

National Association for State Community Services Programs



2023

WINTER TRAINING CONFERENCE

April 3 – 7 | Arlington, VA

MISSION POSSIBLE

Restoring Hope

**Post CARES Lessons Learned:
The Importance of Building and Maintaining Partnerships**

www.nascsp.org



Welcome



Overview

Introduction

- Who We Are
 - Pre COVID-19
 - During COVID-19
 - Post COVID-19

- Lessons Learned and Modified Practices

Conclusion

- Questions and Answer



Who Are We...

California CSBG Network

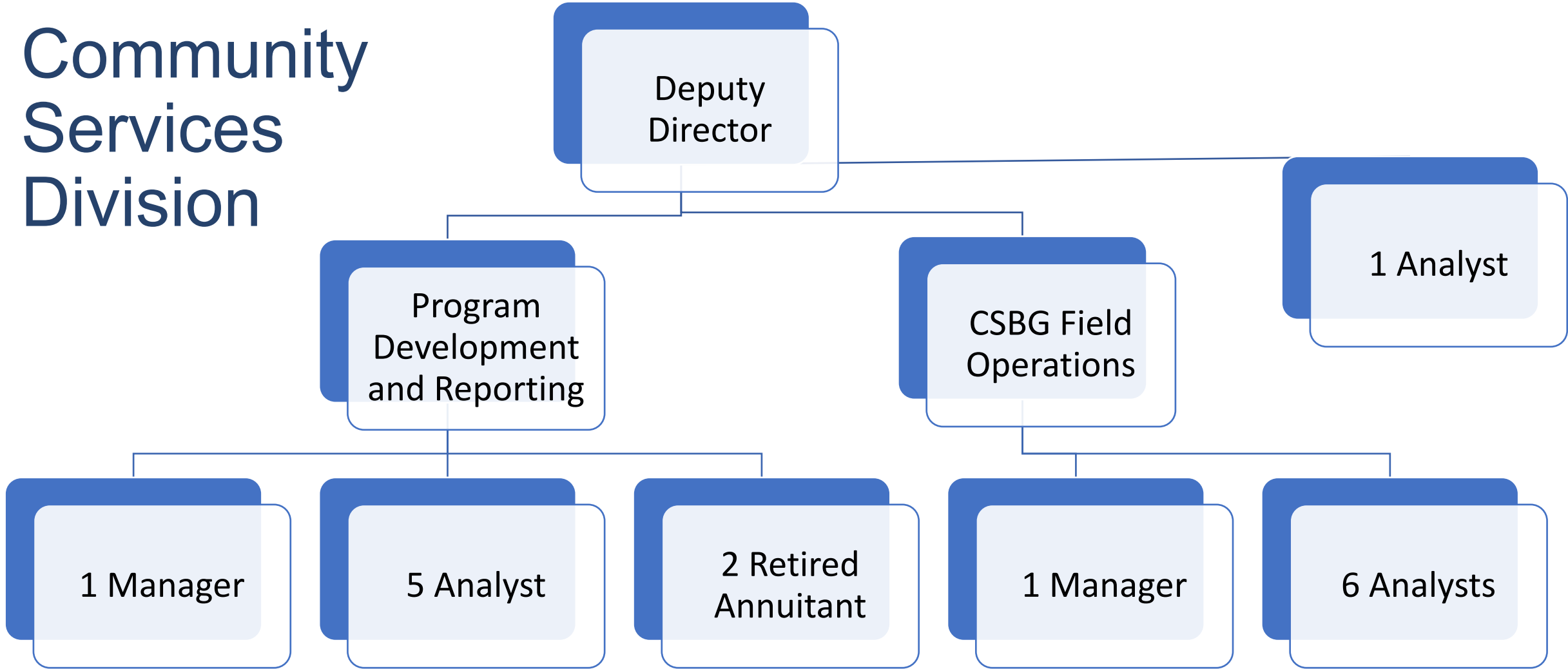
- 58 Counties
- 60 CSBG Eligible Entities
 - Public/Private
 - CAA
 - MSFW
 - NAI
 - Limited Purpose Agencies
- Allocation:
 - Regular \$67M (FY22)
 - CalEITC \$20M
 - Farmworkers Resource Centers \$3M





Who Are We...

