-driven approach allows states and CAAs to strategically target the root causes of poverty at the local level and measure progress toward the broader goal of ending poverty. CSBG gives local leaders the tools they need to address today's economic concerns. Additionally, CSBG is a key resource

for many CAAs and often funds cross-cutting programs and supports agency level needs in order to continue necessary work. An important added benefit of receiving CSBG funding is that agencies across the nation share an institutional framework, overarching goals, and a common mission and vision.



Performance Management Framework

In addition to a structure that empowers states to partner with local communities, CSBG is bolstered by a Performance Management Framework to ensure accountability at all levels of the network. This federally established Performance Management Framework includes state and federal accountability measures, organizational standards for CAAs, and a Results Oriented Management and Accountability (ROMA) system:

- State and Federal Accountability Measures ensure that key components of CSBG administration operate efficiently, including timely distribution of funds, use of customer feedback for improvement, monitoring and oversight of eligible entities and states, data analysis and reporting, and creation of linkages and partnerships to assure the effective delivery of services.
- Organizational Standards ensure that CAAs are meeting requirements in implementing maximum feasible participation of the people and communities served in the operations of the agency, the vision and direction of the agency, and operations and accountability.
- Results Oriented Management and Accountability (ROMA) is a system that empowers CAAs and states to address identified needs through data analysis and evaluation and implement continuous improvement in program implementation.

Under the Performance Management Framework, the CSBG Network reports outcomes through the CSBG Annual Report. The CSBG Annual Report was designed to complement ROMA and actualize the overall CSBG Performance Management Framework. More information about the Performance Management Framework and the history of the CSBG Annual Report is available in the Appendix.

The CSBG Annual Report

The 2018 CSBG National Performance Update contains data from the FY 2018 CSBG Annual Report and builds upon Community Action's 54-year history of serving individuals, families, and communities across the United States. All 50 states and two territories provided information on funding level and allocations of CSBG funds, expenditures, other sources and uses of other funding administered by the CSBG local network, program activities of the network, outcomes of these activities, demographics, and participants served.

The CSBG Annual Report contains:

Module 1: State Administration (completed by state CSBG Administrators) contains information on state administration of CSBG funding, including information on distribution of funds to CSBG eligible entities, use of state administrative funds and discretionary funds for training and technical assistance, as well as information on CSBG Eligible Entity organizational standards progress and the state's progress meeting accountability measures related to state monitoring, training and technical assistance, and other critical areas. All states report in Module 1 based on the federal fiscal year.

Module 2: Agency Expenditures, Capacity, and Resources (completed by CSBG eligible entities; reviewed, evaluated, and analyzed by state CSBG state administrators) includes information on funds spent by CSBG eligible entities on the direct delivery of local services and strategies and capacity development, as well as information on funding devoted to administrative costs by the CSBG eligible entities.

Module 3: Community Level (completed by CSBG eligible entities; reviewed, evaluated, and analyzed by state CSBG state administrators) includes information on the implementation and results achieved for community-level strategies.

Module 4: Individual and Family Level (completed by CSBG eligible entities; reviewed, evaluated, and analyzed by CSBG state administrators) includes information on services provided to individuals and families, demographic characteristics of people served by CSBG eligible entities, and the results of these services.



State Uses of CSBG Funds

The information reported in this FY 18 CSBG National Report is baseline data and will be used for trend analysis in subsequent years.

It is critical to understand the nature of the CSBG distribution of funding. The Congressional allocation includes funding for states, tribes, territories, and national level discretionary grants. Each state receives a yearly CSBG allocation, but by statute, has a two-year period over which to spend the allocation. Therefore, the total amount of CSBG funding that each state has access to on a yearly basis includes a yearly allocation, plus carryover from the prior year.

At the state level, per the statute, the state is required to allocate 90 percent of the yearly Congressional allocation to local agencies. Additionally, the state may keep 5 percent of the yearly Congressional allocation for state administrative expenses and 5 percent for discretionary funding at the state level, which may go to a CAA or to an organization that is not a CAA. Like states, Each agency, therefore, has CSBG funding that may have been carried over from the prior year, the current state allocation, and any discretionary funding, as well as other federal, state, local, and private sources of funding, which also vary by year. As an added factor, each state has its own fiscal year, which may or may not align with the federal fiscal year. These factors combine to create a funding environment in which allocations and expenditures are unlikely to match precisely. State fiscal years, additional sources of federal, state, local, and private funding at the CAA level, and additional state-wide breakdowns of funding can be found in the Appendix.

In FY 2018, Congress appropriated \$703.8 million for CSBG.⁵ States were allocated \$693.8 million, tribes were allocated \$6 million, and territories were allocated \$3.7 million. In addition, \$10.5 million was reserved for federal training and technical assistance expenditures.⁶ Some CAAs received these grants, which are separate from their regularly appropriated CSBG allocations.



Grants to local eligible entities



State administrative costs



Discretionary projects

There are three allowable uses for State CSBG funds: grants to local eligible entities, state administrative costs, and discretionary projects. During FY 2018, \$714 million was expended by states, including nearly \$120.3 million carried over from FY 2017. States allocated over 91 percent of these funds to eligible entities, totaling over \$654 million. The remainder was allocated for state administrative expenses, discretionary funding, and supporting the infrastructure and operations related to administering CSBG funding. The block grant-funded state personnel coordinate multiple programs, manage systems to avoid duplication, and oversee and evaluate the continuity of services and activities provided by CAAs.

GRANTS TO LOCAL ELIGIBLE ENTITIES

The CSBG statute requires no less than 90 percent of the state block grant be allocated to local CSBG eligible entities. States allocated over \$654 million, or 91.6 percent, to the 1,009 CAAs, as shown in Table 2. These funds supported direct services to low-income individuals and communities as well as the management, infrastructure, and operations of the CAAs. **CSBG funds local personnel to provide direct services to low-income individuals and communities, coordinate multiple programs, build local partnerships for reducing poverty, and manage systems to avoid duplication.**



TABLE 2: USES OF CSBG FUNDS

USE OF FUNDS	AMOUNT ALLOCATED*	NUMBER OF STATES***	PERCENTAGE OF FUNDING ALLOCATED
Grants to Local Eligible Entities	\$654,371,902	52	91.6%
State Administrative Costs	\$29,555,241	51	4.1%
Discretionary Projects	\$30,276,786	47	4.2%
TOTAL OBLIGATED IN FY 2018**	\$714,203,929	52	100%
Carried Forward to FY 2019	\$96,638,624	44	13.5%

*Expended funding may differ from allocated funding based on carryover and differing fiscal years and contracts based on state variances.

** This includes funds carried over from FY 2017.

***Includes 50 states, District of Columbia, and Puerto Rico. This is an unduplicated count of states in FY 2018.

STATE ADMINISTRATIVE COSTS

No state may spend more than the greater of \$55,000, or five percent of the block grant for state administrative costs, including monitoring. This administrative allotment provides states with the resources necessary to maintain strong oversight of CSBG through fiscal reporting, data collection and analysis, and ongoing assessments of CAAs. It also helps states coordinate and establish linkages between and among governmental and other social services programs to assure the effective delivery of services to low-income people and avoid duplication of services. As Table 2 shows, states collectively used 4.1 percent for their administrative expenditures.

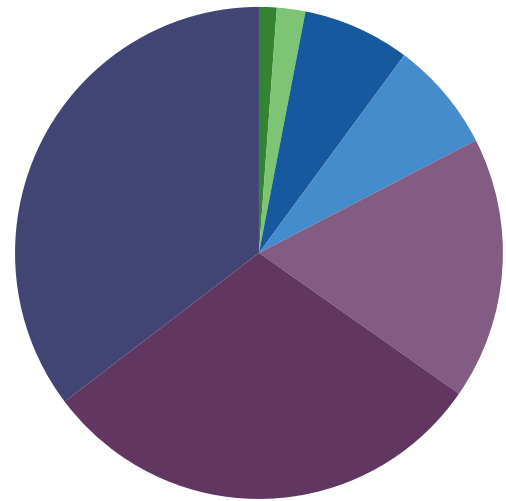
CSBG state administrators are housed in a variety of administrative locations, most often in a state's Social Services and/or Human Services Department or the state's Community Affairs, Community Services, or Community Economic Development Department. A few state CSBG offices are housed in departments related to health or labor and still others are in a state's executive office. State-specific details showing the administrative locations and responsibilities of CSBG state administrators are available in the Appendix.

The block grant funded all or part of 618.3 state positions, and an additional 243.5 full-time state employees (FTEs). Just as the local agencies administer many federal and state programs in conjunction with CSBG, so do the state CSBG offices. Altogether, state CSBG offices administered an average of four programs per state, in addition to CSBG.



FIGURE 3: DISTRIBUTION OF CSBG DISCRETIONARY FUNDS BY PURPOSE

1.18%	■	Analysis of Distribution of CSBG Funds
1.89%	■	Asset-building Programs
7.09%	■	Coordination of State-Operated and/or Local Programs
7.29%	■	Statewide Coordination and Communications among CSBG Eligible Entities
17.26%	■	Training/Technical Assistance to CSBG Eligible Entities
29.97%	■	Other Activities
35.33%	■	Innovative Programs



DISCRETIONARY PROJECTS

The remaining funds may be used at the state's discretion for programs that help accomplish the statutory purposes of the block grant. Discretionary project funding by 47 states accounted for 4.2 percent of CSBG expenditures, or \$30.3 million.

These expenditures included:

- Training/technical assistance to CSBG eligible entities
- Coordination of State-operated programs and/or local programs
- Statewide coordination and communication among CSBG eligible entities
- Analysis of distribution of CSBG funds to determine if targeting greatest need
- Asset-building programs
- Innovative programs/activities by CSBG eligible entities or other neighborhood groups
- State charity tax credits
- Other activities

Information for state-level initiatives funded by discretionary grants can be found in the Appendix.

CAA Resources

NATIONWIDE RESOURCES

In FY 2018, CAAs were allocated financial resources totaling over \$15.2 billion from federal, local, state and private sources of funding, including \$691 million from CSBG. CSBG is a vital part of CAA funding as it allows them to fund staff, infrastructure, innovative programs, and activities not supported by other resources. Figure 4 shows all sources of federal funding that CAAs manage and the percent of total funding from each source.

While federal programs, predominantly those of HHS, provided 58% of non-CSBG funding allocations, private partners contributed over \$1.4 billion. Volunteers contributed an additional \$260 million in value, bringing all total resources to over \$15.2 billion. Table 3 shows all allocated resource amounts, as well as the leveraging ratio as compared to CSBG. State-specific details, including federal, state, private, and local allocations, are available in the appendix.

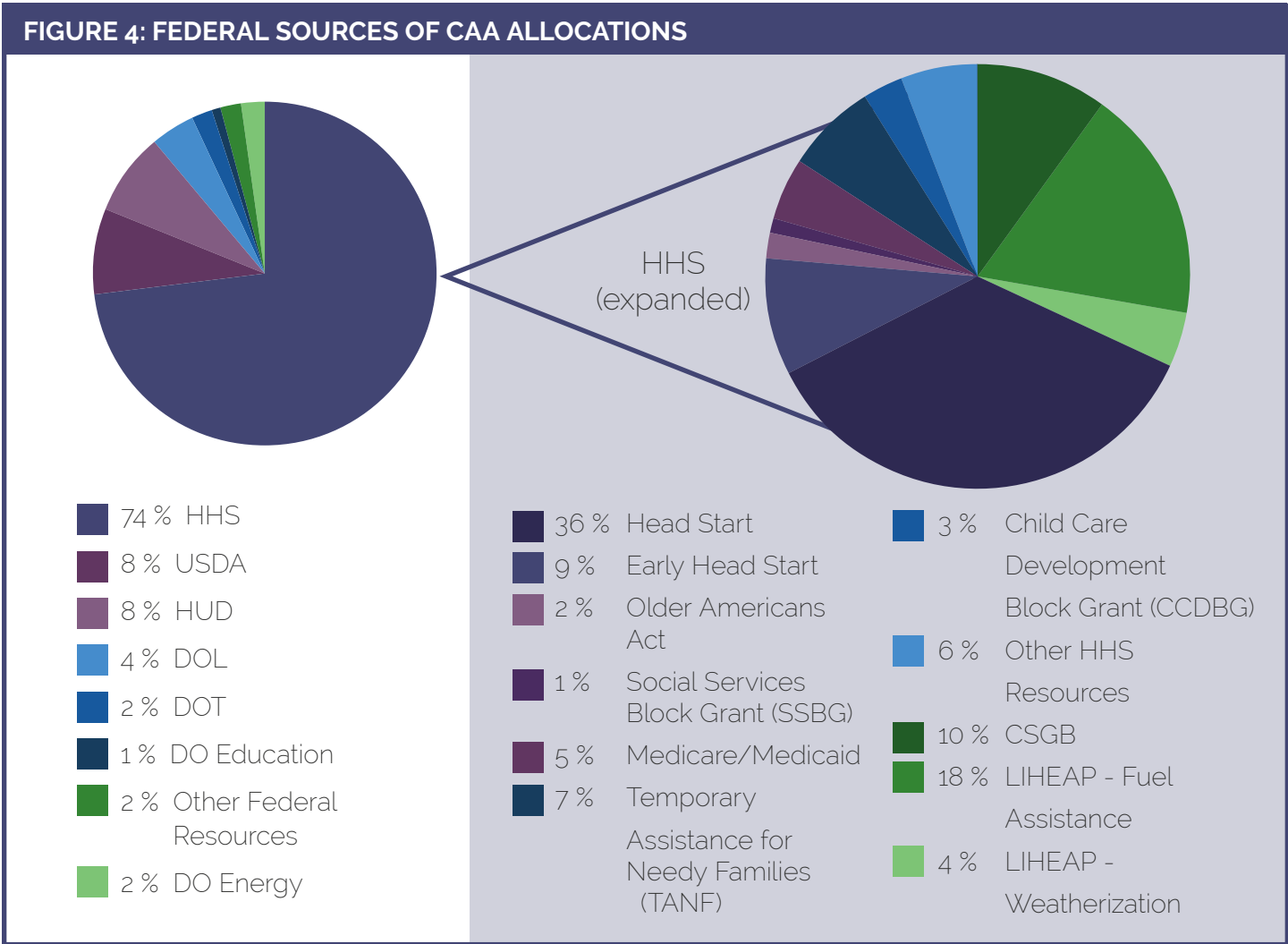


TABLE 3: RESOURCES BY FUNDING SOURCE AS COMPARED TO CSBG

FUNDING SOURCE	ALLOCATION	LEVERAGING RATIO PER \$1 OF CSBG*
CSBG	\$691,409,073	\$1.00**
All Federal Programs (minus CSBG)	\$8,783,547,328	\$12.70
State Sources	\$1,838,042,735	\$2.66
Local Sources	\$2,122,613,683	\$3.07
Private Sources	\$1,493,192,772	\$2.16
Value of Volunteer hours	\$260,362,639	\$0.38
Total Non-Federal Sources***	\$5,714,211,829	\$8.27
TOTAL ALL RESOURCES	\$15,189,168,230	\$21.97

*Calculated by dividing the funding source allocation by the CSBG allocation.

**This amount not included in leveraging totals below.

*** Includes value of state, local, and private sources as well as volunteer hours.

A major function of staff funded by CSBG is developing resources to meet community needs.

