

FY 2023 Massachusetts Community Action Plan

Instructions



*Department of Housing and Community Development
Division of Community Services*

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Notes for FY23

Massachusetts Community Action Agencies (CAAs) are due to **submit FY 2023 Community Action Plan (CAP) Period 1 Reports by September 14, 2022**. As you develop your FY23 CAP, please note the following:

- **Budget Tab & Manage Allocated Funds** – Effective for the FY23 CAP, agencies are not required to enter information on planned expenditures of CSBG and CAA State Line item funding in the Period 1 CAP. The change in requirement was made based on feedback from the network about ongoing challenges to providing this information in time for the CAP Period 1 due date. Please note, per CSBG IM-2020-03 issued December 31, 2019, agencies will still be required to report on actual expenditures at the end of the year (in the Period 3 CAP).
- **Need, Goal/Strategy Statements** – Agencies should continue to utilize the CAP/AR Workgroup recommended common Need, Goal/Strategy Statement for COVID Response Activities in the FY23 CAP.
- **Deleting Programs, Initiatives, Other** – While you can add Programs, Initiatives, Other activities to any CAP Period report, the only time you can delete an entire Program/Initiative/Other is in the Initial CAP (Period 1 Report).
- **Instruction Manuals** – CAAs should continue to refer to the [CSBG Annual Report Instruction Manuals](#) developed with input from the CSBG national partners and DATA Taskforce for general instructions on Services, Strategies, and National Performance Indicators utilized in the CAP.
- **“Software Help”** - Short instructional videos providing step-by-step demonstrations of how to use the system are available by clicking “Software Help” on the blue task bar in the CAP.
- **“Guidance” Folder** - Additional resources are available in the “Guidance” folder on the blue task bar in the CAP including:
 - Massachusetts Common/“Other” Indicator Task Group recommendations for reporting key programs provided by our network. Please review and update Services/Family National Performance Indicator (FNPI) selections to ensure they align with the group’s most recent recommendations.
 - OCS Module 3 Review Checklist which provides questions to consider when completing fields of the Community Initiative Status form mirrored in our CAP Initiatives function.
 - CAP-AR Workgroup: Need, Goal/Strategy Statement for COVID Response Activities in the FY20 CAP which includes recommended language to use in order to satisfy the CSBG CARES contract requirement for using “information from a coronavirus (COVID-19) community assessment” to complete the Community Action Plan.

Organization Information Page

The Organization Information page can be accessed by logging into the CSG Dashboard via <https://agency.octopi.org/CsgIdentity> and selecting the: **CSBG → Organization Information** tiles. This page is a living document containing important information about your agency. When your agency submits the CAP and subsequent progress reports to DHCD, you will generate a static copy (PDF) of this page to submit along with your reports. Please review each tab and update as needed:

General Info tab – Review and update as needed

Contacts tab – Specify the appropriate contact for each role. In some cases, one or two people may be the contact for multiple roles (Ex. – the Executive Director is also the CSBG contact, the Planner is the Reporting and Org. Standards Contact).

Executive Director
CSBG Contact
Fiscal Contact
Outcome Reporting (NPI) Contact
Organizational Standards Contact
Human Resources Contact

Sub-Grantees tab – If the agency subgrants any CSBG funds, enter information on the sub-grantees

Community Assessment Report & Strategic Plan tab - Information from your agency's last CARSP, along with the CSBG Reporting Workgroup's common statement for COVID Response Activities should already be included. You will need to delete the statements from your last CARSP (but leave the Workgroup's common statement in place). Next, you will need to add the top needs and strategic plan goals identified in your agency's **FY 2021-2023 CARSP** following the steps below:

1. **Select the CSBG Domain.** Select the Domain that best reflects the area of need from the drop-down. *Note: Since agencies describe needs in a variety of ways, the CSBG Domain selection allows for common language when discussing needs across the entire Massachusetts's Community Action network.*

Community Assessment Report & Strategic Plan

Top Individual/Family and Community level Needs

Enter the top needs identified through the agency's most recent community and internal assessment process as well as the strategic plan goal(s) to address each need. The statements entered will link the agency's identified needs and strategic goals to the Programs and Initiatives reported annually in the Community Action Plan (CAP). Where a Program/Initiative reported in the CAP helps achieve a strategic goal to meet an identified need, the agency will select the applicable statement from those entered below.

