

March 11 - 15 | Arlington, VA Crystal Gateway Marriott



WINTER TRAINING CONFERENCE

Turning Possibilities into Reality

Communication With a Results Orientation

www.nascsp.org

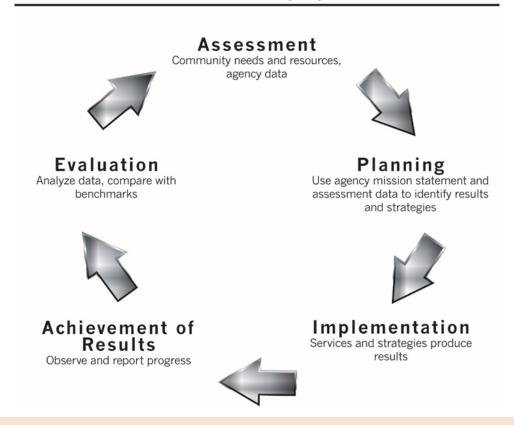
WORKSHOP TOPICS

- Consider the elements of the PEAAK Performance Management Framework as it has to do with accessibility and knowledge.
- Discuss the purpose of your communication strategies.
- We have too often focused on listing the services our agencies provide without connecting them to the outcomes our customers have achieved. How can we change that?
- Review examples of communications
- Do they make the CSBG Story Available?

How well do you know (and Share!) your CSBG Story?

ELEMENTS OF ROMA Opportunities for Communication

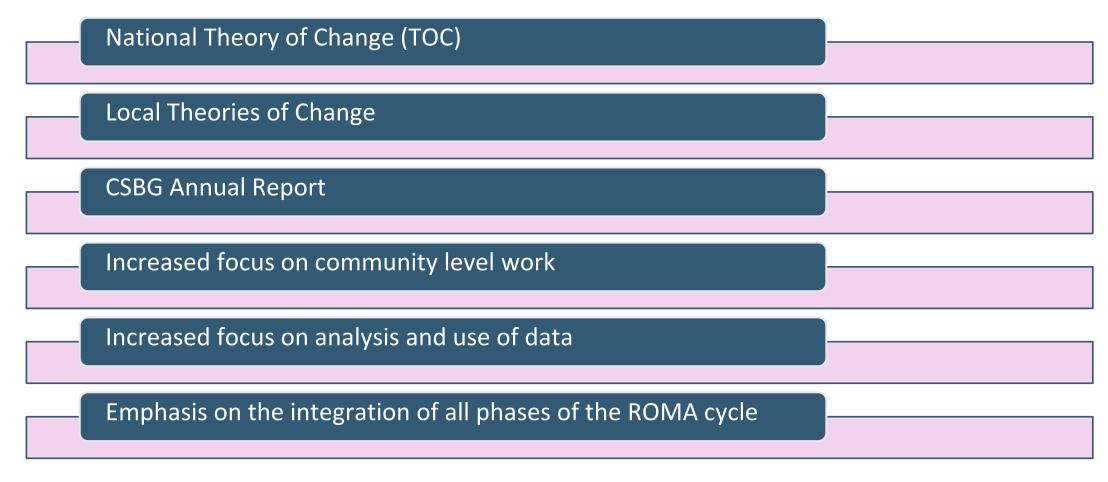
The Results Oriented Management and Accountability Cycle



"Why are we here, who are we helping, what are we helping them to become, and how will we know and <u>describe</u> success, both theirs and ours?" Information Memorandum (IM) 49,

February 2001

ROMA NEXT GENERATION ENHANCEMENTS TO ROMA





Performance

- Community Needs Assessment
- ACSI
- Organizational Standards
- Accountability Measures*
- ROMA Next Gen

Evaluation

- Organizational Standards
- Accountability
 Measures
- ROMA Next Gen
- Monitoring
- Oversight

Accountability

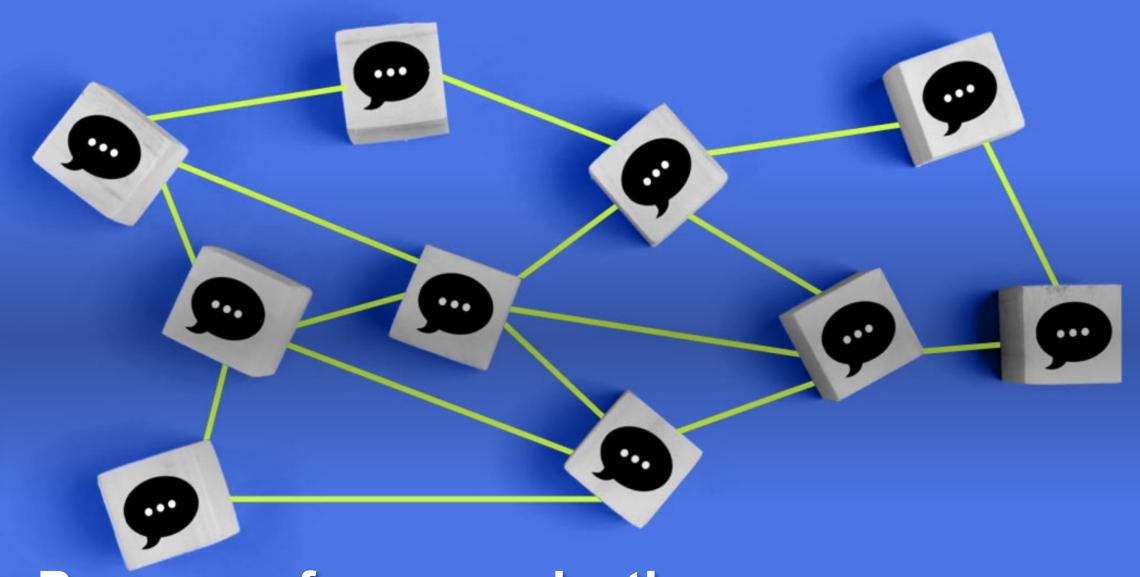
- Monitoring
- Oversight
- CSBG State Plan
- CSBG Annual Report

Accessibility

- Making the CSBG Story available
 - ✓ OCS Annual Report
 - ✓ Congressional Report
 - ✓ CSBG
 Performance
 Management
 website

Knowledge

- How well do you know your CSBG Story?
 - ✓ CSBG State Plan
 - ✓ CSBG Annual Report
 - ✓ CSBG
 Performance
 Management
 website



Purpose of communication

Why are you communicating?