The high leveraging ratio reflects CAAs' progress towards this goal. CAAs develop partnerships to offer opportunities for private donors, businesses, and volunteers to donate their resources or time to improve the lives of families in their communities. They also generate federal, state, and local government support by obtaining contracts, grants, and partnership agreements. The total financial resources of a given year can reflect the organization's resource development work of the previous fiscal years. Altogether, the non-federal sources of funds matched local CSBG dollars by a ratio of \$7.89 to every dollar of CSBG. If the value of volunteer hours is included, the ratio of these resources to each CSBG dollar increases to \$8.27 for a total of \$21.97 dollars leveraged per dollar of CSBG.

TRENDS IN NETWORK RESOURCES

In FY 2018, the leveraging ratio of CSBG to non-federal funding (excluding the value of the volunteer hours), an important indicator of CAAs' efficacy, was 7 percent higher than FY 2017. This increase demonstrates the efficacy and targeted focus of CAAs to strengthen local, state, and private partnerships for maximum impact. Figure 5 shows the non-federal resources leveraged by CSBG funds for FY 2018.



CAA Uses of CSBG Funds

CAAs typically draw upon resources from many limited-purpose programs to support individual participants and families striving to increase their economic security. CAA programs either fill a gap in community supports or coordinate existing facilities and services.

CAAs also develop the investment partnerships or coalitions to mobilize initiatives that benefit entire communities, such as effective responses to predatory lending or initiatives preventing local business closure.

The block grant funding permits CAAs to coordinate national and state programs to meet local needs. Although most CAAs manage multiple programs that are classified by the group served (such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC); Crime Victims Assistance Program; or Emergency Services to the Homeless), CAA projects are classified by the conditions causing poverty that the CSBG statute identifies as major barriers to economic stability.

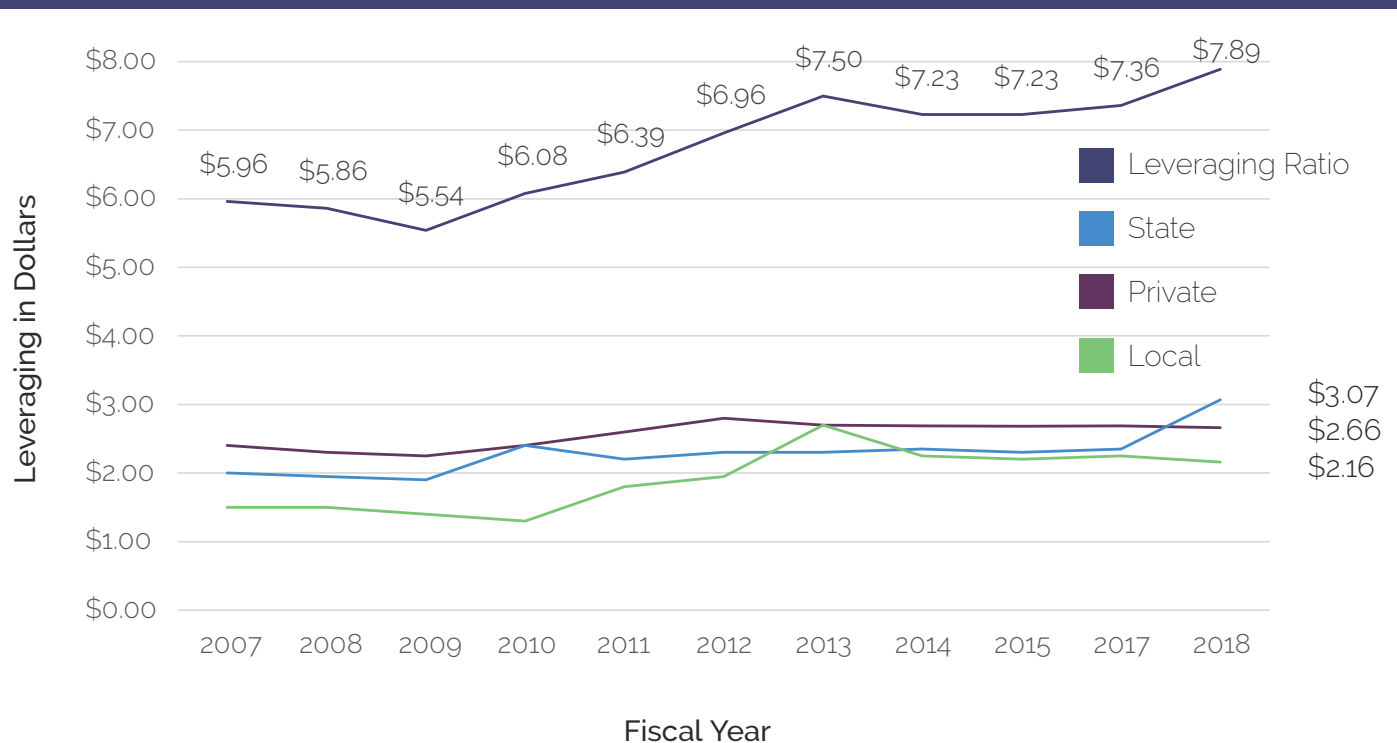
UNIQUE INITIATIVES

Some categories are easy to understand, such as employment, education, income management, health, and housing. Other domains, such as linkages, services supporting multiple domains, and agency capacity building, have a broader scope and require further explanation.

Services supporting multiple domains capture the programs that span or support outcomes achieved across the multiple domains. Examples of services supporting multiple domains include services such as case management, transportation, and childcare.

Agency capacity building is the training, technical assistance, or other activity that helps a board member or staff person improve their skills, knowledge and understanding of CSBG or other entity programs with the explicit purpose of creating knowledge, understanding and capability of the CSBG Eligible Entity to achieve results. Examples of agency capacity building include activities such as staff development, strategic planning sessions, fiscal training, risk assessment, or board retreats.

FIGURE 5: NON-FEDERAL LEVERAGING PER CSBG DOLLAR (\$1.00)



LINKAGES

The term “linkages” describes funding for a unique local institutional role. It refers to the activities that bring together members of a community through mobilizing and coordinating members or groups, and often, government and commercial organizations which serve many communities. Linking a variety of local services, programs, and concerned citizens is an important strategy to combat community-wide causes and conditions of poverty. CAAs categorized 7.9 percent of their CSBG expenditures, nearly \$49 million, as linkages expenditures.

Linkages also can be observable connections, such as medical transportation, integrated databases of community resources, communications systems, or support and facilities for new community-based initiatives. Linkage programs can involve a variety of local activities that CSBG-funded CAA staff support, including:

- Coordination among programs, facilities, and shared resources through information systems, communications systems, and shared procedures;

- Community needs assessments, followed by community planning, organization, and advocacy to meet these needs;
- Collective impact projects to create community changes, such as reducing crime or partnering with businesses in neighborhoods where people with low incomes live to plan long-term development;
- Efforts to establish links between resources, such as transportation and medical care, or programs that bring services to participants, such as mobile clinics or recreational programs, and management of Continuum of Care initiatives;
- The removal of barriers, such as addressing transportation challenges, that hinder low-income individuals’ abilities to access their jobs or other necessary activities;
- Support for other groups of community residents with low incomes who are working for the same goals as the eligible entity.

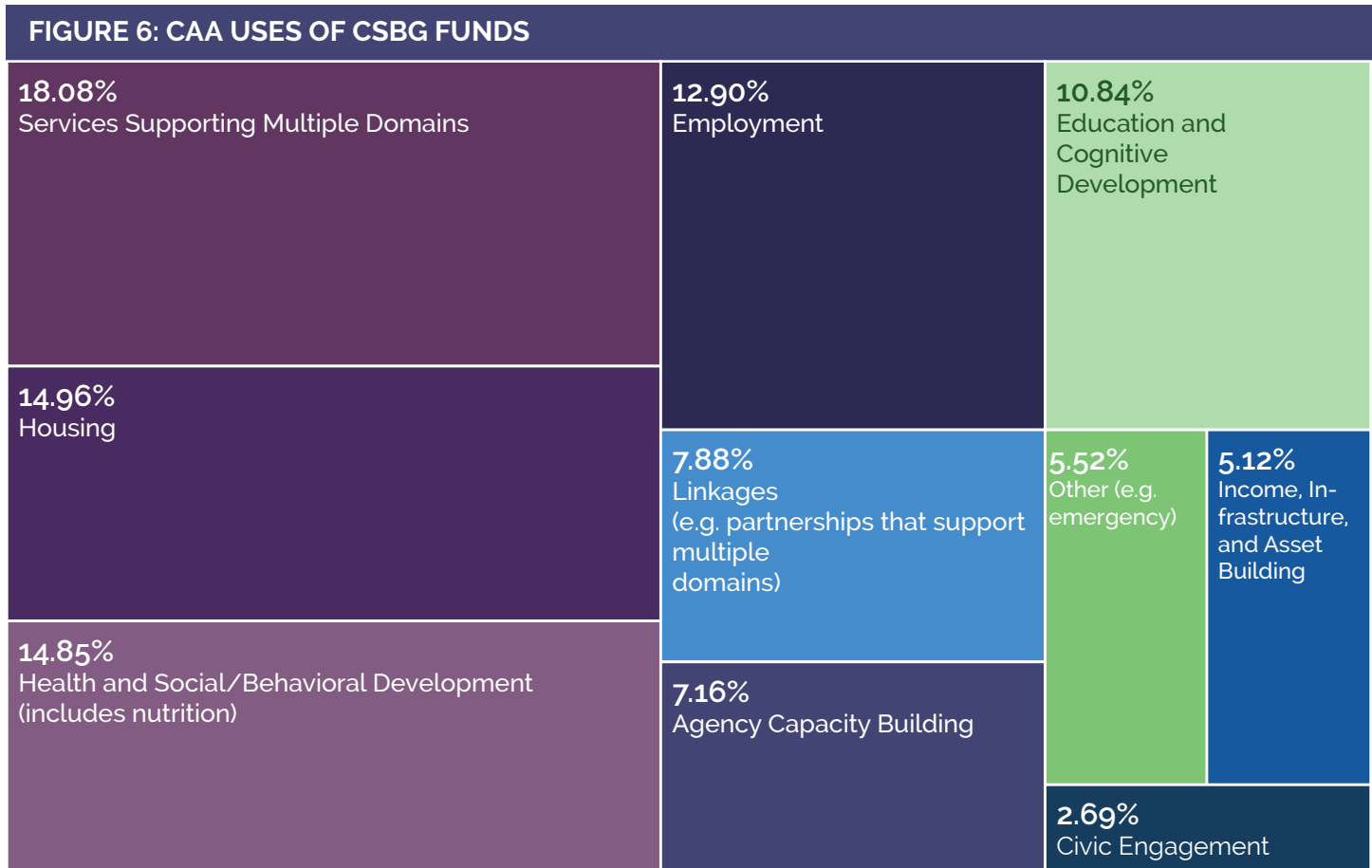




Figure 6 shows how CAAs expended CSBG funds among these categories. A project in any one category may help to further the multiple goals of CAAs, and many projects fall into more than one of these categories. To ensure unduplicated figures, funds are only reported under the primary category. The expenditures include agencies'

CSBG funds and any discretionary funds, as well as any funds carried forward from the previous year and expended during the reporting period. States and CAAs vary in their methods for recording expenditures. The largest categories of CSBG fund expenditures were services supporting multiple domains (18 percent) and housing (15 percent).

CAA Resources and Agency Capacity Building

The CSBG Network continually works to increase its capacity to provide high quality services to people and communities. At the local level, one way that CAAs increase their capacity is by investing in staff and board development. Module 2 of the CSBG Annual Report requires agencies to submit data on their agency capacity building efforts such as community engagement, staff credentials, and volunteer hours donated to the agency.

Capacity building is an important piece of an agency's ability to bring about meaningful change to their community's causes and conditions of poverty. This is exemplified by the over 3 million hours agency staff spent on capacity building in FY 18. Capacity building activities include time spent on activities like assessing the needs of the community, strategically planning for the future, implementing more streamlined data systems, and training for staff to be more effective service providers.

TABLE 4: AGENCY CAPACITY

The CSBG Network worked to expand agency capacity to achieve results:

Training Participation

3,382,605	Hours of Agency Staff in capacity building activities
165,318	Hours of Board Members in capacity building activities



The certifications listed below demonstrate the commitment of CAAs to provide quality services to individuals and families. CCAP and ROMA certifications are only two of a number of professional development opportunities available to the CSBG network workforce. These certifications indicate the ability and capacity of agency staff to implement the highest level of performance management and measurement within their agencies.

TABLE 5: AGENCY CAPACITY

The CSBG Network worked to expand agency capacity to achieve results:

Credentialed Staff in Local CAAs

558	Certified Community Action Professionals (CCAP)
447	Nationally Certified ROMA Trainers
447	Nationally Certified ROMA Implementers
5,445	Family development certified staff
20,204	Child development certified staff
167	Pathways Reviewers
2,240	Home Energy Professional certified staff
1,145	Energy Auditors
830	Retrofit Installer technicians
671	Crew Leaders
860	Quality Control Inspectors (QCI)
990	Building Performance Institute (BPI) certified staff
2,366	Classroom Assessment Scoring System (CLASS) certified staff
593	Certified Housing Quality Standards (HQS) Inspectors
38	American Institute of Certified Planners (AICP)

Many people with low incomes empowered by the CSBG Network are invested not only in their own success, but also that of their community and their peers. To capture the impact and dedication of low-income program participants, the CSBG Annual Report gathers information on volunteer time donated to agencies.

TABLE 6: COMMUNITY ENHANCEMENT THROUGH MAXIMUM FEASIBLE PARTICIPATION

The CSBG Network mobilized low-income individuals to work together for community improvement:

35,912,088	Volunteer hours donated to CAAs.
21,035,471	Volunteer hours donated by low-income individuals to eligible entities.





Additionally, CAAs partner with many organizations, businesses, and government agencies to carry out the work of CSBG. In total, CAAs worked with 202,952 organizations in FY 2018. Figure 7 shows a consistent slight increase in partnerships from FY 2016 through FY 2018.