No.	CSBG Domain	Need, Goal/Strategy Statement(s)	Action
1	<div>Employment</div> <div>Agency Capacity Building Civic Engagement and Community Involvement Education and Cognitive Development Employment Health and Social/Behavioral Development Housing Income, Infrastructure, and Asset Building Linkages Other Services Supporting Multiple Domains</div>	<div>Individual/Family Level</div> <div>Community Level</div>	

2. **Enter a Need, Goal/Strategy Statement for top identified community needs.** Agencies can enter a statement at more than one “Level” for each need, meaning you can describe how the need presents and the agency’s response at the individual/family level, community level, and/or agency level. Agencies are not required to have a statement for all three levels but should have a statement for at least one. *Note: When you complete your CAP, you will link these statements, where applicable, to various programs/initiatives/other activities you plan to report on.*

- ❖ The following is an example of an agency’s statement for all three levels to describe the community need and agency strategy for “Housing”:

No.	CSBG Domain	Need, Goal/Strategy Statement(s)
1	Housing	<p>Individual/Family Level</p> <p>XYZ Agency's FY 21-23 assessment revealed that low-income individuals and families in our community have difficulty affording their housing costs. Over the next three years, XYZ Agency will provide case management to low-income households to assist them in maintaining their housing costs and attaining economic security.</p> <p>Community Level</p> <p>XYZ Agency's FY 21-23 assessment revealed the need for more affordable housing in the community. Over the next three years, XYZ Agency will work to increase the number of affordable housing units in the community.</p> <p>Agency Level</p> <p>XYZ Agency's FY 21-23 assessment revealed the need for training across our divisions about available agency and community resources available to help low-income participants with housing needs. Over the next three years, XYZ Agency will provide training to agency staff on available housing resources.</p>

3. **Enter a Need, Goal/Strategy Statement for identified internal needs.** If your agency included internal needs/goals in the CARSP, you can include Need, Goal/Strategy statements for them. To enter an internal need, select either the **Agency Capacity Building** or **Linkages** domain from the drop-down. *Note: While agencies are encouraged to report progress on meeting internal agency goals in their CAP, they are only required to do so when CSBG funds are allocated to support the goal.*

- ❖ The following is an example of an agency’s statement to describe the internal need and agency strategy for “Integrated service delivery”:

No.	CSBG Domain	Need, Goal/Strategy Statement(s)
2	Agency Capacity Building	<p>Individual/Family Level</p> <p></p> <p>Community Level</p> <p></p> <p>Agency Level</p> <p>Sample CAA's FY 21-23 assessment revealed the need to better integrated service delivery across the agency. Over the next three years, XYZ Agency will work to develop a service delivery system that is client-focused and integrates all of the agency's divisions and services.</p>

Community Action Plan

Once you have updated your Organizational Information page, including reviewing your Need, Goal/Strategy Statements under the CARSP tab, open the Community Action Plan by selecting **CSBG → Community Action Plan → Report Selection: 2023 → Period 1 → Version 1**. Information from your last CAP should have carried over. Review and update as needed.

To the left of the CAP screen, you will see three options: **“Add a new program”**, **“Add a new initiative”**, and **“Add Other”**. *Note: A “Delete” option will also be available within each Program, Initiative, Other. The only time you can delete an entire Program/Initiative/Other is in the Initial CAP (Period 1 Report).*

1. Adding a **“program”** triggers the reporting mechanism that aligns with the [CSBG Annual Report Module 4: Individual and Family Level \(pages 47-64\)](#).
2. Adding an **“initiative”** triggers the reporting mechanism that aligns with the [CSBG Annual Report Module 3: Community Level \(pages 30-46\)](#).
3. Adding an **“other”** allows agencies to report on activities under the three domains (Linkages, Agency Capacity Building, and Other-e.g. emergency management/disaster relief) that do not tie to any Services, Strategies, or NPIs in Modules 3 and 4 of the [CSBG Annual Report](#).

The following describes how to enter information using each of the three reporting mechanisms:

Steps for “Add a new program”

Description tab

For any Program added, enter the name of the program manager/point of contact along with a brief description of the program (i.e. – target population, core services provided, method for measuring results, etc.)

