

CONNECTICUT CAP UPDATE FORM

Each Community Action Agency (CAA) must review and update the Comprehensive Community Action Plan (CAP) to address changes in the community needs; progress or lack thereof of programs and initiatives; data system capacity and organizational structure. Organizational Standard 4.4 requires that the governing board receive an annual update on the success of specific strategies included in the Community Action Plan.

The Community Action Plan (CAP) Update for period October 1, 2023 – September 30, 2024, and October 1, 2024 – September 30, 2025, shall be submitted no later than August 15, 2024, and June 30, 2025, respectively. The CAP Update includes at a minimum the following level of detail.

Section 1: Contact Information

1a. Name of Agency:

1b. Principal Contact Name:

1c. Principal Contact E-Mail:

1d. Principal Contact Phone #:

1e. Federal Fiscal Year:

Section 2: Needs Assessment Update and Response to Office of Community Services CAP Feedback

2a. Needs Assessment Update: (10-15 pages [.pdf document] with hyperlinks included)

The needs assessment update must describe any changes from the previous CAP submission and include the following information at a minimum:

1. Update of demographics;
2. Update of jobless/unemployment data;
3. Poverty data;
4. Data gathered by the agency (such as customer satisfaction survey; focus groups; agency satisfaction survey; staff survey; board survey);
5. Analysis of information collected directly from low-income individuals (Organizational Standard 1.2);
6. Information or clarification requested by the Department in its CAP/CAP Update review communication(s) specific to the community needs assessment (CNA);
7. Significant event(s) or changes that have impacted, or will affect, the community that will change service delivery (e.g., major employer moving from the area; re-structuring of adult education system); and
8. Any other significant changes in the community, agency, and/or partners that will inform the current year's community action plan update.

2b. Response to OCS Feedback of previous CAP: If the Department's communication specific to its review of your agency's CAP required additional information, modification and/or clarification to be submitted, such responses may be entered here or attached in a separate document. Responses must reference the appropriate Section/subsection of the full CAP Form.

Section 3: Description of Agency Service Delivery System

3a. Please describe any changes in your service delivery system from the previous CAP /CAP Update submission.

Narratives may enhance upon the following examples: Expanded service area; opened/closed a particular service office location; changed hours of operation to better serve customers; were compelled to reduce/stagger hours of operation as a result of reduced funding; reorganized staff structure impacting client flow in positive way; improved intake/assessment processes; completed transition to a different

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electronic client tracking system increasing efficiency and effectiveness of case management processes; significant changes to community partner relationships; other service delivery methods.

3b. In addition, provide the following updates:

1. Change(s) in location of services
2. Update on governance
 - a. Attach current board profile list with sector representation
 - b. Was ROMA training provided to the Board during the previous year?
 - If yes: List ROMA Board training date(s); provide ROMA trainer name(s); and number of attendees.
 - If no: Confirm whether or not your CAA plans to provide ROMA training to the Board during the next year.
3. Attach Organizational Chart for the entire agency and by program area
4. Update on roles and responsibilities of key CAA personnel (senior management and program directors, whether or not CSBG funded)

Name	Title	Roles & Responsibilities	How R & R relate to CSBG and/or HSI

5. Staff training provided since previous CAP submission including ROMA

Date	Training Title	Name of Trainers	Position Titles of Attendees

6. Was ROMA training provided to staff during the previous year?
 - If yes: Enter applicable information above at no. 5.
 - If no: Why was ROMA training not provided? How will this be addressed this during the next year?
7. Programmatic change(s) (addition, deletion, modification), reason for change, and their impact on client services

EXAMPLES:

Program/service activity	A, D or M*	Reason for change and impact on client services
Healthy Seniors	A	<p><i>NASCSP's 2016 Annual Report provides the following example from Community Teamwork, Inc.'s (in Massachusetts) Bone Builders program¹:</i></p> <p>In response to the more than 40 million people who either live with or are at risk of developing osteoporosis, the two million bone breaks annually, and the nearly 300,000 seniors who break a hip, Community Teamwork's Retired Senior Volunteer Program (RSVP) offers a Bone Builders program. The goal of Bone Builders is to reduce osteoporosis and the risk of falls</p>