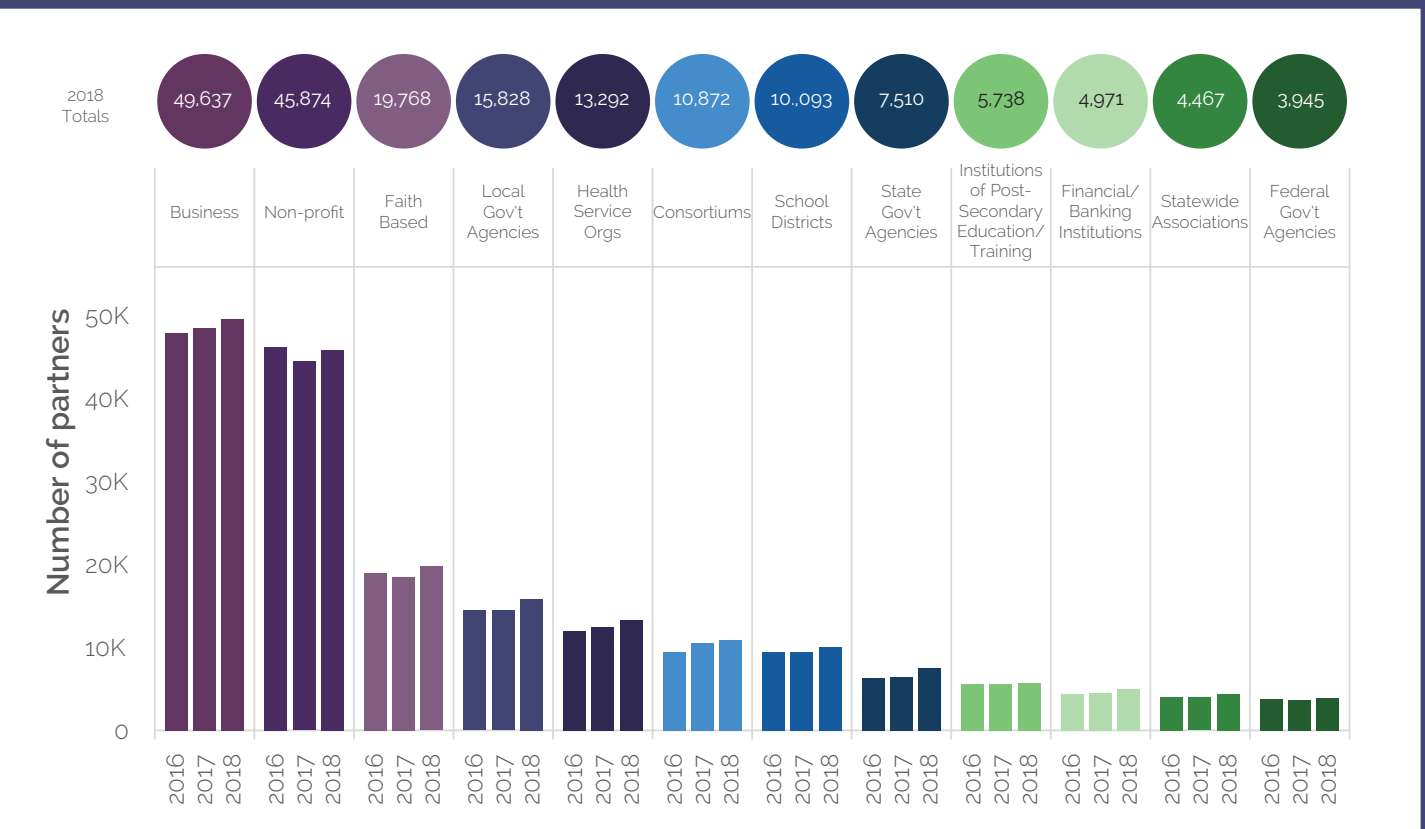
TABLE 7: EXPANDING OPPORTUNITIES THROUGH COMMUNITY-WIDE PARTNERSHIPS

202,952 Organizations worked with the CSBG Network to promote family and community outcomes.

These organizations included:

45,874	Nonprofits	10,872	Consortiums/Collaborations
19,768	Faith-Based Organizations	5,671	Housing Consortiums/ Collaborations
15,828	Local Governments Agencies	10,093	School Districts
7,510	State Governments Agencies	5,738	Institutions of Postsecondary Education/Training
3,945	Federal Government Agencies	4,971	Financial/Banking Institutions
49,637	For-Profit Business or Corporations	13,292	Health Service Institutions
4,467	Statewide Associations or Collaborations		

FIGURE 7: PARTNERSHIPS AMONG CAAs, FY 2016-2018



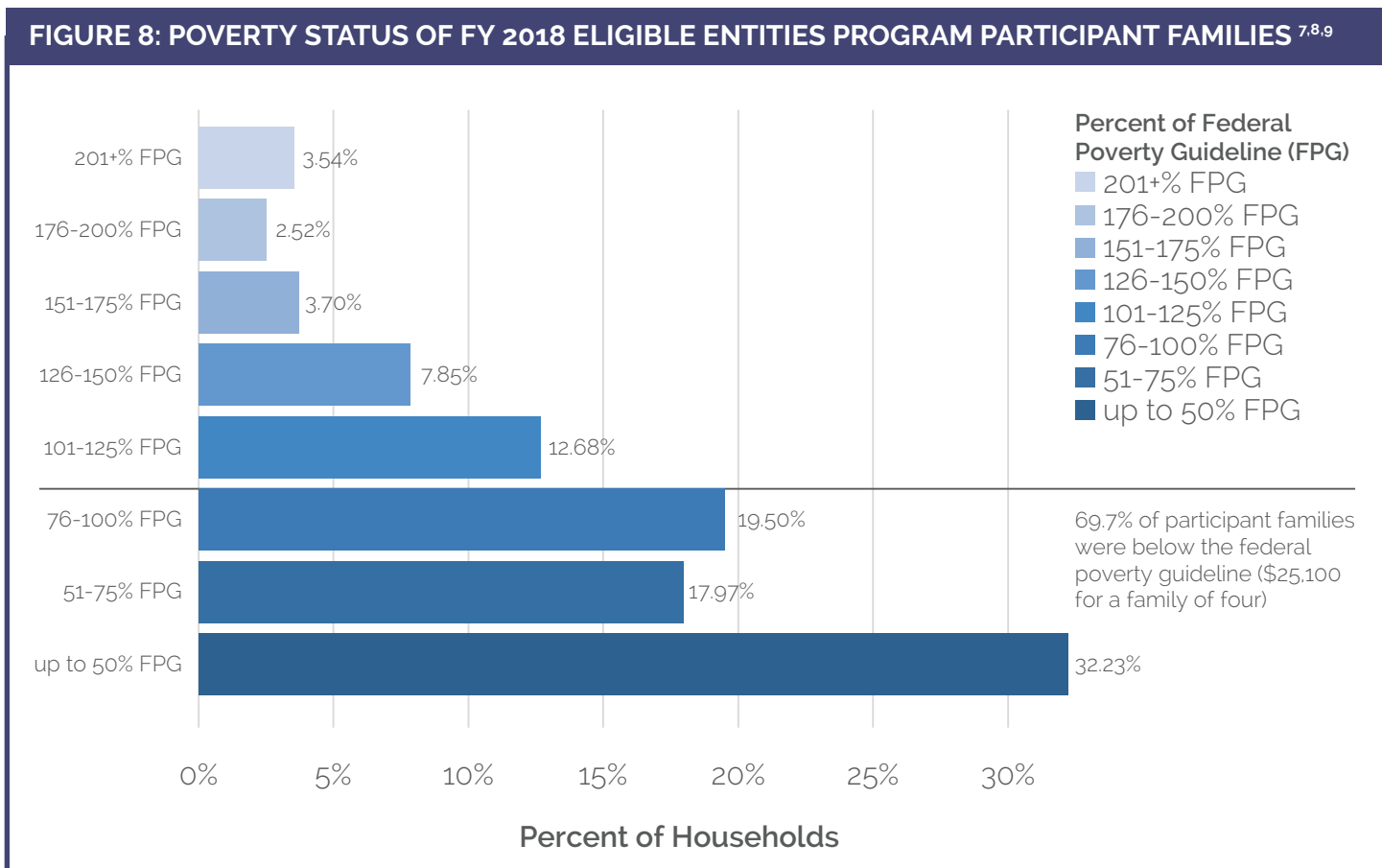
Participants of CAA Programs

In FY 2018, CAAs in every state reported information about the participants in their programs and projects to the state CSBG office. Over 10.2 million individuals and members of 5.1 million families participated in CAA programs. The CSBG Annual Report captured various demographic data for 74 percent of individuals and 84 percent of the families served.⁷

The CSBG Network serves a diverse population with low incomes who live in varied communities. However, the majority of CAA program participants were white, had incomes below the Federal Poverty Guidelines (FPG), and were members of families that relied on either a worker's wages or retirement income. State-specific data on participant characteristics are available in the Appendix.

Individuals and families aided by CAAs face poverty and economic insecurity in varying degrees. However, data

show that CAAs serve some of the poorest and most vulnerable populations in the U.S. The 10.2 million individuals served by CAAs represent nearly 27 percent of the 38.1 million Americans who, according to the most recent census data, live in poverty.⁸ According to the most recent U.S. Census American Community Survey data, over 17 percent of the U.S. population had incomes below 125 percent of the poverty threshold and just under 6 percent had an income below 50 percent of the poverty threshold.⁹ Out of the approximately 4 million families reporting their poverty status to CAAs, 70 percent were at or below the FPG for a family of four. More than 1.3 million families, over 32 percent, were "severely poor," with incomes at or below 50 percent of the FPG, or below \$12,500 for a family of four.¹⁰ This data indicates that CAAs are successful in targeting and serving populations most in need of their services and programs. Figure 8 shows the proportion of families with incomes at or below percentages of the FPG.



INCOME SOURCES

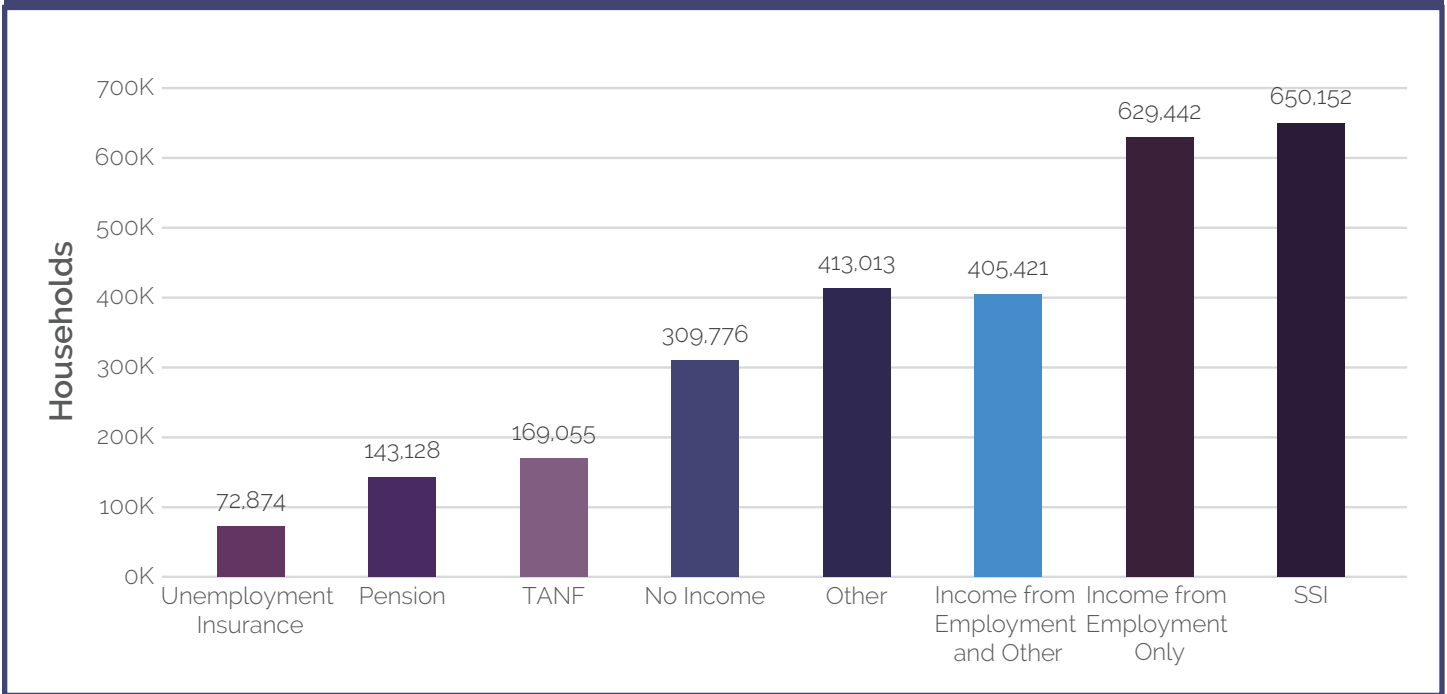
Families report all sources of household income, not just the primary source. In addition, approximately 310,000 families who reported their income to CAAs reported zero income. The data underscores the difficulty that families with low incomes face in making ends meet and emphasizes the fact that most families with low incomes have a source of income, but it is not enough to move them out of poverty. The following statistics outline key income trends of families in the CSBG Network who reported one or more sources of income.

- 8.54 percent of families reported zero income.
- Over 44 percent of participant families who reported one or more sources of income indicated that some or all their income came from employment.

- Approximately 629,442 low-wage participant families relied solely on their wages for income.
- Eligible entities served nearly 1 million families living on retirement income from Social Security or pensions.
- Temporary Assistance for Needy Families (TANF) provided income to less than 6 percent of the families served by eligible entities.

According to recent Bureau of Labor Statistics analysis, the poverty rate for working households in 2018 was 4.5 percent, the same percentage as the previous year.¹¹ This statistic indicates that many low-income working families are not making ends meet, so the support of CAA services can help them maintain employment and achieve a better, living wage job.

FIGURE 9: SOURCES OF INCOME FOR CAA PROGRAM PARTICIPANT FAMILIES





FAMILY STRUCTURE OF PARTICIPANTS

CAAs served over 1.5 million two-person and three-person families and over 203,000 families with 6 or more members.

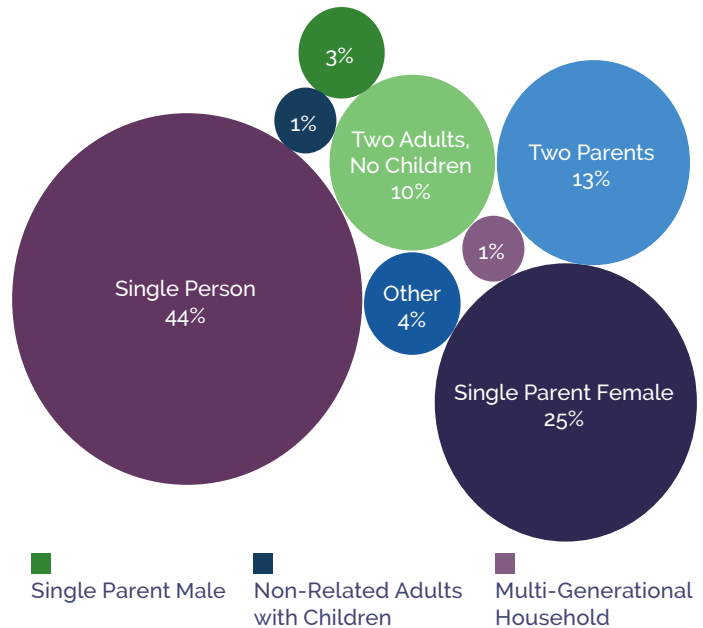
Of the participants reporting family size, 41 percent of families indicated they had children in their family, 44 percent of all families were people who lived alone, and 10 percent reported two adults living alone with no children. Just over 28% of all CAA program participants' households reporting children were single parent families. Research shows that families headed by a single parent are more likely to be living at or below the poverty line – 10.8% of single fathers and 22% of single mothers.¹²

- 59.7 percent were headed by a single mother.
- 32.3 percent had both parents present.
- 6.4 percent were headed by a single father.