Community Services Division





Pre COVID-19

- **Annual CSBG Funding**
 - **Disaster Relief Supplemental Funding: \$1.1M**
- **Quarterly In Person Convenings of Network**
- **Typical In-Office Environment**
- **In Person Onsite Monitoring**
- **Adequate Office Space**
- **Paper Driven Operation**
- **Eligibility Level 100% FPL**



During COVID-19 Impact

- **Additional CSBG Funding**
 - CARES \$65M
 - Unexpected Influx of Funding to Network from Local and State resources
- **Pivot from Current Delivery Strategies**
- **Shelter in Place Orders**
- **Flexibilities:**
 - IM 154, IM 157, IM 159
 - State Policies
- **Modified Work Environment**
 - Telework
- **Virtual Meetings and Conferences**
- **Modified Onsite Visits**
- **Lack of Equipment**



- **Annual CSBG Funding**
- **Virtual and Hybrid Models**
- **Reduced Office Space**
- **Modified Work Environment**
- **Embrace Paperless-ness**

Post COVID-19

OPEN



Lessons Learned and Modified Practices Continued After COVID-19

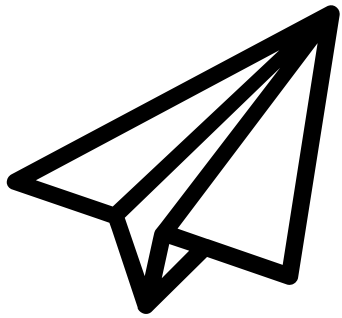


Telework is our New Normal

- Positive Impact on Hiring Practices
- Positive Impact on Lives of Employees
- Positive Impact on Business Operations at CSD
- An Unrelated Priority was a Lifesaver



Continue to Be as Flexible as Possible



- Implementation of Electronic Signatures
- Hybrid Meetings and Trainings
- Sprint to Paperless-ness
- State Eligibility Level Tied to Federal Level
- Rapid, Clear and Concise Communication
- Are there Other Flexibilities out There?



Emergence of Managing for Results, Our Division Managers: Became more focused on Outcomes

- Renewed Focus on Project Due dates
- Use of Project Timelines
- Outcome Based Management
- Investment in Staff
- Extending Trust to Staff



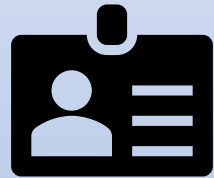
Intentionality to Build Community

- Staff Interaction is a Critical Need
- Frequent Meetings With Guidelines
- Encouraging Team Sessions
 - “Cameras On” Culture
- Planned in-office Events
- Brief Check-ins

Thank you!

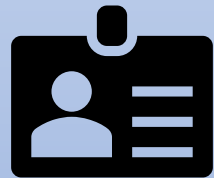


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Illinois at a glance:

- Annual Allocation of \$35 million
- *3 Program Administrative Staff*
- *Programmatic Monitoring Staff Shared with LIHEAP and LIHWAP*
- *Fiscal Monitoring Staff Shared with LIHEAP, LIHWAP, and WX*
- *State Association Partnership funded by CSBG, LIHEAP, and WX*

Deeper Dive into Partnerships and the role they can play

- Examples of Partnerships
- Lessons Learned about Partnerships
- Maintaining of Partnerships

Partnership-def.- “A mutually beneficial and well-defined relationship between two or more organizations to achieve common goals.”

--Amherst Wilder Foundation

Illinois Emergency Management Agency

(Developed Prior to Pandemic)

- Purpose of the Partnership
 - Shared vision to respond to disasters in the State
 - More efficiently meet the needs of shared customers
 - Assists in ensuring non duplication of services
- Maintaining of the Partnership
 - Regular meetings 1st Wednesday of the month
 - Develop strategies to respond to disasters
 - Celebrate successes
 - Adapt to changes

Illinois Emergency Management Agency

- Effectiveness during the pandemic
 - Immediate response to action
 - Knowledge of available resources already established
 - Personal relationships already established
 - Trust of partners already established
 - Adapted to change
 - Virtual meetings vs In Person
 - Invited CAA's to provide input
 - Rapid responses to change

Illinois Housing Development Agency

(Developed During Pandemic)

- Purpose of the Partnership
 - Shared vision to respond to housing needs
 - Administer newly created rental/mortgage assistance programs
- Building the Partnership
 - Challenges in regular communication
 - Misalignment of goals
 - Silo effect

Illinois Housing Development Agency

(Developed During Pandemic)

- Effectiveness during the pandemic
 - Slower response to action
 - Lack of understanding of each agency's available resources
 - Difficulty in getting right people to the table
 - Lack of trust on both sides
 - Inability to adapt to change effectively
 - Confusion on application process
 - Services being delayed in being provided
 - Potential duplication of services

Lessons Learned on Partnerships

- Partnerships are complex and evolving
- Communication is key
- Be inclusive and participatory
- Get to know your partners
- Set obtainable goals
- Be realistic about what you can do
- Utilize each partners area of expertise

Utilizing Partnerships in Practice

- Like minded organizations
 - Avoidance of duplication of services
 - Don't reinvent the wheel
 - Subject matter experts
- State level partners
 - Shared monitoring practices
 - Shared positions
 - Shared resources

“It is better to be part of a great whole
then to be the whole of a small part.”

--Frederick Douglass



Questions

Scan here to
complete the
evaluation for
this session!