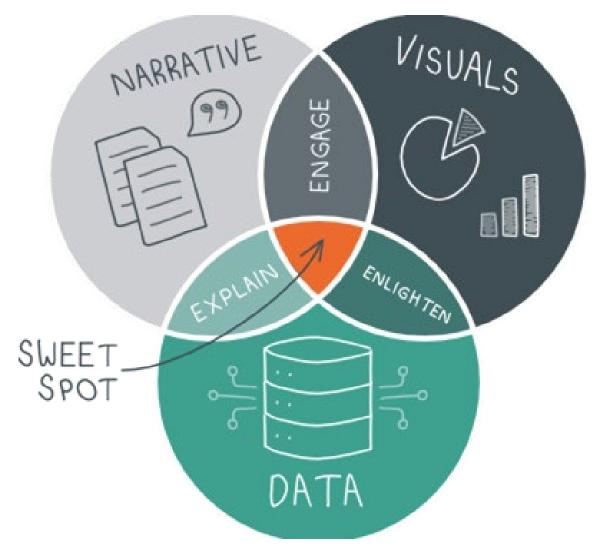
- To gather data for Community Assessment
- To share information on programs that are available
- To recruit customers (participants)
- To report to funders and stakeholders
- To share success!!!
- To advocate help to shape public opinion and public policy



Three Components to Telling Your Story

Raw data

- Narrative
- Visualization
- Also consider:
 - Who is the audience?
 - What is your purpose for telling the story?





USE YOUR DATA... BUT WHAT DO YOU WANT TO COMMUNICATE?

Consider you have been asked to speak with the state-wide Head Start Association and with the Chamber of Commerce.

What might be some differences in what you would want to tell these two groups?

What kind of data would you need that would be of interest to Head Start representatives (including Parent reps)?

What kind of data would you want to share with the Chamber of Commerce?

How would you plan for those different types of audiences?

PERFORMANCE DATA

What data elements from your local agencies CSBG Annual Reports are important to "know" and share?

How many were served?

Who are they?

What service/s did they get?

What happened to them because of the service?

What did it cost?





Identification of Needs and Resources

ASSESSMENT OF NEEDS AND RESOURCES

As a part of Org Standards and legislative mandate, each community action agency is to identify needs and resources that relate to the geographic area they are designated to serve.

This process is an opportunity for communication!!

Asking Questions *is* a Form of Communication!

Qualitative Data produced from the following is really a two-way process!

Consider:

- Focus groups
- Key informant
- Community Forum
- Surveys

When agencies are engaged in these activities, they are sharing information as well as gathering data.



USING SURVEYS:

Are your agencies asking the right questions?



If survey questions are about services, you will get data about services, not about needs!!



Being Results
Oriented means that
you want to find out
what can be changed
(IMPROVED)

Identifying domain areas only

| I think the three most critical issues in my community are: (Check your top three) | | | | |
|--|---|--|--|--|
| ☐ Childcare | ☐ Opportunities To Give Back | | | |
| ☐ Transportation☐ Healthy Food☐ Healthcare☐ Housing | ☐ Senior Programs | | | |
| | ☐ Youth Programs | | | |
| ☐ Homelessness☐ Jobs | ☐ Adult Education | | | |
| □ Domestic Violence□ Safe Neighborhoods□ Community Participation | ☐ Substance Abuse Prevention/Treatment | | | |
| Please use this section to list any other critical community issues not listed above: | | | | |
| | | | | |

If the focus is on the service...

| ORIGINAL SURVEY ITEM | | | | |
|---|--------------------|-------------------------|----------------|--|
| Thank you for your participation. | | | | |
| Your responses to this short survey are | anonymous and will | help us improve service | es to the comm | munity. |
| Which services are needed to help low- | income people and | families? | | |
| Education | Most Needed | Somewhat Needed | Not Needed | Don't Know |
| Adult Education | | 7. | | |
| Pre-School (Kindergarten readiness) | | | | |
| Job Skills Training | | | | L/Max Formilla Nicode I I ola |
| Financial Education | | | | I/My Family Needs Help |
| Health and Nutrition Education | | | | |
| Tutoring/Reading Assistance | | | | Getting a job |
| | | | | |
| | | | | Getting a job that pays my bills |
| | | | | Learning how to find a job |
| | | | | Gaining skills or certification to get a |

job

What is missing in the community?

Thank you for your participation. Your responses to this short survey are anonymous and will help us improve services to the community. Which of the areas identified below describe something you need? ... Education Don't have a high school diploma Lack of post secondary education 1. Is higher education or training beyond high school available in your Skills needed for employment community? Limited financial management skills This is NOT It's available. It's available. It's available. available in my but too but limited and affordable don't know how Lack of food preparation skills community expensive Children may not be ready for Kindergarten 2. Is nutritional food (fruit, vegetables, etc.) available in your Children/youth struggling in school community? Children/youth lack academic skills This is NOT It's available. It's available, It's available. available in my but too but limited and affordable don't know how community expensive

REVISED SURVEY ITEM

This is NOT

available in my

community

3. Is affordable housing available in your community?

It's available, but

limited

It's available, and

affordable

I think it's

available, but I

to get it

I think it's

available, but I

to get it

I think it's available,

but I don't know

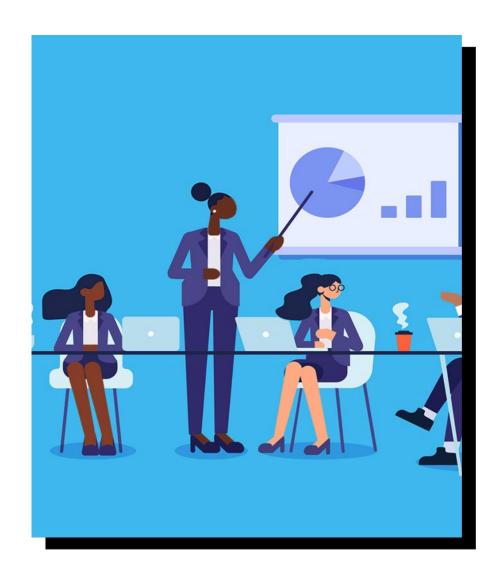
how to get it



State Office Perspective

Are the surveys sent out by your agency focused on identification of services or on the condition/status of need?

When you survey your agencies, do your questions identify strategies, or are they focused on identifying the condition/status of need?



Reporting Community
Assessment data can promote new kinds of communication.

The way agencies share what they learned will have an impact on how they prioritize needs within the community.



Community Assessment Meeting Agenda

Today's Goal: Together we will identify and prioritize our community's needs.

| 9:00-9:15 | Welcome & overview |
|-------------|--------------------------------------|
| 9:15-10:15 | Data walk |
| 10:15-10:30 | Small group discussion |
| 10:30-10:45 | Large group discussion |
| 10:45-11:00 | Priority identification & next steps |

Next Steps: We will hold additional community meetings to develop and implement a plan that outlines how we as a community will address the needs that we identify today.