RACE AND ETHNICITY OF PARTICIPANTS

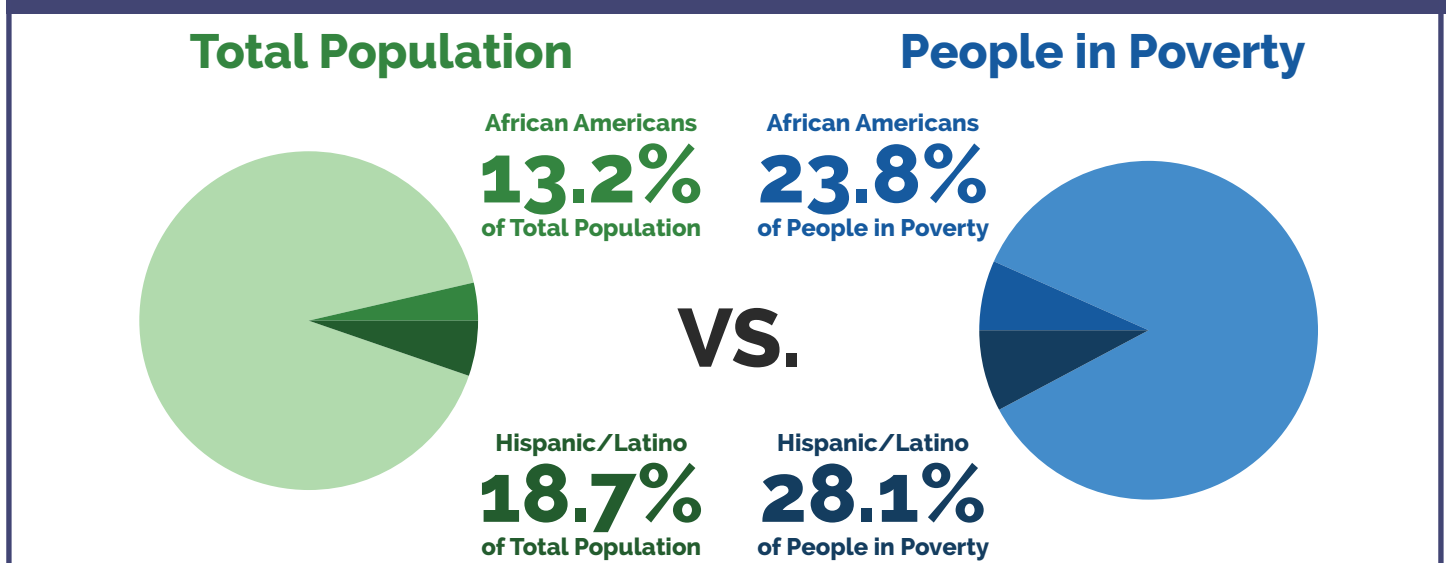
CAA program participants are ethnically diverse, reflecting the diversity of the communities CAAs serve across the country. Of the 10.2 million individuals served, over 8.6 million reported their race or ethnicity data to CAAs. Ethnicity data indicated that 20 percent self-identified themselves as Hispanic or Latino.¹³

FIGURE 10: FAMILY STRUCTURE OF PARTICIPANTS



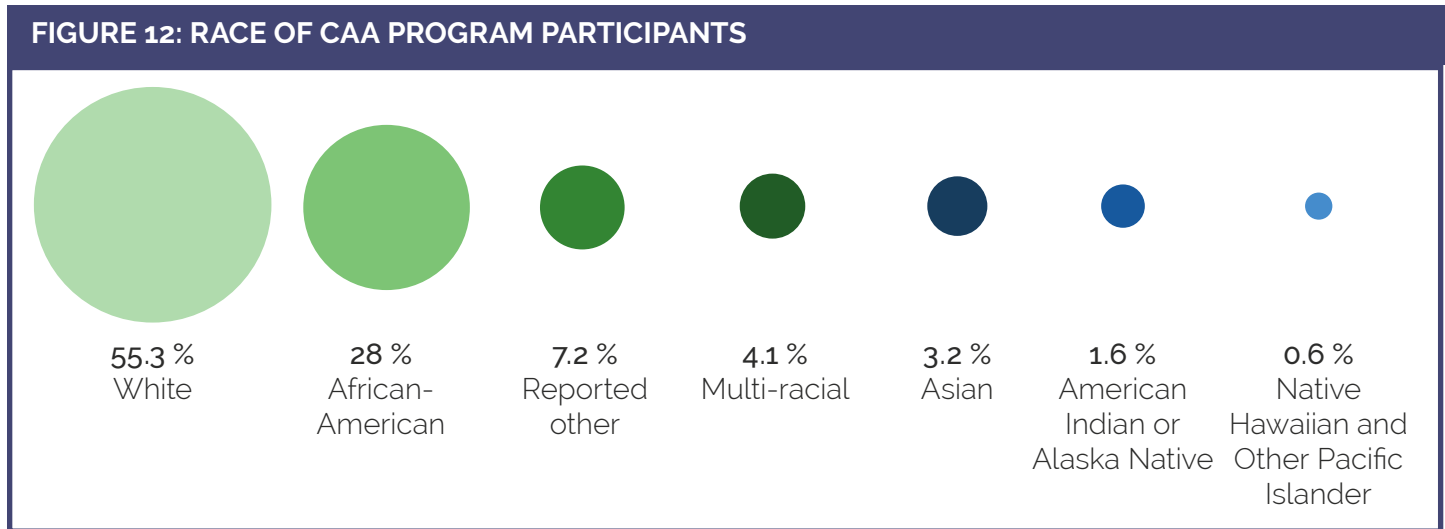
Research from the U.S. Census Bureau shows that Black and Hispanic people in the U.S. are over-represented in poverty while White and Asian people are under-represented in the poverty population.¹⁴ Black people represent 13.2% of the total population but make up 23.8% of people in poverty. Hispanic people make up 18.7% of the total population but make up 28.1% of the population in poverty. In FY 2018, 20% or more of participants in 18 states self-identified as Hispanic or Latino. In 6 states, over 50% of CAA participants self-identified as Hispanic or Latino.

FIGURE 11: POVERTY DISTRIBUTION BY RACE



The following racial breakdown reflect CAA participants' voluntarily-provided responses:

- 55.3 percent White
- 28 percent African-American
- 1.6 percent American Indian or Alaska Native
- 3.2 percent Asian
- 4.1 percent multi-racial
- 0.6 percent Native Hawaiian and Other Pacific Islander
- 7.2 percent reported other

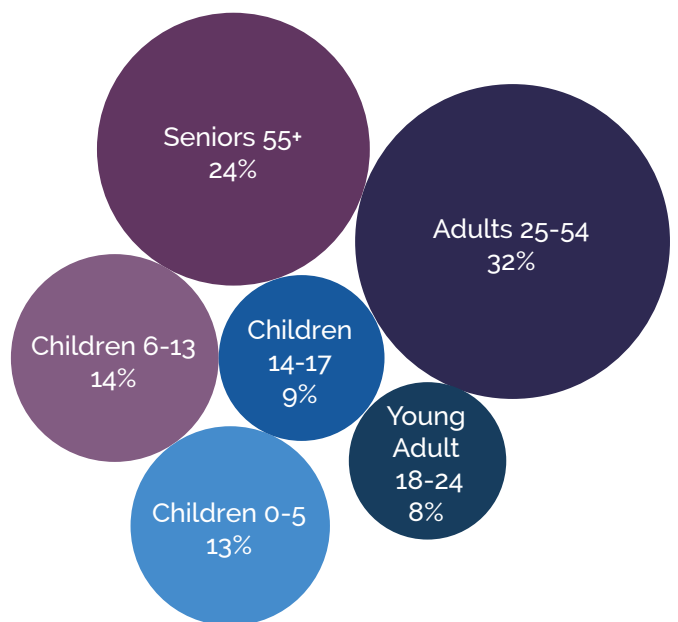


CHILDREN AND SENIORS IN CAA PROGRAMS

The participants in CAA programs included over 3.5 million children under the age of 17. The Census Bureau reports that the poverty rate for children under 18 is 16.2 percent.¹⁵ Reflecting this fact, children aged 17 and under made up more than 36 percent of all individuals served. Additionally, approximately 1.2 million, or 13 percent of all CAA program participants, were 5 years of age or younger, as Figure 13 shows. Child poverty is an urgent need across the nation and CAAs are working to alleviate the effects of poverty on this vulnerable population.

Nearly 2.3 million people, over 23 percent of CAA program participants reporting age, were 55 years or older, and over 4.8 percent of the participants in that age group were 75 years or older. CAAs helped these older participants maintain their independence and remain engaged in their communities.

FIGURE 13: AGE GROUPS OF CAA PROGRAM PARTICIPANTS



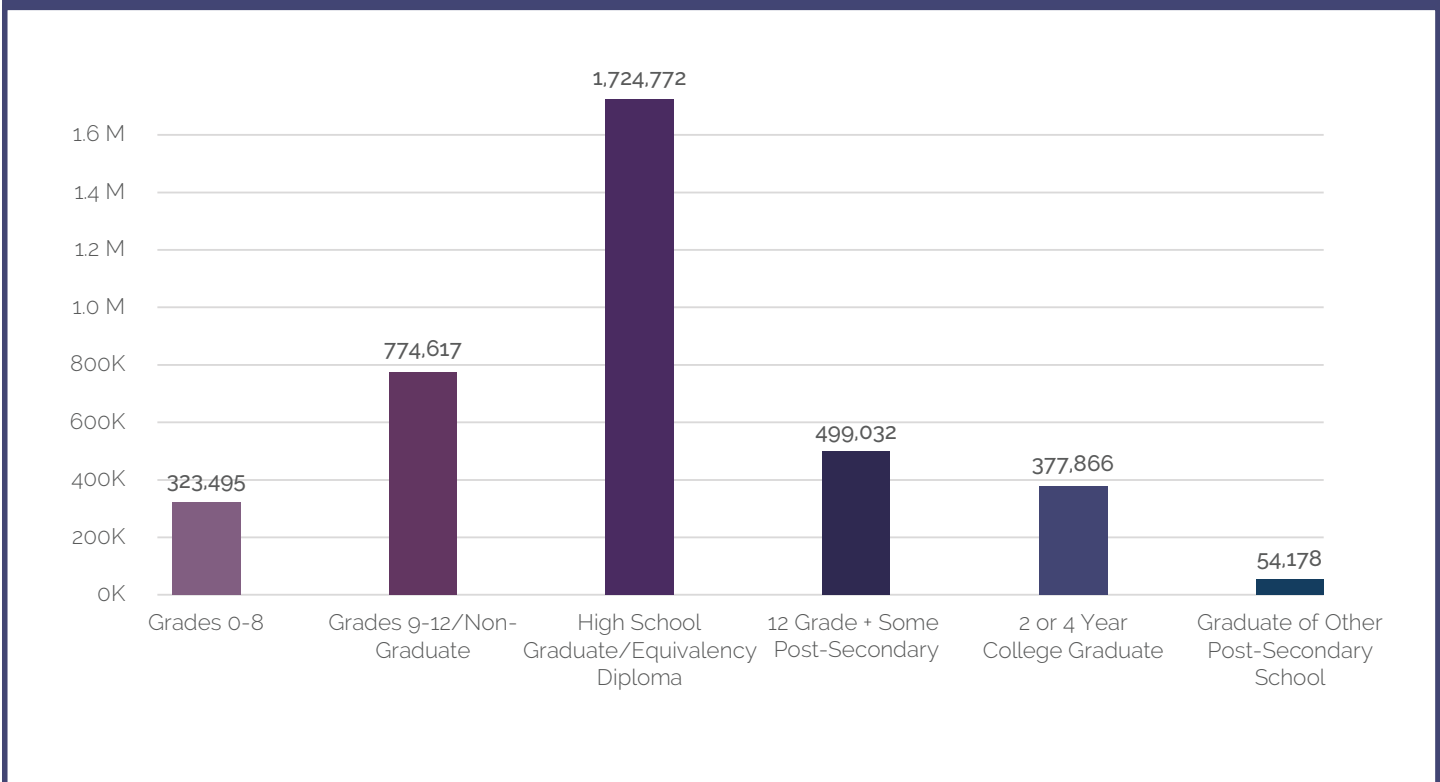


BARRIERS TO ECONOMIC SECURITY

Many CAA program participants face multiple barriers to achieving economic security, such as lack of health insurance or education, living with a disability, and homelessness. Health insurance data offered by 6.7 million participants indicated that 1.3 million were without medical insurance. Research shows that lack of health insurance is a strong predictor of future critical hardships for families at all income levels, but is particularly strong for those with incomes below 200 percent of the Federal Poverty Guidelines.¹⁶ For this reason, the work that CAAs do in health services is especially significant in ending a cycle of poverty that impacts families now and for generations to come.

Research also shows that young adults with a bachelor's degree earn 57 percent more than high school graduates and 97 percent more than those who do not have high school diplomas.¹⁷ Twenty-nine percent of adults over age 24 who reported their educational attainment to CAAs lacked a high school diploma or equivalency certificate, and 41 percent of CAA program participants reported a High school diploma or a GED as their highest educational attainment as shown in Figure 14. CAAs' efforts to improve educational levels for program participants is a key investment.

FIGURE 14: EDUCATION ATTAINMENT OF CAA PROGRAM PARTICIPANTS, AGE 25+



Data collected from over 7.6 million participants indicated that 22 percent of the CAA program participants had a disability. Research shows that among working-age adults with disabilities, only 19.3 percent were employed.¹⁸ CAAs are critical in assisting people with disabilities to find employment, improve their quality of life, and maintain an independent living situation.

Housing data offered by nearly 3.9 million participants indicated that 126,356 were homeless. Nationally, approxi-

mately 567,715 people were homeless in 2018, this shows that CAAs served around 22% of the homeless population in the U.S.¹⁹ Homelessness contributes to social and economic challenges. For example, research shows a cyclical relationship between health and homelessness.²⁰ Homelessness leads to poor health, and poor health can lead to homelessness. CAAs provide critical services to help alleviate homelessness and its effects through housing, health services, and other supportive programs.



Results of the Community Service Block Grant

The outcomes documented below demonstrate the CSBG Network's widespread impact on the nation's most vulnerable individuals, families, and communities across the seven domains. This report is based on outcomes which support the CSBG Annual Report NPIs, reported by states and CAAs for FY 2018. Not all agencies participated in the activities which generated outcomes for every domain or each CSBG National Performance Indicator (NPI), nor do these indicators represent all of the outcomes achieved by agencies. In order to tell a more complete story, narratives about CSBG Annual Report NPI outcome achievements and successes are included along with the national data. These narratives represent a

cross-section of the impact that CAAs make every day in local communities through innovative strategies with the necessary support of CSBG funding. CAAs were able to leverage their CSBG dollars more effectively, expanding and maintaining highly successful program outcomes.

While some participants may have received a single service in only one key area to improve their self-sufficiency, many others received multiple, bundled services. For example, a person coming to a CAA may receive support finding a job, obtain support while pursuing and securing additional education, access stable transportation, and enroll children in quality childcare.



EMPLOYMENT

The CSBG Network assisted individuals with finding and maintaining employment and increasing wages or benefits. CAAs supported these outcomes by partnering with local businesses to provide job training and certifications and by subsidizing positions that would have been eliminated without CSBG Network involvement.

Additionally, CAAs work to reduce or remove challenges facing job seekers. In addition to direct job-seeking and training assistance, CAAs provided many services that removed barriers to employment, such as education attainment, safe and reliable housing, and transportation.

In FY 2018, states reported spending approximately \$80 million in CSBG funds to support a range of services and strategies designed to assist low-income individuals and communities in obtaining and maintaining employment.

These services and strategies include:

- Creation of jobs (including those that offer a living wage) in the community.
- Support for job retention, including counseling, training, and supportive services, such as transportation, child care, and the purchase of uniforms or work clothing.
- Skills training, job application assistance, resume writing, and job placement.
- On-the-job training and opportunities for work.
- Job development, including finding employers willing to recruit through the agency, facilitating interviews, providing counseling to employees through workshops and coaching, and developing new employment supplies.
- Vocational training for high school students and the creation of internships and summer work placements.
- Job search assistance, including coaching, resume development, interview skills training, job referrals, job placement, pre-employment physicals, background checks, etc.
- Providing employment supplies.
- Other specialized adult employment training.