Budget tab

Use the drop-down to select the CSBG Expenditure Domain that *best reflects* the services delivered for the Program reported. Select an Expenditure Domain even if no funds are reported. *Note: While it is not required to enter planned expenditures in the Period 1 CAP, actual expenditures must be reported in the Period 3 CAP. Amounts entered will automatically total up, by Expenditure Domain, in the Manage Allocated Funds screen.*

The screenshot shows the 'Program: Housing First' interface. The 'Budget' tab is selected. A dropdown menu is open, showing the question 'Which CSBG Expenditure Domains best reflects the services delivered or strategies implemented?' and a list of domains. A red arrow points to the 'Housing' option in the dropdown. Below the dropdown is a table with columns for Budget, Federal 2020, Federal 2021, State 2021, and CSBG CARES. The 'CSBG Total' row shows values of \$0.00, \$54,288.00, \$0.00, and \$0.00 respectively.

Budget	Federal 2020	Federal 2021	State 2021	CSBG CARES
CSBG Total	\$0.00	\$54,288.00	\$0.00	\$0.00

Need, Goal/Strategy Statement tab

In order to show how each Program helps the agency achieve its strategic goals and address identified community needs, you will need to provide a Need, Goal/Strategy Statement. You can do so by selecting the applicable need domain from the drop-down and clicking “Add” to attach a statement from your Organization Information page. If the Program reported does not tie top identified need, enter a brief statement in the open text box to explain how it fits in the agency’s overall strategy. *Note: Only Individual/Family and Agency level Need, Goal/Strategy Statements will be available to attach to Programs.*

Program: [Dropdown]

Description Budget Need, Goal/Strategy Statement NPIs Services

Add New Need, Goal/Strategy Statement:

Housing [Dropdown] [Add]

Individual or Family Level Need: XYZ Agency's FY18-20 assessment revealed that low-income individuals and families in our community have difficulty affording their housing costs. Over the next three years, XYZ Agency will provide case management to low-income households to assist them in maintaining their housing costs and attaining economic security.

Agency Level Need: XYZ Agency's FY18-20 assessment revealed that need for training across our divisions about available agency and community resources available to help low-income participants with housing needs. Over the next three years, XYZ Agency will provide training to agency staff on available housing resources.

Domain	Need, Goal/Strategy Statement
Housing	Individual or Family Level Need: XYZ Agency's FY18-20 assessment revealed that low-income individuals and families in our community have difficulty affording their housing costs. Over the next three years, XYZ Agency will provide case management to low-income households to assist them in maintaining their housing costs and attaining economic security.

NPIs and Services tabs

The NPIs and Services tabs include options to select from that align with the [CSBG Annual Report Module 4: Individual and Family Level \(pages 47-64\)](#). For further guidance on the NPIs and Services contained in Module 4, please refer to the [CSBG Annual Report Instruction Manual](#).

1. **Adding Program Services** - Select the Services to be counted by clicking the Domain under “Add New Service” and “Select Service Item” drop-downs. Since the Services are a fixed list of options, there may be rare situations where no Services apply and therefore none are reported for a Program. If this is the case, the Program should report at least one NPI.

Program: [Dropdown]

Description Budget Need, Goal/Strategy Statement NPIs Services

Add New Service:

Employment [Dropdown] [Select Service Item]

- Employment
- Education and Cognitive Development
- Income, Infrastructure, and Asset Building
- Housing
- Health and Social/Behavioral Development (includes nutrition)
- Civic Engagement and Community Involvement
- Services Supporting Multiple Domains

Add New Service:

Employment [Dropdown] [Select Service Item]

Service Domain

Employment

Agency Comm

State Commer

Comment Hist

- Skills Training and Opportunities for Experience
- Vocational Training
- On the Job and other Work Experience
- Youth Summer Work Placements
- Apprenticeship/Internship
- Self Employment Skills Training
- Job Readiness Training
- Career Counseling Workshops
- Career Counseling Coaching
- Job Search Coaching
- Job Search Resume Development
- Job Search Interview Skills Training
- Job Search Job Referrals
- Job Search