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Program/service activity	A, D or M*	Reason for change and impact on client services
		<p>among seniors. Other benefits include a decrease in the feeling of isolation among seniors through socialization at the Bone Builders class.</p> <p>With funding from CSBG, the Tufts Health Plan Foundation, and the Greater Lowell Community Foundation, free fitness classes are provided to seniors. The classes include a warm-up, weight bearing and balance exercises, and a cool down. A portion of each class is dedicated to a Falls Prevention Curriculum, developed by Tufts University's Nutrition and Exercise Physiology Laboratory. The curriculum was designed to educate participants about many issues related to osteoporosis. Topics include but are not limited to good nutrition, benefits of exercise, and falls risk factors. Participants are also encouraged to take part in a home visit led by Bone Builder leaders that reviews potential fall risks in their home.</p> <p>Community Teamwork, Inc. (CTI) Bone Builders participants reported a 95% significant improvement in strength, flexibility, and balance; an 89% improvement in overall well-being and socialization; and 92% reported that they feel that falling is less of a risk to them. The exercises in the Bone Builders classes assist participants with balance and strength that prevent falling, assist with weight management, and increase mental acuity and offer an overall healthy lifestyle. At present, CTI's RSVP Bone Builders program serves a total of 300 seniors and has 60 Bone Builder leaders. The retention rate for participants is 90% with an 86% average showing improvement in strength, balance, and overall health.</p>
Food Pantry	D	<p><i>Nutmeg Community Action Agency (Nutmeg)</i> is closing its agency-operated food pantry; and rather than compete for resources, will collaborate with the entities of the established community-wide emergency food provision system. This change is the result of the food pantry operating at a deficit for a significant period and an effort to increase the efficiency of hunger relief activities throughout the community. A recent study in the area determined there are adequate organizations distributing food to handle the volume needed; distribution site locations are geographically adequate (rural residents no more than 10 miles from food aid source; urban residents no more than 10 blocks from source); sites are readily accessible; and hours of operation are sufficient.² A food pantry currently operates 3 blocks from <i>Nutmeg's</i> main office. <i>Nutmeg</i> will donate its refrigeration units to <i>Full Cupboard Food Pantry</i>. The space will be repurposed to expand its growing youth and senior services programs. Clients with food security barriers, in conjunction with case management to address such barriers, will be provided with referrals to emergency food distribution sites and pre-application assistance to SNAP. <i>Nutmeg's</i> linkages to individual service providers will consist of reciprocal referral, share/coordinate volunteers, organize/host food drives, transportation vouchers to emergency food provision locales, etc. <i>Nutmeg</i> will increase its active participation in the anti-hunger council; staff person formerly assigned to operate food pantry will, in part, fill this role.</p>

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Program/service activity	A, D or M*	Reason for change and impact on client services
Emergency Housing	M	<p><i>Thames Valley Council for Community Action, Inc. (TVCCA) Home Again Project provides an example of programmatic modification. The following information was retrieved from TVCCA's website³:</i></p> <p>TVCCA is in the process of transitioning its homeless shelter services to a "housing financial assistance triage center for families and individuals". Research shows time spent in a shelter is "detrimental to child development" and shelters may not be safe for some adults. Diversion-activities will be conducted until permanent housing is secured for homeless clients such as "find housing, connect with natural supports such as family and friends, and to connect to mainstream services...in extreme emergencies, hotel rooms will be secured...No client will be on the streets due to the fact that [the agency] no longer operates a homeless shelter."</p>

*A=Addition; D=Deletion; and M=Modification

¹National Association for State Community Services Programs (NASCSPP) Gasser, K. & Kujawski. (2017, February). *2016 Community Services Block Grant Annual Report*. Retrieved from

http://www.nascsp.org/data/files/csbp_publications/annual_reports/2016/2016%20annual%20report_final_01%2017%2017_full.pdf

²Study examples retrieved from: Arnold, J.M. (2004, September). *Charity Food Programs That Can End Hunger in America*. Retrieved from site.foodshare.org

³Thames Valley Council for Community Action, Inc. (TVCCA). TVCCA Home Again Project FAQs. Retrieved from <http://www.tvcca.org/housing/tvcca-home-again-project/>

Section 4: Meeting Needs

4a. Service Gaps and Strategies: Enter Prioritized Issues/Service Gaps as identified in the previous CAP submission (CNA Template B.3.b. / CAP Form 4a) in the first column of the chart below. In the second column, enter strategies (plan, service, or activity) the agency undertook during the past 12 months to address the service gaps.