The following employment outcomes were achieved for people served by the CSBG Network and were supported by 869,963 services in the employment domain:

FIGURE 15: EMPLOYMENT OUTCOMES

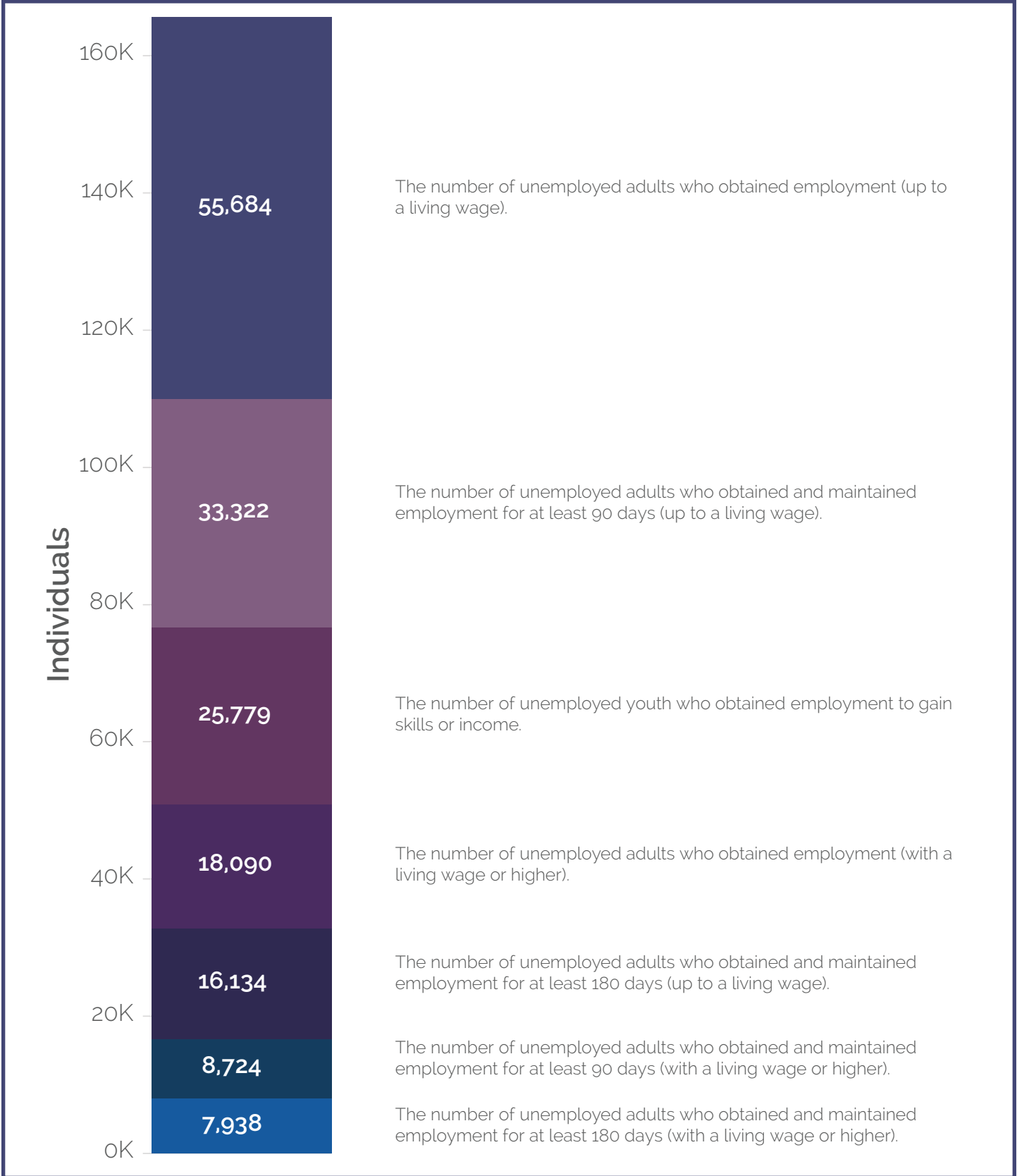
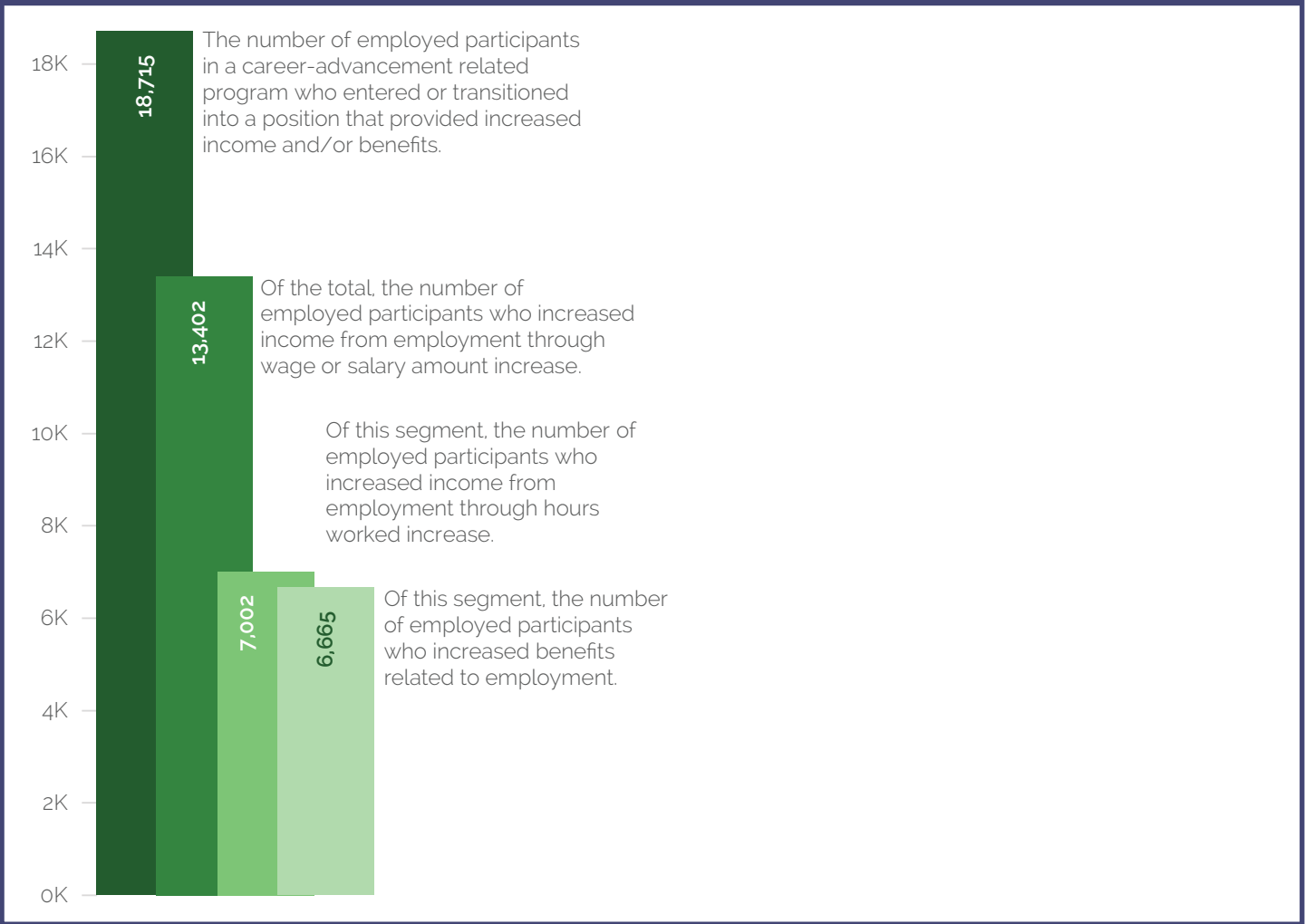




FIGURE 16: EMPLOYMENT OUTCOMES (Continued)



Success Story - Employment

Community Action Council for Lexington-Fayette, Bourbon, Harrison, and Nicholas Counties, Inc. (the Council)

Kentucky



CNA Training Program

Short-term certification programs are very limited in the rural areas of Kentucky, and households with low income encounter more barriers in accessing these programs and obtaining certifications. The most common barriers include: lack of financial resources to pay for the training/education, limited affordable childcare options, especially during the evening hours, and insufficient or unreliable transportation option. The Council determined a need for

affordable, accessible training programs, and in March 2018, developed a partnership with Maysville Community and Technical College (MCTC), an affiliate of Kentucky Community & Technical College System. The partnership's purpose was to facilitate a high-demand credentialing course, Certified Nursing Assistant (CNA) in the rural service area. The CNA Training Program's goal is to equip rural participants for the workforce and provide them with a better chance to obtain employment and maintain self-sufficiency.

The Council set an annual goal to serve 20 participants. The credential is offered at no cost, to eligible participants with incomes at or below 125% of the federal poverty level.



FY18-FY20 CNA

- FY18: Enrolled 11 participants; five participants passed the class, three participants increased their income earnings, and one obtained new employment.
- FY19: Enrolled 23 participants; 11 participants passed the class, and eight participants gained employment.
- FY20: Enrolled 15 participants; eight passed the class and four gained employment.

FY21 CNA and KMA

The Council added a second health-related credential to its program: the Kentucky Medication Aide credential. This credential allows administering of medication in long-term care facilities. During the global pandemic, even as other workforce initiatives were forced to close or otherwise faced significant delay or disruption, the Council's CNA/KMA Training program was able to continue with virtual instruction.

- *FY21 CNA: Eight participants enrolled; one gained employment.
- *FY21 KMA: Eight participants enrolled; three increased their income earnings, and one obtained new employment.

*As of February 5, 2021, several participants are awaiting their final grades. Examinations concluded a short time ago.

Photos of some of the students in the program's cohorts (pre-COVID)



EDUCATION AND COGNITIVE DEVELOPMENT

Both children and adults benefit from the educational opportunities provided by the CSBG Network. CAAs make education more accessible to individuals with low incomes through ABE or GED courses, college scholarships, skills training, and a multitude of options and support services based on local need.

In FY 2018, states reported spending approximately \$67 million in CSBG funds to support educational and cognitive outcomes. Strategies and supports included:

- Adding education programs to the community that were not there before.
- Creating childhood learning opportunities (such as preparing kids to enter kindergarten) in distressed neighborhoods.
- Providing Adult education, including courses in English as a Second Language (ESL) and General Educational Development (GED) preparation with flexible scheduling for working students.

- Supplemental support to improve the educational quality of Head Start programs.
- Child care classes, providing both child development instruction and support for working parents or home child care providers.
- Before and after school activities.
- Scholarships for college or technical school.
- College applications, textbooks, computers, and other need supplies.
- Guidance about adult education opportunities in the community.
- Programs to enhance academic achievement of students in grades K-12, while combating drug or alcohol use and preventing violence.
- Computer-based courses to help train participants for the modern-day workforce.

The following education and cognitive development outcomes were achieved for people served by the CSBG Network and were supported by 1,739,714 services in the education domain:

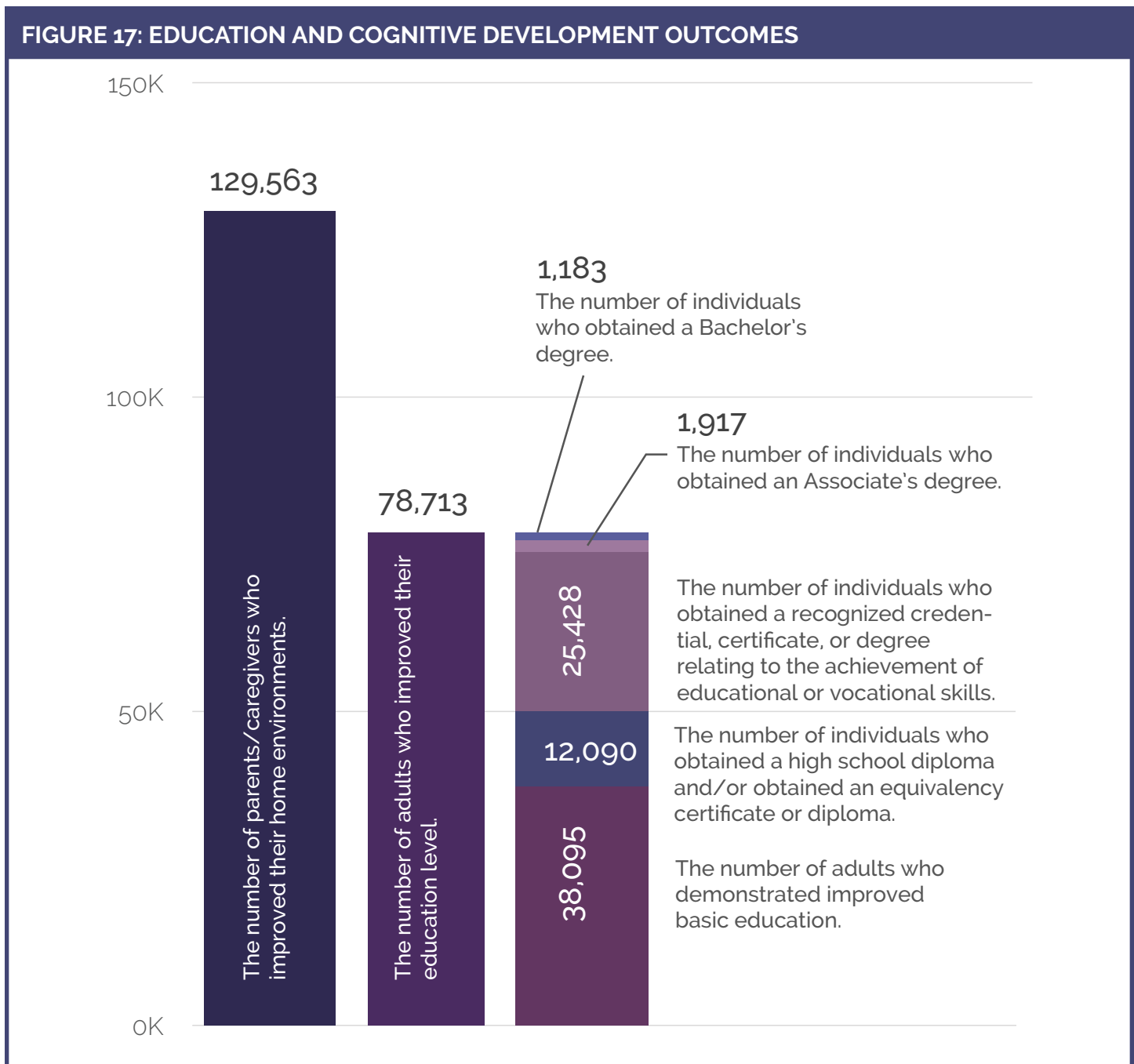
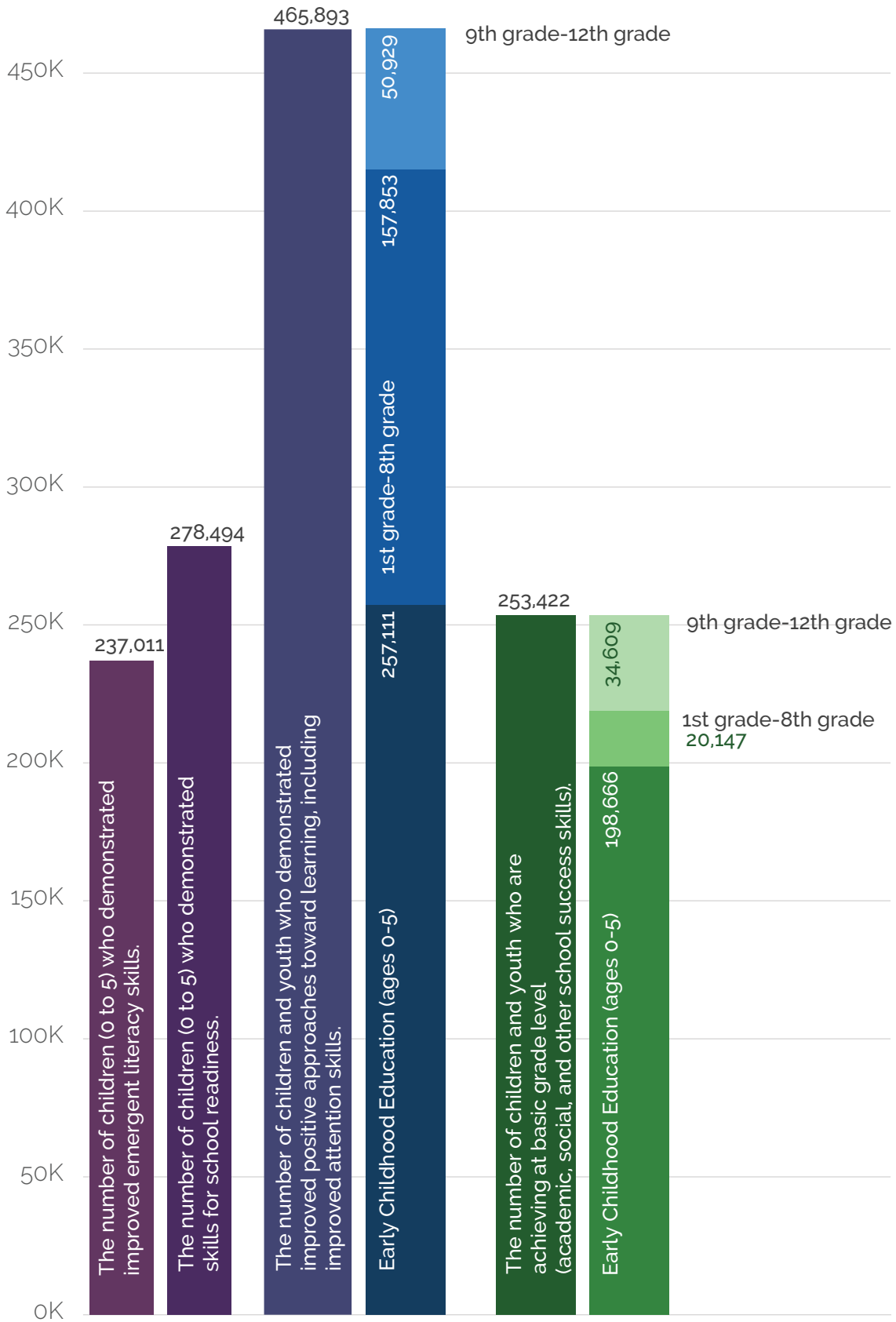