CMCA Data Walk hears input about county needs

- Central Missouri Community Action hosted a Data Walk on Thursday, allowing people from across Callaway County an opportunity to provide input to what issues need addressed in the community.
- The Data Walk was held in place of the April CRN meeting. The event was held at the Callaway Electric Cooperative. This was the fourth of eight Data Walks across the eight counties CMCA serves.



Health & Nutrition Food Security



10.3% of Callaway County residents are food Insecure

2009



16%
of survey respondents
skipped meals or ate smaller meals

because there was not enough money for food

Food insecurity is defined as timited or inconsistent access to enough food for every person in a household. Food Insecure Population **Food Insecure Population** Ineligible for Assistance ■ Total food insecure population ■ Food insecure children -2017 -2010 -2019 -2020 5.580 50% 63% 63% 62% 4.630 48% 48% 49% 46% 44% 32% 32% 1,150 2017 Banca 2019 2020 SNAP Inoligible WIC Incligible **Households Receiving** SNAP refers to the Supplemental Nutrition Assistance Program, also SNAP (Food Stamps) known as food starries. According to the U.S. Food & Nutrition Service. "SNAP provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food and move toward self-sufficiency. 2013 2014 2015 2016 2017 2018 2019 2020 2021 Individuals Receiving WIC -Prienatal -Infants -Children Age 1-5 WIC refers to the Special Supplemental Nutrition Program for Women. Infants & Children. According to 499 U.S. Food & Nutrition Service, WIC provides 402 370 "supplemental foods, health care referrals, and 341 334 nutrition education for low income pregnant, breastfeeding, and non-breastfeeding post-partum 224 EEE 210 women, and to infants and children up to age 5 who are found to be at nutritional risk. 1.00 2013 202-5 2016 2017 2020 2020 **Pounds of Food Distributed** by Food Banks 1.304.274 1.068,805 1.110.642 of survey respondents used food banks or food pantries



Community Assessment Data Walk Discussion Guide

Welcome! Soon you will be invited to participate in a data walk. Each poster will use data to tell a story about our community and the people who call this community home. As you explore each poster, consider the questions below. Feel free to take notes in the spaces provided. Our goal today is to decide which priorities that we as a community will address. We will hold additional community meetings to develop and implement the plan.

Housing

Housing Tenure & Homelessness, Housing Affordability

- How are we doing?
- 2. Are different groups of people doing equally well?
- 3. What data stands out to you the most?

Notes:

ASSESSMENT OF NEEDS AND RESOURCES

Gather: The Community Needs Assessment includes a variety of data from reliable sources

- Qualitative, Quantitative, Customer Satisfaction, Community Resources, Agency Report
 - CNA identifies population in need

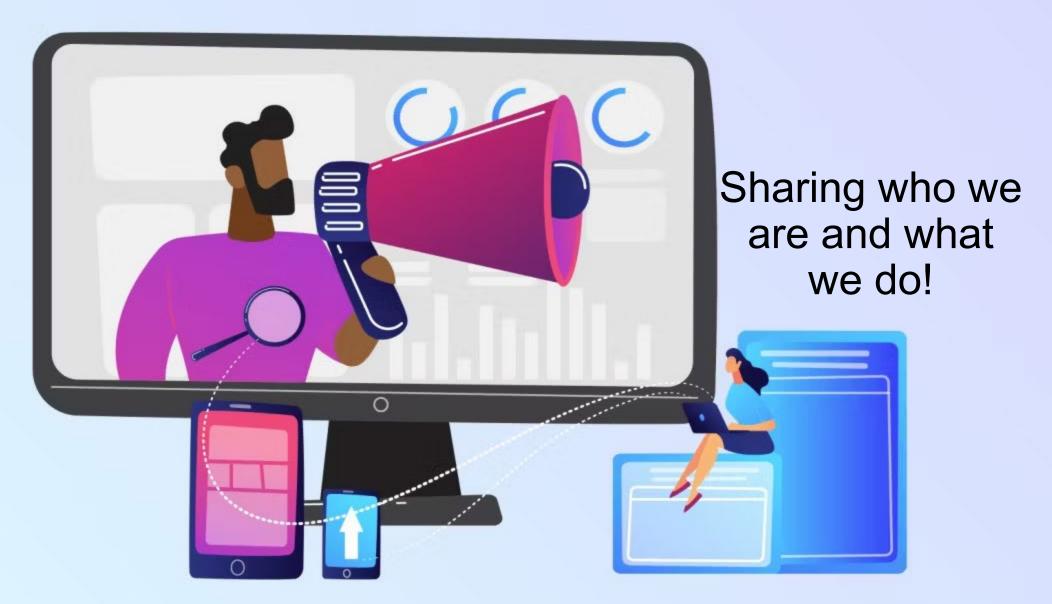
Make Useful: Does the local agency have a clear process for making meaning out of all the assessment data?

When you look at the data or the report of the data that they present, can you see needs on these different levels?

- family, community, agency levels of need
- What agency staff/Board are involved in the analysis of the data? What state staff read/review the reports?
- When you look at the assessment data (or the report), is it clear how priorities are identified?
 Are items the agency can't address included in the priority list?

Agency meets Org Standards 3.1- 3.5

CATEGORY THREE: Community Assessment



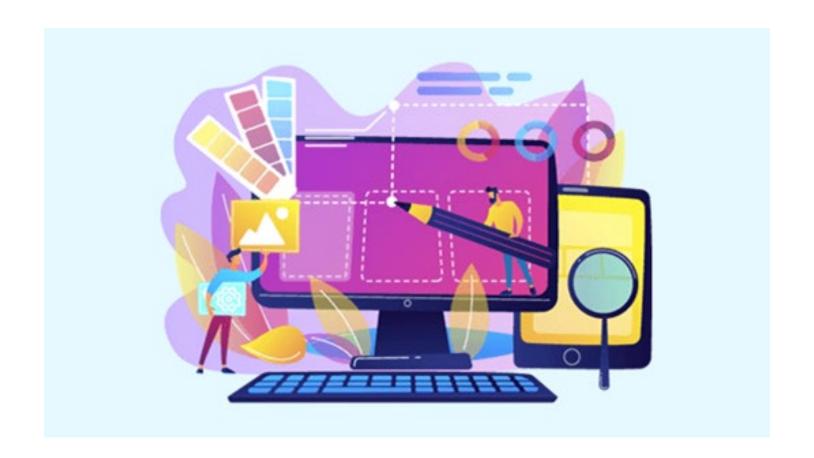
We do not want our agencies to be the best kept secret!

Do your agencies clearly communicate:

- Hours of operation
- Location
- Services available
- Eligibility criteria
- What the service is designed to do?