#	Prioritized Issues/Service Gaps	CAA Strategies Implemented in Previous Year
1	Populate with CNA Template B.3.b. / CAP Form 4a entries	
2		
3		
4		
5		
6		

4b. Success/Challenge of Strategies: Describe the successes or challenges with implementing the identified strategies. For example, if the service gap was insufficient ESL classes* in the catchment area and the strategy was to approach two (2) partner agencies to collaborate with in order to provide additional classes (provision of space, volunteers, and program materials), the strategy's success could be described in the following way:

In its collaboration with *Metro Technical School* and *Our Neighborhood Community Center*, Synergy Community Action Agency (Synergy) secured ESL program resources (books, reference materials, etc.), recruited and trained 15 volunteers, recruited and enrolled 50 students, and started 2 sets of classes in September, 2021. One class is a large open-entry/open-exit format and the other is smaller and on an enrollment cycle**. Both classes serve predominately Spanish-speaking adults with curriculums intended to develop students' English language skill set in meeting personal, academic, and employment goals. Synergy's case managers remain actively engaged with student-clients tracking their action plan

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progress and collecting feedback regarding the classes. It is expected that at least 75% of students will successfully complete the course in the next program year increasing each individual's potential to achieve self-sufficiency.

CAA Strategy: [Enter strategy here]
Description of Success / Challenge: [Describe success or challenge here]
CAA Strategy:
Description of Success / Challenge:
CAA Strategy:
Description of Success / Challenge:

*Example retrieved from Texas Department of Housing and Community Affairs. (2016, August 29). *2017 Community Action Plan (CAP) Requirements*. Retrieved from <https://www.tdhca.state.tx.us>

** Examples retrieved from U.S. Citizenship and Immigration Services *Expanding ESL, Civics, and Citizenship Education in Your Community, A Start-Up Guide*. (2017, August). Retrieved from <https://www.uscis.gov>

4c. Board Update: Provide Board meeting date(s) in which minutes and/or materials confirm Board of Directors' receipt of an annual update on the success of specific strategies included in the Community Action Plan (Organizational Standard 4.4).

4d. Significant Events/Changes: As reported in the needs assessment update, identify significant events or changes that have impacted or will affect the community (e.g., major employer moving from the area, re-structuring of adult education system) and how the agency will fill in the identified service gaps. The explanation must also include information on the coordination of efforts and networking with other service providers to address gaps in the agency's service area.

Significant event or change	
Service gap created or emerging	
Plan to fill gap including networking efforts	

EXAMPLE:

Significant event or change	<i>Good Food Grocery Store</i> , located in the East-End neighborhood, closed in September 2023; the chain's company included a deed restriction on the property preventing any other food outlet to occupy the vacated space for 10 years*.
Service gap created or emerging	A food desert has been created in the low-income community which is likely to be sustained for 10 years.
Plan to fill gap including networking efforts	Increase our agency's active participation in Food Policy Council with focus to reduce impact of the food desert in the East-End community (committee or task team for farmers' markets; mobile food pantry; community garden; improve offerings at corner stores/bodegas; etc.); and Advocate with Partners Food Policy Council, City Council member, and Nutrition Empowerment Project to appeal to local government to prohibit or limit deed restriction covenants; advocate to <i>Good Food Grocery Store</i>

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	chain to end practice of deed restriction; advocate for more worker owned cooperatives; etc.
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*Example retrieved from: Peters A. (2017, November 27). How Closing Grocery Stores Perpetuate Food Deserts Long After They're Gone. Retrieved from <https://www.fastcompany.com/40499246/how-closing-grocery-stores-perpetuate-food-deserts-long-after-theyre-gone>

Section 5: Linkages / Coordination of Funding

5a. Other Changes: Provide an update regarding any other significant changes in the community, agency, and/or partners that will inform the current year's Community Action Plan and how the agency will partner to assure the needs are met. As a note of reference, Organizational Standard 2.1 requires, "The organization has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area." Please include new partners, the amount of coordinated funding, and those partners with whom you are no longer collaborating.