FIGURE 18: CHILDHOOD EDUCATION AND COGNITIVE DEVELOPMENT OUTCOMES





Success Story - Education

Albany Community Action Partnership - New York

Building a Green future for ACAP Early Childhood Services



The Community Needs Assessment conducted by Albany Community Action Partnership (ACAP) showed a very significant need for quality, affordable childcare in Albany, New York. In particular, the assessment showed an unmet need for early childcare in the 0-2 age group. With this information, the organization set a goal of constructing a LEED certified, sustainable building that offered early childhood education services. This construction would create 25 new jobs and 56 new spots for affordable early education for infants and toddlers.

ACAP recognized that over-priced and/or sub-standard childcare is often a burden for households with limited resources. In addition to financial factors, there is a large body of research on K-12 children that indicate the benefits of green design, and the implications for pre-school children are highly compelling. Research across America has shown improved test scores, increased attentiveness, and higher attendance because of day-lighting and natural ventilation. Daylight offers benefits by stimulating higher hormonal levels through the pituitary gland, resulting in better attentiveness and calmer behavior. Daylight also provides better visual acuity for 3D objects, and young children depend on objects to learn and communicate.

Additionally, natural ventilation helps improve indoor air quality which is key because poor indoor air quality contributes to higher levels of asthma and sick building syndrome. These factors are very important because children are at greater risk for air-related ailments since they are still growing vital organs and they take in more air than adults.

The building is intended to achieve a balance between environmental considerations, such as energy-efficiency, while also providing a healthier teaching environment and a more inviting workplace for employees. The benefits to the children, staff, community, and the general environment will be significant. Also, the school will provide long-term financial savings. Green schools typically cost less than \$3 per square foot more to build, an investment that is paid back within a few years of operation. A green school typically saves \$100,000 per year in energy costs. ACAP is committed to building the first green Head Start building in New York that works to give students the cleanest, safest, and most productive environment possible.

As of early 2021, ACAP has completed phase one of the project which was to secure the property for the early childhood services site. ACAP's Board of Directors paused the project due to the pandemic, but they have started to revisit the plans and intend to move forward with the project later in 2021.





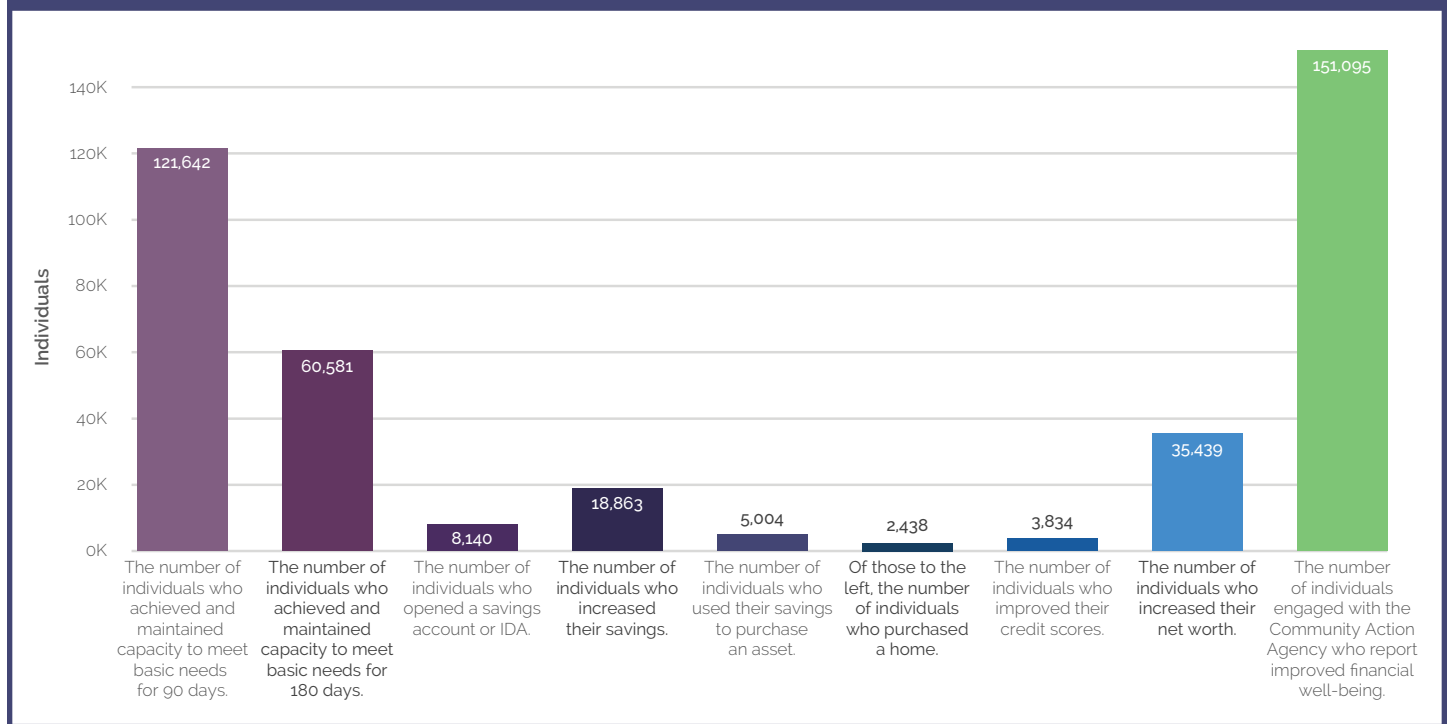
INCOME, INFRASTRUCTURE, AND ASSET BUILDING

In FY 2018, states reported spending approximately \$32 million in CSBG funds on income management, infrastructure, and asset-building initiatives and services. Services supported include:

- Additions of needed VITA sites to communities.
- Added banking opportunities.
- Development of household assets, including savings.
- Assistance with budgeting techniques.
- Consumer credit counseling.
- Business development support.
- Homeownership assistance.
- Energy conservation and energy consumer education programs, including weatherization.
- Tax counseling and tax preparation assistance.
- Assistance for the elderly with claims for medical and other benefits.

The following income and asset building outcomes were achieved for people served by the CSBG Network and were supported by 1,004,930 services in the income domain:

FIGURE 19: INCOME AND ASSET BUILDING OUTCOMES



Success Story - Income and Asset Building

Central Missouri Community Action (CMCA) - Missouri

Missouri Women's Business Center



Central Missouri Community Action (CMCA) recognized that their community needed more avenues for economic opportunity and self-sustained financial stability in order to fight against poverty. CMCA searched for a way to offer an economic development program, and they received a grant from the U.S. Small Business Association to open the Missouri Women's Business Center (MoWBC) which is part of a nationwide network of women's business centers. Other partners include the Missouri Small Business and Technology Development Center, which is a programming partner and referral source, and Justine PETERSEN, a nonprofit microlender.

The Missouri Women's Business Center is dedicated to providing small business development assistance to women, with a focus on minority and low-to-moderate income women throughout Mid-Missouri. The MoWBC's mission is to break down barriers that women experience as business owners, so they provide guidance through all stages of starting and operating a business. One of the largest barriers to starting a business for their clients is access to capital due to poor credit or no credit, financial practices, or lack of education on financial literacy. In order to help

aspiring business owners, the Center serves 8 counties in Missouri by offering classes, workshops, networking opportunities, access to capital, individualized business training, and counseling. While we specifically target women, we do serve men as needed. The MoWBC is also a founding partner of ASPIRE MO, a 20-week entrepreneurial course taught in a Missouri women's correctional facility.

To date, the Missouri Women's Business Center has served over 1,500 clients, launched over 65 businesses, and unlocked over \$3.2 million in capital to entrepreneurs. MoWBC clients have opened businesses in all types of industries. From mainstream businesses such as salons, cleaning services, and restaurants, to innovative and technological businesses such as web development companies, marketing firms, and product lines. As a resource partner to the Small Business Administration, the MoWBC has played an essential role in educating and assisting business owners to access crucial relief during the COVID-19 pandemic.



MoWBC team in 2020 - Not pictured, business coach Cindy Baker





HOUSING

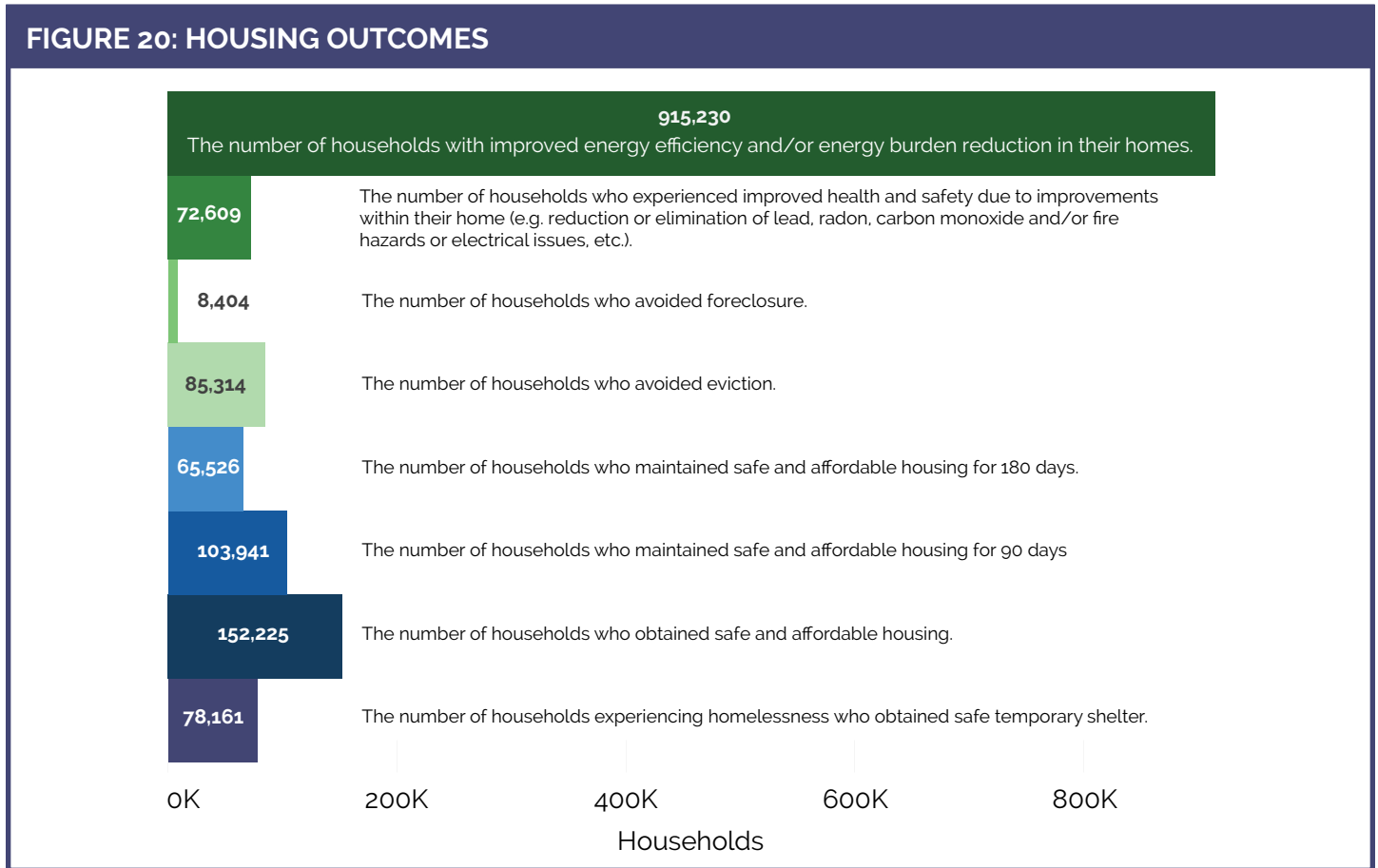
The CSBG Network helped 152,225 households obtain safe and affordable housing. Homes of individuals with low incomes were made more energy-efficient to decrease utility payments and had positive impacts on the health of residents and the environment. There were 915,230 households that experienced improved energy efficiency and reduced energy burden through the Weatherization Assistance Program (WAP) and the Low Income Home Energy Assistance Program (LIHEAP).