How do they communicate?

- Website
- Social media
- Newsletters
- Brochures/rack cards
- Print or visual advertisements
- Reports



Websites: Local Agencies State Offices

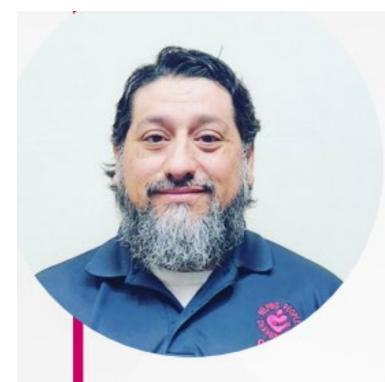
NASCSP 2024 Winter Training Conference | www.nascsp.org

Donate

Co-Parenting Workshop

Active Co-Parenting is a workshop focused on: Keeping your child out of the middle, allowing your child to love both parents, working on your own healing, developing new skills for communication, creating a positive new relationship as a co-parent. For more information email Christine McMillen at cmcmillen@penquis.org

- Whole Families Coaching
- O Domestic Violence Intervention Program



WEATHERIZATION PROGRAM

William Ferreira

Weatherization is a free program available to both homeowners and neighbors who rent their homes. This program provides services such as insulation, weather stripping, and caulking. These services help to lower utility costs by making a home more energy efficient. On average, families receiving weatherization services see a savings of \$283 per year.

In addition to basic weatherization services, we also provide HVAC repairs and replacement and minor home repairs when funds are available. These important repairs save our neighbors money and reduce their burden on the energy grid that we all share.

Office of Economic Opportunity

Office of Economic Opportunity

Working in partnership with Community Action Agencies to improve the social and economic wellbeing for individuals and families in North Carolina.





The Office of Economic Opportunity helps low-income individuals and families at or below 200% of the federal poverty level achieve self-sufficiency. We work to improve the social and economic wellbeing of individuals, families and communities across North Carolina.

Our agencies help individuals find jobs, locate housing, obtain shelter, have food, obtain access to health care and take care of children. We help low-income individuals and families become self-sufficient through the provision of financial resources to Community Action Agencies, and Limited Purposes Agencies, for programs that will substantially reduce the number of citizens in our state who are living in poverty.

Community Services Block Grant (CSBG) Disclaimer:

The Georgia Division of Family and Children Services (DFCS) is committed to ensuring that persons with low income, especially those who are senior citizens or are medically homebound, have meaningful access to all programs and activities conducted or supported by local Community Action Agencies (CAA).

All energy and water assistance – as well as any interpreter services needed for applicants that experience communications barriers – are always provided at NO COST to customers.

Purpose

The purpose of the Community Services Block Grant (CSBG) funds is to allow States to provide a wide range of services to help ameliorate the causes and conditions of poverty. CSBG funding supports projects that lessen poverty in communities, and address the needs of low-income individuals including the homeless and elderly. It also provides services and activities addressing employment, education, housing, nutrition, emergency services and health.

Program Description

The Georgia CSBG program is a federally-funded program that is administered through a contractual agreement with a statewide network of twenty (20) non-profit community action agencies and three (3) county governments designated as eligible entities. Services and programs are provided to all 159 counties.

The program is governed under six broad anti-poverty goals:

- Goal 1: Individuals and families with low income 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.

Georgia CSBG Eligibility Requirements

The basic requirements that need to be met in order to receive services from CSBG include the following:

- The applicant needs to be a U.S. citizen or legally admitted immigrant
- Assistance is provided for individuals at one hundred and twenty-five percent (125%) of the Federal Poverty Guidelines



You can locate the eligible entity in your area by clicking on www.georgiacaa.org.

The State CSBG Office number is 404-657-3427.

Community Services Block Grant (CSBG) - Related Files

FFY23 CSBG State Plan (PDF, 408.91 KB)





Annual Report



145,178

Employment

Participants with low incomes in the CSBG Network employment initiatives obtained supports which reduced or eliminated barriers to initial or continuous employment, acquired a job, increased their income, or achieved "living wage" employment and benefits 5,742

Economic Asset Enhancement and Utilization

Households with low incomes increased their financial assets or financial skills. 59,471

Child and Family Development

Infants, children, youth, parents, and other adults participated in developmental or enrichment programs facilitated by the CSBG Network and achieved program goals.

100,871

Independent Living for Vulnerable Populations with Low Incomes

Vulnerable individuals with low incomes received services from the CSBG Network and secured or maintained an independent living situation as a result. 137,155

Family Stability

Participants with low incomes obtained supports which reduced or eliminated barriers to family stability through assistance from the CSBG Network. 163,693

Emergency Assistance

Individuals and families with low incomes received emergency assistance from the CSBG Network.

FFY 2021 STATE CSBG FACTSHEET | TENNESSEE

ore Tenerosse's FFY 2021 Community Services Block Grant Annual Report

Goal 1 - Individuals and families

with low incomes are stable and

with low incomes live are healthy

Goal 1 - People with low incomes

and offer economic opportunity.

opportunities in communities.

RESOURCES

Community Action Agencies utilize

improve performance

data analysis and evaluation.

a Results Oriented Management and

Accountability system that is strategically

designed to ensure accountability and

achieve economic security. Goal 2 - Communities where people

WHO WE SERVED.



For FFY 2021:

There were 20 CMs. serving 293,768 people with low incomes who were living in 150,798 families.

CAAs served 29,265 people who lacked healthcare. 120,539 people who reported having a disability, 48, 198 senior citizens, 96,130 children wing in poverty, and 4,729 veterans and active military persons.

For every \$1 of CSBG, Tennessee's

eral, state, local, and private sourc-

es, including the value of volunteer

Value of Volunteer Hours.

Take of March March State of S

Federal 511.47

CAAs leveraged \$13.97 from fed-

hours.



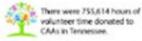
The Community Services Block Grant (CSBG) provides critical funding to Community Action Agencies (CAAs) to operate programs addressing the causes are engaged and active in building and conditions of poverty under three national goals:

Tennessee's Community Action Agencies are centrally located to serve their communities. For maximum impact, they partnered with:

- 1,991 non-profits
- 2,161 for-profits 1,168 faith-based
- 232 school districts



management, in FY21, there were 16 ROMA proorganizations. fessionals available in the network to help agencies with planning, reporting,



Community Action Agencies leverage several other federal, state, local, and other private funds.

 531,206,795 in CSBG funds were allocated in support of CAAs in Tennessee in FY21.

 Including all leveraged funds, Tennessee had \$459,438,920 available to the CAA network to improve the lives of people with low incomes in FY21.