Significant Change(s)
Identify as Community, Agency, and/or Partner Change
Impact of Change on CAP
Partner(s) – new or ended; describe specifically identified purpose(s)
Amount of coordinated funding

5b. New Funding: In the past year, identify new funding streams your agency attempted to obtain to address the identified needs in your community. Identify purpose, funding source, amount requested, application submission date, and result, if known.

5c. New Linkages: Describe new linkages developed within the past 12 months, to fill identified gaps in service, through the provision of information, referrals, case management, and follow-up consultation.

5d. New Partnerships: Describe your agency's successes and/or challenges in cultivating new partnerships, within the past 12 months, with non-profits, charitable organizations, faith-based organizations, and community organizations.

5e. On-going Initiative(s): Provide an update on the progress of your agency's on-going initiative, identified in the most recent CAP, in which you work with another community partner to leverage services and prevent duplication within your catchment area.

Section 6: Performance Measurement

6a. Goal Progress: Update the progress that the agency has made towards reaching its goals. Keep Organizational Standard 4.2 in mind, "The organization's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment."

Expected Outcome(s) – change in status	Goal	Progress CAA has made toward reaching goal
Populate from CAP Form 4c Expected Outcomes entries	Populate from CAP Form 4c Goal entries	

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Populate from CAP Form 4c Expected Outcomes entries	Populate from CAP Form 4c Goal entries	
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6b. Goal/Strategy Changes: Provide a narrative explanation of changes in goals or strategies that have been made as the result of changes in agency performance and/or community needs. Strategies and Goals must have been identified in the full comprehensive CAP Form (Subsections 4a Strategies and 4c Goals).

Response below may be an enhancement or supplement to the responses above at Subsections 4b Success/Challenge of Strategies and 4d Significant Events/Changes of this CAP Update Form. If there have been no changes, provide explanation in space provided. Note Organizational Standard 4.3, “The organization’s Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation).”

Strategy/Goal Identified in full CAP (CAP Form 4a Strategies and 4c Goals)
Change(s) in Agency Performance and/or Community Needs
Change(s) in Goals/Strategies
Explanation for No Changes

6c. Board Update: Provide Board meeting date(s) in which minutes and/or materials confirm that the Board of Directors has been presented with, for review or action, at least within the past 12 months, an analysis of the agency’s outcomes and any operational or strategic program adjustments and improvements identified as necessary (Organizational Standard 9.3). Attach documentation if available.

6d. Data Tracking System(s): Identify any changes to client data tracking systems implemented within the past year including programs associated with those systems.

6e. Data Quality: Describe progress with resolving previously identified issues with client data quality. Identify any new issues and describe how the agency plans to address. Be specific in identification of issues. Utilize quarterly ROMA-HSI reports and Department feedback as guidance for this response.

6f. Data Generated Changes: Have your goals and/or priorities changed as a result of data collected by your client management systems?

- If yes: please describe
- If no: why not.

6g. Theory of Change Community Action Goal/NPI Progress: Describe the progress that the agency has made toward reaching each of its target goals as specifically identified in its most recent CAP. Prioritized Issues, associated National Community Action Network Theory of Change Community Action goal(s) and National Performance Indicator(s) (NPIs) from the CAP must populate the table below:

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Prioritized Issue	Associated National Community Action Network Theory of Change Community Action Goals	Associated NPI
Populate with CNA Template B.3.b. / CAP Form 4a entry	Populate from CAP Form 7f	Populate from CAP Form 7f
Goal: Populate from CAP Form 7f Target Goal (Number and Timeframe if applicable)		
Progress: Enter narrative specific to Theory of Change goal progress; enter number achieved/actual results of FNPI or CNPI; and enter timeframe status if applicable for CNPI.		
Prioritized Issue	Associated National Community Action Network Theory of Change Community Action Goals	Associated NPI
Populate with CNA Template B.3.b. / CAP Form 2e 4a entry	Populate from CAP Form 7f	Populate from CAP Form 7f
Goal: Populate from CAP Form 7f Target Goal (Number and Timeframe applicable)		
Progress: Enter narrative specific to Theory of Change goal progress; enter number achieved/actual results of FNPI or CNPI; and enter timeframe status if applicable for CNPI.		

Section 7: Innovation

Describe any new or innovative concepts, practices, or projects that the CAA is implementing within the target service area. Describe new funding streams and their impact on customers.