2. **Adding Program NPIs** - Select the NPIs you will report on by clicking the domain under “Add New NPI” and “Select Plan Outcome Item” drop-downs. For each Program NPI selected, set a target for the outcome to be achieved during the program year. Wherever possible, utilize the pre-defined NPI options however, if none reflects the outcome to be measured, you can specify your own by selecting the last option on the list (“z. The number of individuals: *please specify*”). There may also be situations where no NPIs are reported for a Program. If this is the case, the Program should report at least one Service. **Note:** *To ensure consistency in reporting across the network, DHCD will review any “z. The number of individuals” NPIs created and may request revisions.*

Steps for “Add a new initiative”

Description tab

For any Initiative added, complete all applicable fields related to the initiative. **Note:** *the initiatives Description tab mirrors the Community Initiatives Status Form found in the CSBG Annual Report Module 3: Community Level (page 33).*

Budget tab

Use the drop-down to select the CSBG Expenditure Domain that *best reflects* the strategies implemented for the Initiative reported. Select an Expenditure Domain even if no funds are reported. **Note:** *While it is not required to enter planned expenditures in the Period 1 CAP, actual expenditures must be reported in the Period 3 CAP. Amounts entered will automatically total up, by Expenditure Domain, in the Manage Allocated Funds screen.*

Budget	Federal 2020	Federal 2021	State 2021	CSBG CARES
CSBG Total \$:	\$0.00	\$0.00	\$0.00	\$0.00

Need, Goal/Strategy Statement tab

In order to show how each Initiative helps the agency achieve its strategic goals and address identified community needs, you will need to provide a Need, Goal/Strategy Statement. You can do so by selecting the applicable need domain from the drop-down and clicking “Add” to attach a statement from your Organization Information page. If the Initiative reported does not tie to a top identified need, enter a brief statement in the open text box to explain how it fits in the agency’s overall strategy. *Note: Only Community and Agency level Need, Goal/Strategy Statements will be available to attach to Initiatives.*

Initiative: [text box]

Description Budget Need, Goal/Strategy Statement NPIs Strategies

Add New Need, Goal/Strategy Statement:

[Housing] [Add] Community Level Need: XYZ Agency's FY18-20 assessment revealed the need for more housing units affordable to low-income households in our community. Over the next three years, XYZ Agency will work to increase the number of housing units affordable to low-income households in the community.

[Add] Agency Level Need: XYZ Agency's FY18-20 assessment revealed that need for training across our divisions about available agency and community resources available to help low-income participants with housing needs. Over the next three years, XYZ Agency will provide training to agency staff on available housing resources.

NPIs and Strategies tabs

The NPIs and Strategies tabs include options to select from that align with the [CSBG Annual Report Module 3: Community Level \(pages 30-46\)](#). For further guidance on the NPIs and Strategies contained in Module 3, please refer to the [CSBG Annual Report Instruction Manual](#).

1. **Adding Initiative Strategies** - Select the Strategies utilized by clicking the Domain under “Add New Strategy” and “Select Strategy Item” drop-downs. If no Strategy listed under the Domain applies to your initiative, you can select “Other” and specify your own.

Initiative: [text box]

Description Budget Need, Goal/Strategy Statement NPIs Strategies

Add New Strategy: [Employment] [Select Strategy Item]

Strategy Domain

Agency Comment

Employment
Education and Cognitive Development
Infrastructure and Asset Building
Housing
Health and Social/Behavioral Development
Civic Engagement and Community Involvement
Community Support
Emergency Management

Initiative: [text box]

Description Budget Need, Goal/Strategy Statement NPIs Strategies

Add New Strategy: [Employment] [Select Strategy Item]

Strategy Domain

Agency Comment

Minimum/Living Wage Campaign
Job Creation/Employment Generation
Job Fairs
Earned Income Tax Credit (EITC) Promotion
Commercial Space Development
Employer Education
Employment Policy Changes
Employment Legislative Changes
Other Employment Strategy: (please specify)

2. **Adding Initiative NPIs** – Two types of NPIs are available for reporting outcomes on Initiatives, “Counts of Change” and “Rates of Change”. Select those you will report on by clicking the applicable domain drop-down and “Select Plan Outcome Item”. Wherever possible, utilize the pre-defined NPI options. However, if no NPI reflects the outcome to be measured, you can specify your own by selecting the last option on the list (“z. Other Count/Rate of Change: *please specify*”). *Note: To ensure consistency in reporting across the network, DHCD will review any “z. Other Count/Rate of Change” NPIs created and may request revisions.*