In FY 2018, states reported spending over \$92 million in CSBG funds for CSBG-coordinated housing programs to improve the living environment of low-income individuals and families. Services supported include:

- Building apartments and home for people with low incomes.
- Rehabilitating dilapidated housing stock.
- Making homes where people with low incomes live more energy efficient.
- Homeownership counseling and loan assistance.
- Affordable housing development and construction.
- Counseling and advocacy about landlord/tenant relations and fair housing concerns.
- Assistance in locating affordable housing and applying for rent subsidies and other housing assistance.
- Temporary and emergency housing options.
- Transitional shelters and services for the homeless.
- Permanent housing placements.
- Utility assistance.
- Landlord/tenant rights education.
- Home repair and rehabilitation services.

The following housing outcomes were achieved for people served by the CSBG Network and were supported by 5,037,508 services in the housing domain:

FIGURE 20: HOUSING OUTCOMES





Success Story - Housing

South Eastern Idaho Community Action Agency Inc. - Idaho



Alpine Crossing - Raw Land Development for Affordable Home Ownership

South Eastern Idaho Community Action Agency's (SEICAA) community needs assessment showed limited options for affordable housing in southeastern Idaho. Additionally, data from the Home Mortgage Disclosure Act showed that their 6-county service area had a lower rate of mortgage loan origination than the state average for Idaho—their service area had 197.55 loans per 100,000 people while Idaho had 243.62 loans per 100,000 people. Data from the American Community Survey 5-year estimates also showed very limited housing stock for sale in southeastern Idaho. SEICAA provides a Self-Help Housing Homeownership Program to help people buy a home, and the waiting list for the program continually grows. The lack of affordable homeownership opportunities in southeastern Idaho contributes to a lack of asset-building opportunities and negatively impacts community stability.

SEICAA's goal was to expand their Self-Help Housing Homeownership Program by developing a subdivision from raw land. In November 2020, they broke ground on a nearly 20-acre subdivision called "Alpine Crossing" in Chubbuck, Idaho that will consist of over 80 single family homes in a variety of sizes. Homes will be available to participants of their Self-Help Housing Homeownership program who make 80% or less of the area median income. This new subdivision will provide families with the opportunity to maintain a stable home and build their assets for a better financial future.

Infrastructure work began in the fall of 2020, and SEICAA anticipates signing 5 potential homebuyers, in mid to late spring 2021, into a contract for housing construction with completion and occupancy into their new home by late fall 2021.





HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT

CAAs also help children and adults improve and maintain their health in several ways. There were 1,365,100 people who demonstrated improved physical health and well-being in FY 2018. Additionally, 479,310 individuals demonstrated increased nutrition skills like cooking and grocery shopping.

In FY 2018, states reported spending approximately \$92 million in CSBG funds on health initiatives that are designed to identify and combat a variety of health problems in the community served. CSBG funds may be used to address gaps in the care and coverage available in the community. Services supported include:

- Development of new Health Clinics.
- Recruitment of uninsured children to a state insurance group, State Children's Health Insurance Program (SCHIP), or Medicaid.
- Prenatal care, maternal health, and infant health screenings.
- Immunization.
- Periodic screening for serious health problems, including HIV infection, and mental health disorders.
- Treatment for substance abuse.
- Other health services, including dental care, mental health, health insurance advocacy, CPR training, and education about wellness, obesity, and first aid.
- Transportation to health care facilities and medical appointments.
- Opening and operating food banks.
- Assisting food banks of faith-based and civic organization partners with food supplies and/or management support.
- Counseling regarding family and children's nutrition and food preparation.
- Administering the Women, Infants, and Children (WIC) nutrition program.
- Preparing and delivering food and meals
- Initiating self-help projects, such as community gardens, community canneries, and food buying groups.

Success Story - Health

District XII Human Resource Development Council (Action, Inc.) - Montana

Community Cafe Initiative

In Silver Bow County, Montana, around 13% of the population experiences food insecurity according to data from Feeding America. Action, Inc. serves this county and seeks to help alleviate the burden of food insecurity in the area; one of the ways Action, Inc. helps meet this need is by providing meals at their shelter. However, when the shelter closed, they saw a gap in meal delivery and wanted to help continue providing free meals to those in need. So, they worked with multiple investors and partners to establish a nonprofit organization called Heart of Butte that could provide food to anyone who is hungry. Heart of Butte owned and operated the Community Café which

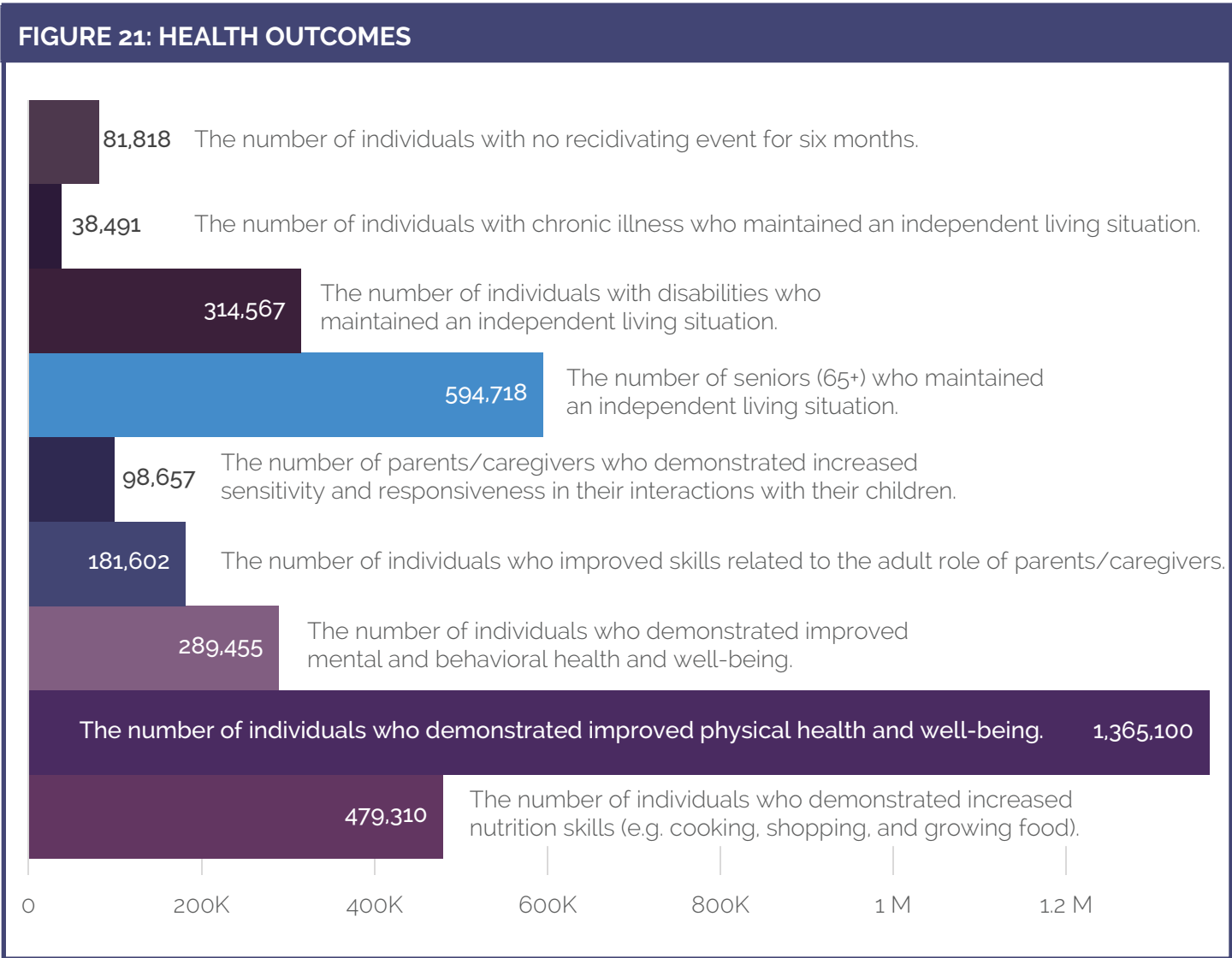


provided free meals each day to homeless and food insecure people in Butte, Montana.

The Community Café provided fresh cooked, nutritious, and delicious meals for free each evening for 50 to 110 people in need of food. During the rest of the day, meals were provided based on what people can afford—full price, a reduced price, or no cost. A variety of partners worked together to maintain the café. St. James Health Care donated the evening meal each day, church congregations provided financial resources, the Butte Food Bank donated food, and community volunteers operated the café. There was also a local guest chef on Saturday evenings, and the café functioned much like a regular restaurant. Though the main operators of the café had to step down and close the café, it filled a very important need for the community until Action Inc.'s shelter was able to reopen.



The following health and social/behavioral outcomes were achieved for people served by the CSBG Network and were supported by 49,142,064 services in the health domain:



Success Story - Health



Indianhead Community Action Agency, Incorporated - Wisconsin

Rusk County Youth Council (RCYC)

The Rusk County Youth Council (RCYC) in Wisconsin was formed to empower youth to make a change in their community by working to reduce youth substance use and underage drinking. The RCYC set a goal of reducing substance use in youth by 5% by September 2020. Through the goals and strategies set by RCYC, the county has seen a 6% reduction in underage substance use.

The youth council accomplished their goals through the following strategies:

- increasing parents' awareness of the prevalence and risk of underage drinking
- increasing parents' actions to prevent underage drinking
- increasing community awareness and support of underage alcohol prevention initiatives

At a community level, RCYC hosts a youth focus group called "We Are Change" which meets monthly to discuss youth issues and empowers youth to make a positive change toward reducing underage substance use in their community. In addition, RCYC hosts a monthly parent focus group called "Rusk-y Business" where topics of youth issues and how to support youth are discussed. Other strategies that RCYC employs include yearly Compliance Checks and Mental Health First Aid (MHFA) trainings. Compliance Checks are a collaboration with RCYC

youth and local law enforcement to monitor compliance of local businesses in checking IDs and not selling tobacco or alcohol to underage individuals. MHFA trainings provide individuals with the skills and knowledge they need to provide support to those experiencing a mental health crisis. Additionally, an event called "National Night Out" is attended by local law enforcement who connect with youth to help build a positive image of law enforcement. Throughout 2020, most of RCYC's activities moved to a virtual setting due to the pandemic.

Indianhead Community Action Agency (ICAA) is the backbone which supports RCYC to help provide administrative support and other resources so that RCYC can be effective in the community. ICAA's support of RCYC allows RCYC to be a hub and a resource in the community by filling in the gaps to match individuals with services they need. RCYC is well known in the community and is heavily used by other community organizations both for services and as a community resource. A number of other partners support the RCYC like local law enforcement, county community library, local health and human services, and a domestic violence and sexual assault shelter.

In 2020, ICAA also partnered with Sawyer County to begin providing youth development and prevention services and information virtually and through social media. This includes a new outreach called "Family Ties," which supports parents and caregivers to strengthen healthy, positive relationships in their families and communities.



CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT

In FY 2018, states reported spending approximately \$17 million in CSBG funds on civic engagement and community involvement initiatives. Services and strategies supported include:

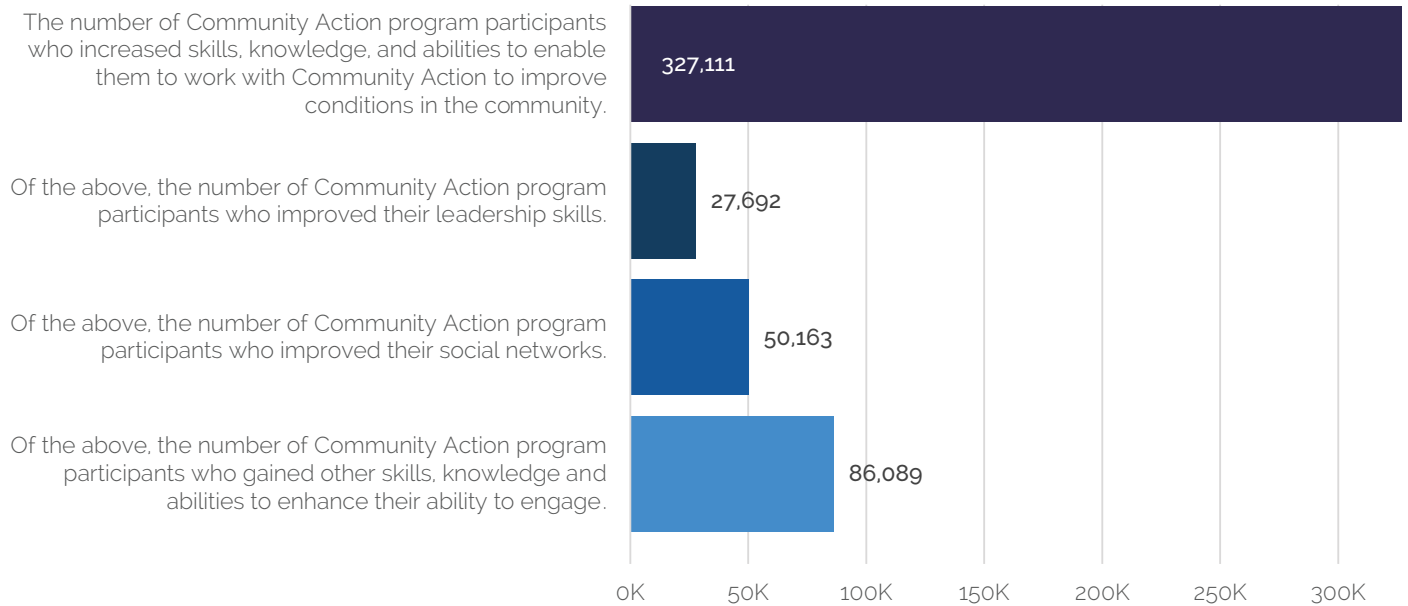
- Increasing resources to support the CSBG Eligible Entity's efforts to address conditions of poverty.
- Increasing people with low incomes who support the CSBG Eligible Entity's approaches to addressing

poverty and obtain leadership roles within the entity or another organization

- Leadership Training.
- Tri-partite Board Membership.
- Citizenship Classes.
- Getting Ahead Classes.
- Volunteer Training.

The following civic engagement and community involvement outcomes were achieved for people served by the CSBG Network and were supported by 211,171 services in the civic engagement domain:

FIGURE 22: CIVIC ENGAGEMENT OUTCOMES



Success story – Civic Engagement and Community Involvement

Northwest Community Action Partnership - Nebraska



Care Callers

In 2018, Northwest Community Action Partnership (NCAP) of Nebraska started receiving feedback from community partners, family members, and others about concerns that many of the community's senior residents were experiencing social isolation and did not have daily contact with anyone. During the problem investigation, discussions were held with partners from senior programs and medical providers. It was discovered that there was a need for a program to provide a daily call to ensure the seniors were safe and could continue to live in their homes independently.

NCAP set a goal to establish a daily phone call program to homebound and/or disabled individuals and isolated seniors. The program was named "Care Callers," and it sought to increase social ties so that individuals could stay in their home longer and live independently. NCAP was able to successfully implement this program with collaboration and partner participation. Success has been achieved in increasing independent living and a safety net for vulnerable seniors.

One of the initial challenges was public education on why a daily call program was essential to the safety and independent living of vulnerable seniors. Program information was spread through print media, social media, and other channels. Most participants were referred by partner programs such as Meals on Wheels, medical providers, and the Chadron Senior Center. NCAP's Retired and Senior Volunteer Program was responsible for program development, matching volunteer callers with vulnerable seniors, data collection, and ongoing operation.