19 CAAs in Tennessee also operate the Low. Income Home Energy Assistance Program



10 CAAs in Tennessee also operate the Weatherization Assistance Program (WAP).



13 CAAs in Tennessee also operate a Head Start Program.

NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS. National | 202,070,3657



FFY 2021STATE CSBG FACTSHEET | TENNESSEE

From Tennesser's FFY 2021 Community Services Block Gord Annual Report

Community Action Agencies utilize CSBG funds to address specific local needs through services and programs that address one or more of the core domains in which we work employment, education and cognithe development, income, infrastructure and asset building, housing, health and social behavioral development. and civic engagement and community involvement.

EMPLOYMENT

5,786 outcomes were obtained in the employment domain. This includes outcomes such as obtaining and maintaining a job, increasing income, and obtaining benefits.

30,399 outcomes were obtained in the education and cognitive development domain. This includes outcomes such as improved literacy skills, school readiness, and obtaining additional education and diplomas.



HOUSING

85,395 outcomes were obtained in the housing domain. This includes outcomes such as obtaining and maintaining housing, avoiding eviction or foreclosure, and reducing energy burden.

INCOME & ASSETS

7,427 outcomes were obtained in the income and asset building domain. This includes outcomes such as maintaining a budget, opening a savings account, increasing assets and net worth, and improving financial well-being.



120,520 outcomes were obtained in the health and social/behavioral development domain. This includes outcomes such as increasing nutrition skills, improving physical or mental health, and living independently.

1,921 outcomes were obtained in the civic engagement and community involvement domain. This includes outcomes such as increasing leadership skills, and improving social networks.

This data is reprint as prefer transported the entires of the EFY21 CBC Report to Congress. No publication was created by the National Association for State Community Services Programs in the performance of the U.S. Department of Health and Human Sondon, Administration for Children and Furnities, Office of Comments Sondon, Crust Newster 90010488. Any opinion, findings, and conclusions, or recommendations expressed in this makeral are those of the authorist and do not recognify reflect the stean of the U.S. Department of Health and Human Senices. Administration for Children and Families.

> BATTONIAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS FRESHARD | 282,370,3657





Home About Divisions Partners Sign in

Job Seekers

Employers

Assistance

Economic Data

Q

About

Public Services

Overview

Community Services Block Grant

Overview

Application

Resources

ROMA

Factsheets

Emergency Food Assistance

Homeowner Assistance Fund

Community Services Block Grant

The Community Services Block Grant (CSBG) is an appropriation from the U.S. Department of Health and Human Services to help communities address poverty. States are allocated money on a formula basis and are directed to fund eligible entities statewide to address the issues of poverty within their communities. Utah has nine community action agencies that receive funding from CSBG. Every county in the state is served by one of these agencies.

CSBG eligible entities operate under the direction of a tripartite board comprised of elected officials, low-income individuals, and representatives from the private sector. These boards are charged with identifying the root causes of poverty in their communities and creating pathways to economic improvement for families and to stronger communities overall.

CSBG CARES Supplemental State Plan

FY23-FY24 State Plan

Utah Community Services Block Grant Policies & Procedures

CSBG Three National Goals

- · Individuals and families with low incomes are stable and achieve economic security
- Communities where people with low incomes live are healthy and offer economic opportunity
- People with low incomes are engaged and active in building opportunities in communities



"Our office is discussing plans to update our website to include highlights and showcasing the impact of AZ CAA's."



State Office Perspective Your website might be the first place someone has the opportunity to learn about Community Action.

- Is the information current and accurate?
- Do links work?
- Is it clear to visitors what is *expected to change, or has changed,* for families and the community because of services provided by CAAs?
- What is your 'first impression' of your agency website?



Thrive Virginia - A Community Action Agency

If you missed our previous announcement, here's our Thrive 2023

Annual Report! We thrive on transparency. Downloadable reports are available here:

https://www.thriveva.org/agency-reports

.... See more





"My experience using Project Discovery was amazing...I had tremendous help throughout my entire senior year."



Thrive Virginia - A Community Action Agency January 23 at 5:09 PM ⋅ ❸

King William County is one of the locations we serve at Thrive Virginia. Respondents reported some of the areas in which they need support. Your donations truly help our efforts!

https://www.thriveva.org/donate

Over 50% of respondents indicated needing nutrition education, healthy food access, and money for food.





Community Action Opportunities

July 10 - 3

It's hot, and you know what that means: it's the perfect time to discover your home's air leaks!

Air leakage significantly contributes to high energy bills and difficulties keeping your home cool during the hottest months. Get ahead of the heat by applying to the Weatherization Assistance Program today. We'll find all those pesky leaks, seal them up, and do it for FREE.

Apply now on our website:

https://communityactionopportunities.org/weatheriza



Community Action Opportunities

April 25 · 🚱

...

The Life Works Coaches are there to celebrate every small step toward success! The Life Works Program at Community Action Opportunities can help low-income individuals and families increase their income by focusing on education support and obtaining full-time living-wage careers. There are many advantages of being part of the Life Works Program!

Interested? Complete the Life Works Interest form:

https://docs.google.com/.../1FAIpQLScKLpbIFwSEAF.../viewform

You can also visi... See more

INSTAGRAM/MESSENGER

People are getting messages through their Instagram or Facebook Messenger. The scammer typically asks, "Hey. How are you doing? and then asks if you have heard about some program. Here is an actual message that originated from a local person's Instagram account.



"Good to hear from you. I'm doing pretty good and just wondering if you received any notifications about the CSBG program? The Community Service Block Grant program. They offer help to workers, retired, young, winded, disabled, employed and older. Do you get any money from them?"

There really is a Community Service Block Grant program. In Wyoming it is given to the Wyoming Department of Health. It is passed to a representative in each of the counties for administration.

The scammer will ask for your name, phone number and address. Then ask for you to purchase a money order for a processing fee. In reality, if you are required to spend money to get money, it's a scam.



State Office Perspective

- Make sure that web sites (yours and local agencies) have current information.
- Are there policies for "friending" or accepting "follow requests"?
- What kind of content gets posted?
- Can you, or your agencies, measure the impact of sharing on social media?