Once a person's need was identified, then a volunteer was partnered with the senior. After operating for a couple months, it was determined that there was a need for a protocol if a senior did not answer their daily call. Meetings were held to determine what steps needed to be taken to ensure safety of the senior. A protocol was developed with the local law enforcement, and that protocol has worked well.

Overall, the Care Callers program has benefited the community and the program has made a meaningful impact on the lives of those experiencing social isolation.





OUTCOMES ACROSS MULTIPLE DOMAINS

Because CSBG eligible entities are providing a range of services to individuals and families to move them to stability or economic security, rather than just a single service to meet a short-term need, CAAs offer multiple services in the hopes that people obtain multiple outcomes. Most individuals and families must achieve outcomes in multiple domains to actually move to stability. For instance, achieving improved housing and also obtaining a job; or improving education or skills and also obtaining a job. As such, this NPI was developed to demonstrate an unduplicated count of all the people who obtained an outcome

due to being involved with an eligible entity. In many instances people obtained more than one outcome and are represented under multiple NPIS but are reported here only once.

1,580,304 The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.

Success story

Comite de Apoyo a los Trabajadores Agricolas (CATA)
- New Jersey



"Let's Drive New Jersey Campaign"

The Comite de Apoyo a los Trabajadores Agricolas (CATA) repeatedly heard from their membership, the community of farmworkers, and low wage immigrant workers that the inability to apply for a drivers' license in the state of New Jersey was a major obstacle in their life. The lack of a driver's license limited their options for seeking higher paid work, purchasing better food for their families, and more. To bring about change, CATA partnered with the Let's Drive New Jersey coalition to expand access to drivers' licenses in the Garden State through the "Let's Drive New Jersey" campaign. The Let's Drive New Jersey coalition is a coalition of more than 70 non-profit, advocacy, community based, and faith-based organizations around the state. Additionally, CATA works with the Helping Hands Coalition and other non-profits serving the immigrant community to promote the campaign.

Too often, otherwise qualified drivers face barriers to obtaining a license--vulnerable population like undocumented immigrants, survivors of violence, transgender individuals, and senior citizens are particularly impacted. Twelve states and Washington, D.C. have expanded access to

driver's licenses to qualified drivers, regardless of immigration status. New Jersey is poised to join these states. Doing so would increase public safety, help the state's economy, and increase the well-being of all families, particularly the hundreds of thousands who will gain access to a driver's license.

After years of work, New Jersey enacted a law in December 2019 that allows undocumented immigrants to obtain driver's licenses. During 2020, the COVID pandemic delayed the implementation of this new driver's license law. Initial regulations released by the NJ Motor Vehicle Commission in late 2020 created a number of concerns around the accessibility of the new standard license, and organizations around the state worked together to advocate with and for the immigrant community for greater accessibility. As of May 1, 2021, immigrants will be able to begin applying for driver's licenses. Now CATA's efforts are aimed at educating community members about what the process will look like, assisting individuals in preparing the documentation they will need, and providing resources to community members to study for the driver's test.



Conclusion

The Community Services Block Grant (CSBG) is for a critical source of funding to assist state administrators and local leaders create planned and coordinated interventions to ensure economic opportunity for all Americans. The effort of the CSBG Network helps move low-income families toward self-sufficiency and rebuilds thriving communities through a coordinated approach at the federal, state, and local levels and provides a range of services and opportunities for individuals and families with low incomes.

CSBG funds programs that address the leading causes of poverty, such as a lack of affordable housing, inadequate access to health care, and limited job opportunities. CSBG helps Americans with low incomes obtain employment, increase their education, access early childhood programs, and maintain their independence.

Current data, which is collected annually from the 50 states, the District of Columbia, and Puerto Rico, measures the impact of states in eliminating barriers to family self-sufficiency and community revitalization. Across family- and community-level domains ranging from health and housing to employment and education, eligible entities helped 1.58 million people create change in their lives with the goal of ultimately increasing their economic security and making the communities where they live a better place.

The NPIs track outcomes from support services as well as outcomes from more comprehensive and coordinated services, such as employment initiatives, early childhood programs, continuing education programs, skills training programs, and matched savings for enrollment in higher education. While support services are necessary to alleviating the conditions of poverty, eligible entities are focusing on bundling services, applying intergenerational approaches to alleviating poverty, and providing services to both job seekers and those who are unable to work, such as children and youth, those living with disabilities, and vulnerable seniors. The CSBG Network responded to the national child poverty levels and the increased aging population and provided services to over 3.4 million children under the age of 17 and over 2.2 million seniors over the age of 55 in fiscal year (FY) 2018.²¹ The services provided to those who are unable to work addresses the high child poverty and the aging population across the United

States and addresses the rising needs for support targeted at youth, seniors, and those living with disabilities.

Aside from direct employment, education is another major factor in becoming economically secure. During FY 2018, more than 1,900 people obtained an Associate's degree and over 1,200 people obtained a Bachelor's degree as a result of CSBG Network assistance. Over 12,000 people acquired a high school diploma or equivalency certificate, while more than 860,000 services were provided to people in the employment domain.

CSBG works to reduce dependence on other federal safety net services and increase the number of people contributing to the economy by focusing on the most vulnerable populations. Therefore, eligible entities across the nation are placing increased emphasis on providing coordinated services and long-term stability and self-sufficiency of individuals, families, and communities, as well as essential emergency services.

The coordinated services provided by CSBG go beyond short-term interventions and strengthen long-term economic security for individuals, communities, and the nation. Based on annual reports from eligible entities, every dollar invested in CSBG leveraged \$21.97 of other federal, state, local, and private funds, and CSBG's flexibility allows eligible entities to fund innovative programs and activities not supported by other resources.



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Appendix

HISTORY OF CSBG DATA COLLECTION AND REPORTING

NASCSP and the National Governors Association conducted the first comprehensive survey of state and local uses of federal CSBG funds in a 1983 cooperative venture with outside assistance from the Center for Community Futures. This led to the development of the National Voluntary Reporting System. The Center for Community Futures conducted the surveys of FFY 1984, 1985, and 1986 with guidance from NASCSP's Data Collection Committee. NASCSP has solely conducted the surveys since FFY 1987. In FFY 2005, reporting on the CSBG IS Survey became a federal requirement. The CSBG IS Survey was amended to focus on information of interest to state and federal policymakers, such as the relationship of CSBG to other funding sources and the development of innovative programs.

INFORMATION SYSTEMS SURVEY

A group of stakeholders (State CSBG offices, CAAs, State CAA Associations, and national partners) who felt it important to design a mechanism to collect statistical data to tell the story of the CSBG Network created the Information Systems Task Force (ISTF) in 1983. When NASCSP secured the data collection grant to administer the IS Survey in 1987, it was given the responsibility to staff the ISTF.

The ISTF was an independent committee responsible for designing the data collection tool in a manner that met the political and management needs of the CSBG Net-

work. The independence of the task force was important for a number of reasons. The first is that it allowed for the collection of non-statutory data that helped the CSBG Network communicate how they changed lives and communities. In addition, the ISTF also played a significant role in maintaining data credibility. The ISTF was comprised of one representative from each of the 10 HHS regions, with five representatives from CAAs or State CAA Associations, and five representatives from State CSBG offices, as well as national partners (the National Community Action Foundation, the Community Action Partnership, OCS, and the Association of Nationally Certified ROMA Trainers (then known as National Peer-to-Peer Results Oriented Management and Accountability Network)).

THE CSBG DATA ANALYSIS TECHNICAL ASSISTANCE TASK FORCE

With the advent of the new CSBG Annual Report, a task force was created to inform OCS on the Annual Report implementation process. The CSBG DATA Task Force (DATA TF) is an extension of the ISTF, the DATA TF serves as a consultative body focused on the transition from the CSBG IS Survey to the CSBG Annual Report, as well as ongoing assistance in the implementation of the CSBG Annual Report. The DATA TF is convened by NASCSP to assist the OCS and NASCSP in understanding and addressing the CSBG Network's data needs and the use of data for analysis and continual improvement of results. The task force consists of representatives from Community Action Agencies, State CSBG Offices, Community Action Agency State Associations, National Partner organizations, and OCS.

The DATA Task Force provides feedback to OCS and NASCSP on the implementation of the CSBG Annual Report, with a focus on how to use CSBG data in all phases of the Results Oriented Management and Accountability (ROMA) cycle. Members of the DATA Task Force collaborate to make recommendations for improvements to the use of data and provide valuable input regarding data collection, data reporting, and affecting change with data.

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS (NASCSP)

As the membership association for state administrators of both the U.S. Department of Health and Human Service's (HHS) CSBG and the U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP), NASCSP coordinates semi-annual training conferences for state and local CSBG and WAP staff. NASCSP is the sole provider of orientation and monitor training for new state CSBG and WAP administrators and staff, as well as the only collector of national data to reflect the work of the CSBG Network. NASCSP also provides training and technical assistance to state CSBG Offices and local CAAs upon request in such areas as the basics of CSBG, CAA roles and responsibilities, state roles and responsibilities, as well as various trainings on data collection, reporting, and performance management and measurement. NASCSP also informs the CSBG Network of best practices, innovative program resources, and anti-poverty.

RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY (ROMA)

The Monitoring and Assessment Task Force (MATF), a task force of federal, state and local CSBG Network officials, created the framework for the performance management system known as Results Oriented Management and Accountability (ROMA) in 1994. Based upon principles contained in the Government Performance and Results Act of 1993, ROMA provides a process for supporting continuous growth and improvement among local CAAs and a basis for State leadership and assistance.

In 1998, the CSBG Reauthorization Act made ROMA implementation a requirement for receiving federal CSBG funds, and established October 1, 2001, as the start date for reporting outcomes in the context of ROMA performance-based management principles. This statutory mandate changed both the nature and pace of previously voluntary ROMA implementation throughout the CSBG Network.

Information Memorandum (IM) 152, issued by OCS, outlines a new Performance Management Framework. The IM places an enhanced emphasis on analysis and evaluation under ROMA Next Generation. This evaluation and analysis is actualized through the new CSBG Annual Report that will replace the CSBG IS beginning in FFY 2018.

Local CAAs have been encouraged to undertake a number of ROMA implementation actions that focus on results-oriented management and accountability.

RESULTS ORIENTED MANAGEMENT PRINCIPLES

- Assess poverty needs and conditions within the community
- Define a clear anti-poverty mission for the CSBG Network
- Define the strategies and services to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community
- Identify how the network will incorporate the mission and implementation activities into the National Theory of Change
- Identify specific improvements, or results, to be achieved among people with low incomes and communities in which they live
- Organize and implement programs, services, and strategies within the agency and among partnering organizations, to achieve anticipated results

RESULTS ORIENTED ACCOUNTABILITY PRINCIPLES

- Develop and implement processes to identify, measure, and record improvements in the condition of people with low incomes and the communities in which they live that result from CSBG Network intervention
- Use information about outcomes, or results, among agency tripartite boards and staff to determine overall effectiveness; inform annual and long-range planning; and promote new funding and community partnership activities
- Compare actual results with intended results as identified in local Theories of Change to assure needs are being addressed as planned
- Encourage state CSBG offices and state CAA associations to work in coordination to advance ROMA performance-based concepts among CSBG Eligible Entities through ongoing training and technical assistance



NATIONAL PERFORMANCE GOALS AND INDICATORS

The CSBG Act Section 678E(a)(1) required states administering CSBG to implement a management and evaluation strategy that measures and reports the performance outcomes of CAAs by FFY 2001.

From 2001 to 2003, OCS worked with national, state, and local CSBG officials to identify the results and performance targets that best reflected the multi-faceted work of CAAs. Priority was given to targets that could be collected and reported in a manner that presented an accurate indication of national impact. Results of this collaboration included the National Performance Indicators (NPIs), used to organize and report outcomes, and the identification of four performance indicators for which target information is collected. The new CSBG Annual Report goals are listed below and the NPIs are available at nascsp.org as well as in the Targeting Summary of this Appendix.

NATIONAL PERFORMANCE GOALS

As directed in OCS's Information Memorandum (IM) #152, under ROMA Next Generation of the new Performance Management Framework, the network moved from six national goals to three. NPIs under the new goals are reported for the first time in this FY 18 report and represent baseline data.

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

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

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

NATIONAL PERFORMANCE INDICATORS

To enable greater aggregation and national reporting of the most universal and significant CSBG results among states and CAAs, 6 common categories, or domains, of CAA performance were identified from fiscal years 2001 to 2003 data. The CSBG Annual Report NPIs measure incremental progress toward achieving each of the larger goals.

In FY 2018, states began collecting the new set of NPIs in the annual report. The NPIs are organized by community level work (Community National Performance Indicators (CNPIs)) and individual and family level work (Individual and Family Level National Performance Indicators (FNPIs)).

The CSBG Annual Report NPIs are organized by six core domains and one unique additional domain that organize the work of CAAs. Community Service Block Grant Domains:

1. Employment
2. Education and Cognitive Development
3. Income and Asset Building
4. Housing
5. Health and Social/Behavioral Development
6. Civic Engagement and Community Involvement
7. Outcomes and Services Across Multiple Domains

Each domain includes its own set of new CSBG Annual Report NPIs which are included in the Appendix.

NATIONAL PERFORMANCE TARGETS & TRENDS

In addition to CSBG's performance measurement initiative, 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. As a result, beginning in FFY 2004 OCS began to develop and report CSBG performance targets, or anticipated levels of achievement. This FY 2018 report

represents the thirteenth year of collecting performance targets based on the NPIs.

The nature and scope of national CAA outcome reporting has been incorporated into the CSBG Annual Report NPIs. OCS collects baseline information concerning CAA performance targets to which future years' performances may be compared. This information serves to gauge the effectiveness and efficiency of CAA program activities.

Section 678E of the CSBG statute requires agencies to measure their performance and achievement in carrying out their goals. CAAs set targets for the number of participants they expect to achieve specific goals and then collect data on the number of participants who achieved those goals.

As the data accrue, agencies relate their abilities to predict performance outcomes by dividing the number of participants achieving the goal by the number expected to achieve the goal. The resulting percentage generally assesses CAAs' knowledge of their programs as well as the



success of their participants. Trends indicate that agencies' abilities to set targets remain high as the anticipated and actual numbers converge.

TARGETING SUMMARY

Overall, the data demonstrates that despite volatile and hard-to-predict economic conditions, the CSBG Network has remained knowledgeable about its capacity to achieve results and to effectively provide the most needed services to families and communities with low incomes. The majority of targets were over 90% accurate and are available to view in the Appendix. It is important to reiterate that many of these indicators and associated outcomes may take periods of longer than one year to achieve, and many of the individuals enrolled continue to work towards achievement of outcomes over program years. Additionally, changes within local communities and local economic instability are variables outside of agencies' control and affect targeting projections.

CAAs can use trend data and the ROMA cycle to modify and position their programs and services in anticipation of and are highly successful at modifying and responding to changes in the communities in which they operate to achieve relatively high percentages of their projected outcomes. Targeting is an essential part of the CSBG Network's capacity to anticipate, plan, and respond to needs facing communities and facing families/individuals served throughout the year.



The National Community Action Network

Theory of Change

Community Action Goals

Goal 1

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

Goal 2

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

Goal 3

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

Services and Strategies

Employment



Education & Cognitive Development

Income, Infrastructure & Asset Building



Housing

Health/Social Behavioral Development



Civic Engagement & Community Involvement

Core Principles

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

Performance Management

How well does the network operate?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

What difference does the network make?

- Individual and Family National Performance Indicators
- Community National Performance Indicators

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