In every issue:

- Update from Agency Executive Director
- Celebration of the work of one of our employees
- New initiatives
- Community partners

Shared by:

- Sending to agency distribution list
- Posting on agency website
- Posting on social media pages



Helping People, Changing Lives Community in Action - August 2023



From the Executive Director
1000 Strong: A Network of Action

Over the past month, I've been doing some traveling. Some for work, some for family. Seeing other parts of the United States are things that I've enjoyed in my life. From the small rural towns we pass through to the big cities, each place we meet people, learn about their town, taste their food

Fourth Quarter of Program Year 22-23



IN THIS ISSUE

Employee of the Quarter Upcoming Events

Chatham Movie Night

CSBG Client Kim CSBG Client Pagan

Red Cross Award

NCCAA Conference

Senior Resource Fair

DNC Bank Sponsor Spotlight

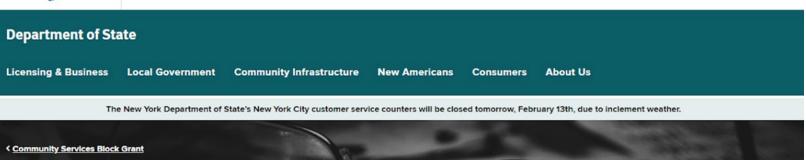


Services

News

Government

Q Search

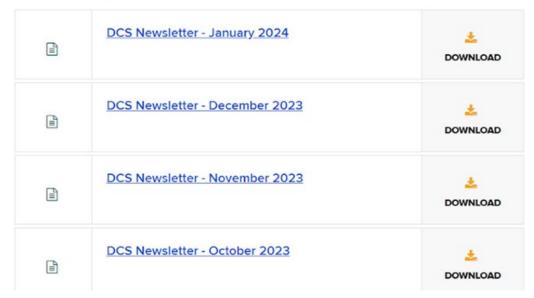


Community Services
Newsletters

SECTIONS

Monthly Newsletters

Monthly Newsletters



Community Action Network marks 60th Anniversary in 2024

The National Community Action Partnership has released the 2024 Community Action Month Toolkit, Graphics, sample Press Release and more at https://communityactionpartnership.com/cam-2024/



New York State Community Action Plan Templates: Final Version Released

The New York State Division of Community Services, in partnership with the New York State Community Action Agency (NYSCAA) and a group of Community Action Agency staff, has been developing Community Action Plan Templates (also known as work plans and Attachment C) for the network to use as a reference guide when developing Community Action Plans. The Division of Community Services would like to thank everyone that has worked on the Community Action Plan Templates.

The Community Action Plan Templates highlight the use of Result Oriented Management and Accountability (ROMA) concepts, principles, and best practice approaches for reporting benchmarks and outcomes on specific programs. Workgroup members focused on the core concepts of the programs while using the ROMA funnel concepts.

The New York State Community Action Agency sent an email Monday January 22, 2023, that included a link to the template. The templates are also available on the <u>Division of Community Services' webpage</u>



State Office Perspective Regular communication is important.

- Is the community interested in knowing what you are doing and what you are accomplishing?
- How much is too much information to share?

REPORTS:

Local Agencies State Offices



So what?!

If you and your local agencies only report on the services provided, does that communicate the full impact of community action?

- We gave out 1,500 food boxes
- 1,500 seniors in our community reported they no longer go hungry at the end of the month
- We paid rent for 500 individuals
- 500 individuals maintained housing and avoided eviction
- 630 children attended Head Start
- 630 children demonstrated improved literacy and attention skills

May 2023

Food Assistance

622 Food baskets provided to

1,350 Individuals

Head Start 58th Year Happy Birthday!



Touchpoint 29,054

Views on Facebook

2,925

Visits to our Website During the

Community Action Month of May

Rent Assistance 14

Households provided financial assistance to maintain a safe and stable home



Cleanliness

Households assisted with personal hygiene items



Senior Home Repair

Homes fixed to enable people to remain safely in them



Unique Individuals

2,944

Individuals helped in

1,220

Households

201

People over 65

61

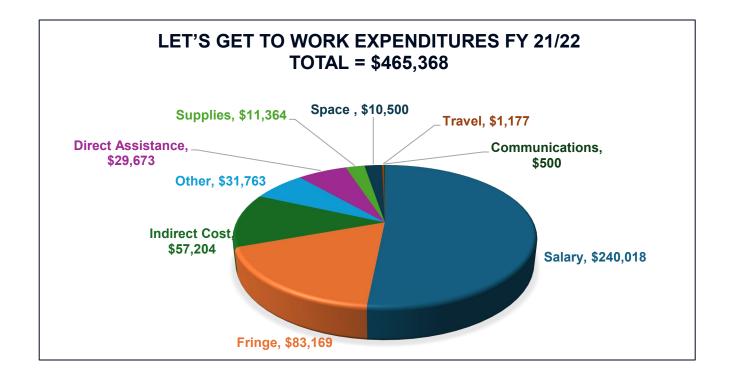
Veterans



"You all helped me at a very low point in my life last year. I appreciate you all."

> - Response 9.250 from our 2022 Client Satisfaction Survey











Overall
Customer
Satisfaction
Score for
Department
90%

IMPACT

115 transition aged youth served 95% avoided hospitalization through improved health and well-being 96% of participants obtained and maintained stable housing

13

IMPACT

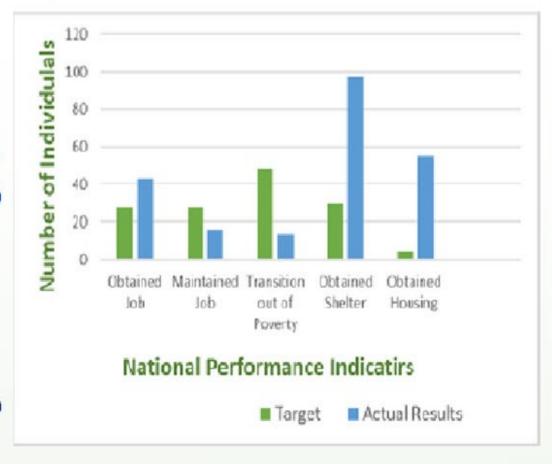
1,243
households received
Utility Assistance

903 families avoided service shut-off with Emergency Payments

\$411 of utility assistance provided per client on average

Community Service Block Grant (CSBG)

CSBG provides case management to help clients transition out of poverty (TOP) and stabilization services for those who need crisis assistance. For TOP clients, the focus was on employment. The target is achieved by 154% in first half of the year for individuals who obtained the job. However, only 54% of clients were able to maintain the job which led to the decline in Transition Out of Poverty (TOP) numbers. A very high need of emergency shelter for Caldwell Motel fire and Madisonville tornado victims contributed to 3 times higher number than the target. This chart indicates that NPIs targets needs to be adjusted for 2023.



| Service Domain & Domain Outcomes | Description | Services Provided to Individuals in FFY 2021* |
|---|--|---|
| Employment | Participants who obtained support which reduced or eliminated barriers to employment, secured a job, obtained an increase in employment income, or achieved "living wage" employment and benefits. | 49,523* |
| Education and Cognitive Development | Participants enrolled in development programs facilitated by the CSBG network and achieved program goals such as an increase in education level or improved academic achievement. | 93,719* |
| Income and Asset Building | Participants who increased their ability to meet their basic needs and increased their assets. Participants increased their ability to manage and use resources to improve financial well-being. | 8,490* |
| Housing | Participants who gained and maintained stable housing which can include access to emergency housing. Services included eviction and foreclosure avoidance or improving a home's safety. | 36,299* |
| Health and Social/ Behavioral Development | Participants who improved their physical, mental, and behavioral health. Metrics include increasing interpersonal skills, the ability to live independently, and family stability. | 304,806* |
| Civic Engagement and Community Involvement | Participants who increased skills, knowledge, and abilities to enable them to work with Community Action Agencies to improve conditions in the community. | 6,010* |
| Outcomes and Services Across Multiple Domains | Participants who received a variety of services necessary to help stabilize the household. Example: A Participant who obtains a job may be connected with childcare and transportation support, such as gas cards, car repairs, public transit fare. | 438,620* |

CT CSBG NETWORK RESOURCES*

For every \$1 of CSBG, the CT Network leveraged \$18.48 from federal, state, local and private sources.

\$14.31 Federal \$ 2.65 State \$ 0.07 Local \$ 1.77 Private \$18.80 \$12,100,186 in CSBG & CSBG CARES funds were expended in support of the core activities of the CT CSBG Network

CT's CAA Network's non-CSBG funding totaled \$223,651,742.

CLIENTS SERVED**

- CT CAAs provided services to 185,704 low-income individuals
- 34% of families served by the CT CAA Network lived below 100% of the federal poverty guidelines.
- 23% of families served by the CT CAA Network lived below 50% of the federal poverty guidelines.

^{*}Data generated from the CSBG Annual Report, Module 2 for FFY 2021.

^{**}Data generated from CSBG Annual Report, Module 4 for FFY 2021.

CSBG IMPACT FY 22

Not a program but a movement towards prosperity



CAP Utah supports nine Community Action Agencies across the state who combat the causes and conditions of poverty. CSBG funds are used to address specific local needs through services like economic development, agin services, Weatherization, HEAT, LIHEAP, Head Start, and housing programs.

WHAT HAPPENED IN FY 22?

- The network served 41,069 households and 91,989 individuals
- The network saw a 15% decrease in the number of households served, yet saw a 7% increase in the households of color
- The number of households with earned income increased 21% and those in deep poverty decreased 29%
- Economic recovery from the pandemic is uneven for some groups
- Agencies facilitated 379,941 hours of volunteer work - a savings of \$2,754,572 at minimum wage.
- 83% of those hours were from persons with low-income - empowering persons to create change In their communities

WHO WE SERVED

- 15,033 Seniors
- 11,437 Persons with disabilities
- 33.800 Children under 18
- 24.101 Persons of color
- 994 Veterans
- 17.519 Households w/Earned Income
- 2,916 Homeless Households

CSBG funding Is used as match funding for many programs Fed/State \$20.36

OUR PARTNERS

CSBG dollars were leveraged with 1,107 partnerships

- 388 Private/for-profit sector
- 65 faith-based organizations
- 247 non-profit organizations
- · 32 school districts/charter schools

RESULTS ORIENTED

19,861 unduplicated Individuals progressed towards greater self-reliance In the following areas:

- Employment-950
- Education-12,554
- Income/Asset Building-4,642
- Housing-20.098
- Health-6.608
- Civic Engagement-448

The Statewide Need

391 thousand Utahns have no savings for emergencies and may not be able to meet basic needs after a crisis

From Community Action Partnersh of Utah 2021 Impact Report 288 III

thousand Utahns
have a Net Worth of Zero

422 thousand Utahns experience asset poverty

Many Utahns living in poverty lack the social capital needed for economic mobility

Our Reach

8 CAAS help people build assets and financial skills

More than 615 people were enrolled in CAA budgeting and savings programs

More than 6,341 households received tax assistance services from GAA volunteers

More than 119 individuals participated in Circles programs that build social capital

Our Annual Impact

219

low-income households increased financial assets or skills



\$8,863,553.00
in tax credits, like the earned income tax credit and child tax credit, were returned to low-income families through CAA volunteer income tax assistance services

619 People were able to meet basic needs for more than 90 days through case management and other services



State Office Perspective Graphic presentations can be useful, if they are thoughtful!

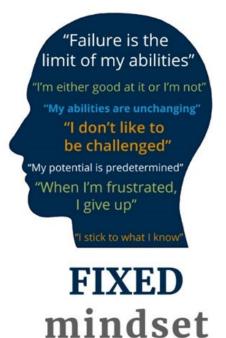
- Do the visuals used in reports make sense?
- Is the data you are sharing timely?
- Does the data in the reports focus on results?



Customer success stories can open minds

TO IMPROVE
SUPPORT FOR OUR
WORK, WE MUST
ENCOURAGE A
GROWTH MINDSET
IN OUR
STAKEHOLDERS.



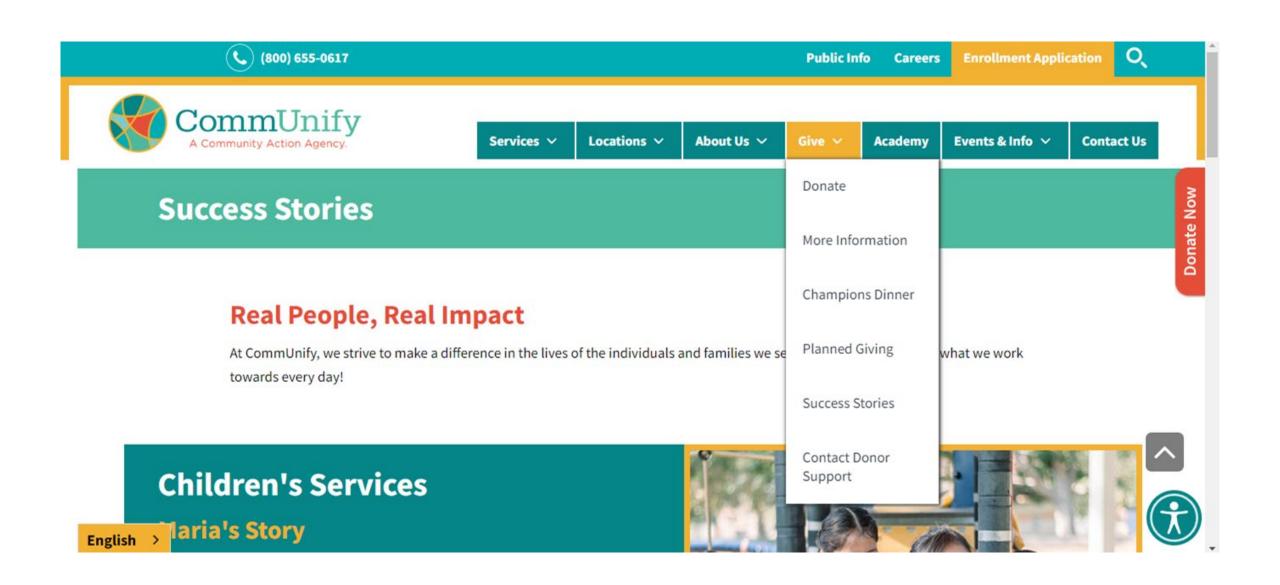


CSBG CLIENT KIM

Hard work. Dedication. Perseverance. You did it!
Warmest congratulations to CSBG Customer Man Kim
on graduating from nursing school at Alamance
Community College. You are an inspiration to other
CSBG participants, and we are so proud of you!







Children's Services

Maria's Story

Maria G.'s two children both participated in CommUnify's Early Head Start and Head Start programs. During their time there, Maria was actively involved with and supported the agency in many ways – eventually becoming President of the Parent Committee – proving to be a valuable and enthusiastic volunteer. When a position opened in CommUnify's Children's Services Department, the agency offered Maria employment without hesitation.

"Head Start is not just for children," said Lorraine Neenan, Children's Services Program Director. "It serves two generations: children and parents/guardians. We help parents to be the primary teacher of their child by providing parenting education, community resources, and financial literacy. Maria is a terrific example of our program's vision – children and families navigating through life successfully."

"This preschool program allowed my family to become self-sufficient, and grow as individuals," continued Maria. "Today I'm happy and grateful to have the opportunity to also work for the agency. Head Start and Children's Services has been a tremendous blessing in our life."







English >

"My son felt very comfortable with talking to his Compadre, Cesar, who helped him complete things he needed to do during a challenging situation. Cesar was extremely helpful, motivational, and such a great mentor for my son. His compassion was amazing and we were blessed with the services he provided."



"MAYA," MOTHER OF LOS COMPADRES PARTICIPANT

IMPACT

112 youth received mentoring 71%
of trauma therapy
clients improved their
behavioral wellness

63% of male youth showed improved attitudes towards women



Community Action for Wyoming County

Submitted by Darren Fox, Care Coordinator

Imagine one day living life in a confined space where time is not your own and your days have few personal opportunities and choices, and then-being told you are now free to make choices on your own, and each of these choices will be scrutinized by those around you... and oh yeah-your knowledge of life and society is lacking ten years of vital information due to being incarcerated

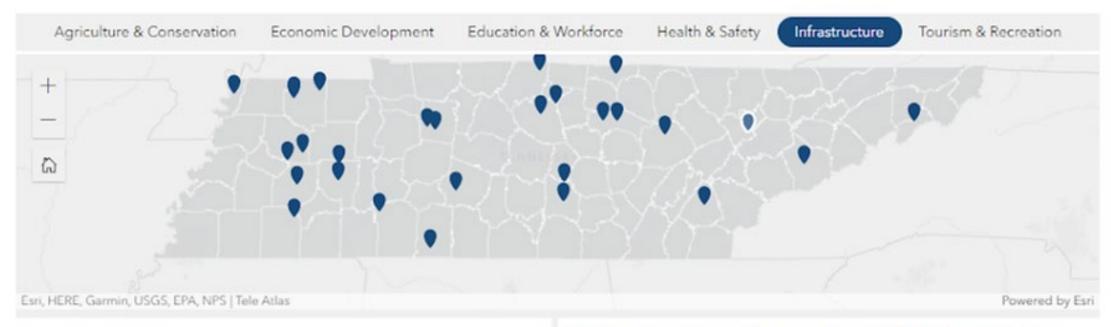
This is how I met Paul (name changed for privacy). My first interaction with Paul was assisting him with creating a resume, filling out applications, and then determining how to live where vehicles drive really fast past sidewalks (no cars in prison), and your apartment has less creature comforts than the cell you lived in for the past ten years. Each day Paul and I interacted, we focused on one piece of the puzzle and talked about other areas that needed attention. In time Paul was able to navigate the computer employment application process on his own and we were able to obtain a seasonal job picking potatoes. It was here that Paul learned to teach others through on the job training, and after the season ended, he was back to looking for a job to foster his career goals.

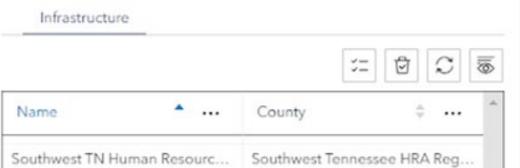
During this down time Wyoming County Community Action (WCCA) was able to assist Paul with preparing and filing his first ever NYS and Federal Tax Returns. He was elated to be a part of the

Tiptonville Sewer System Repairs

Upper Cumberland Human Re...

West Kentucky and Tennessee ... Weakley





Putnam

East Tennessee Human Resource Agency Public Transit Services

County: East Tennessee HRA Region

Assistance: Grant

Funding: \$6,626,145

Category: Infrastructure

Success Story



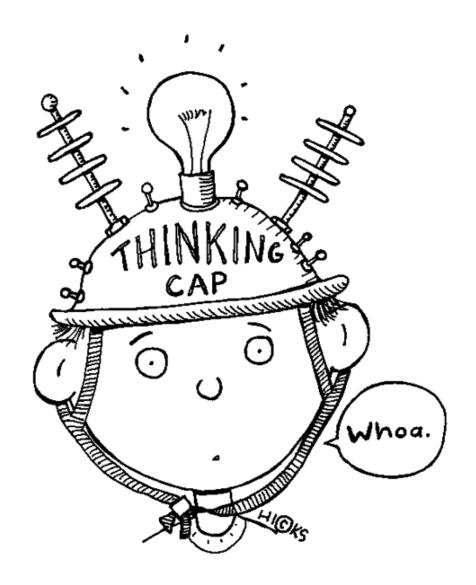
Concho Valley Community Action Agency https://youtu.be/6EB1o1kdTmk



State Office Perspective Stories can be powerful! How do you and your local agencies define success?

- Do your stories answer the "So What?" question?
- Can community members "see" themselves in the examples of success that are shared?
- How can these stories be used to cultivate partnerships and relationships?

CLOSING THOUGHTS



Next steps?

- Review your communications with a ROMA lens?
- Explore ways you can focus more on results?
 - Something as simple as adding one or two sentences to existing text that highlights the outcomes that can occur as a result of Community Action
- Consider adding a link to the State Association webpage if you partner with them to be the primary 'communicator' of results



For more information



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Please scan here to complete the evaluation for this session!