- For each Initiative NPI selected, set a target for the outcome to be achieved over the expected duration of the initiative. The “Expected Duration” should be noted in the “Description” tab for the initiative. *Note: Since initiatives are typically long-term in duration, it is not expected agencies will have actual NPIs achieved to report each year. Agencies will, however, be able to provide a narrative describing progress towards achieving actual NPIs under the Initiative Description tab of the CAP. DHCD will only require such updates on progress annually as part of the Period 3 (final progress) report, as this information is similarly required by the Annual Report.*

Steps for “Add Other”: Add new Linkages, Agency Capacity Building, or Other (e.g. emergency management/disaster relief)

Description tab

For any “Other” added, enter a name and point of contact along with a brief description of the activities being reported.

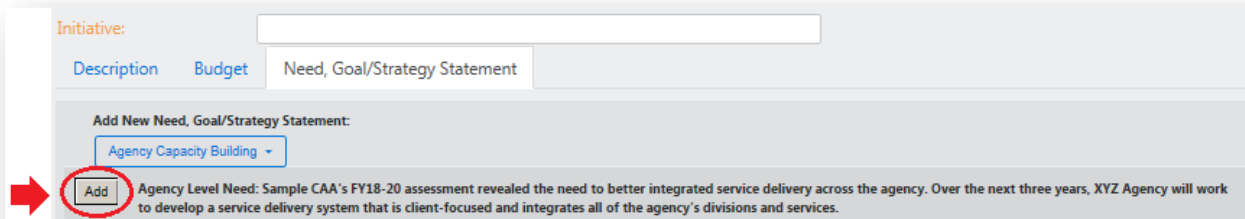
Budget tab

Use the drop-down to select the CSBG Expenditure Domain that *best reflects* the activities reported. Select an Expenditure Domain even if no funds are reported. If the “Agency Capacity Building” domain is selected, check all applicable boxes and/or provide a description *Note: While it is not required to enter planned expenditures in the Period 1 CAP, actual expenditures must be reported in the Period 3 CAP. Amounts entered will automatically total up, by Expenditure Domain, in the Manage Allocated Funds screen.*

Need, Goal/Strategy Statement tab

In order to show how each “Other” helps the agency achieve its strategic goals and address identified needs, you will need to provide a Need, Goal/Strategy Statement. You can do so by selecting the applicable need domain from the drop-down and clicking “Add” to attach a statement from your Organization Information page. If the efforts reported do not tie to a top identified need, enter a brief statement in the open text box to explain how it fits in the agency’s overall strategy.

Note: Only Agency level Need, Goal/Strategy Statements will be available to attach to Programs.



Initiative:

Description Budget **Need, Goal/Strategy Statement**

Add New Need, Goal/Strategy Statement:

Agency Capacity Building ▾

Add Agency Level Need: Sample CAA's FY18-20 assessment revealed the need to better integrated service delivery across the agency. Over the next three years, XYZ Agency will work to develop a service delivery system that is client-focused and integrates all of the agency's divisions and services.

Manage Allocated Funds screen

Effective for FY23, agencies are only required to provide information on actual expenditures of CSBG and CAA State Line Item funds in the Period 3 CAP, information on planned expenditures are no longer required in Period 1. DHCD uses information on actual expenditures in the CAP to help determine whether CAAs comply with certain state monitoring testing criteria outlined in the Scope of Services and State Regulation 760 CMR 29.00. The information is also used to complete the CSBG Annual Report which requires funds expended during the program year (including carryover) broken down by “Expenditure Domain” as well as use for Administration.

In order to capture this information, each Program, Initiative and Other activity reported in the CAP includes a “Budget” tab where agencies can enter current and prior year (carry-over) funds and select the CSBG Expenditure Domain that best reflects the activities reported. Amounts entered automatically total up by Domain in the Manage Allocated Funds screen which is accessed by a link on the blue task bar of the CAP. Agencies must also specify in the Manage Allocated Funds screen, **of the CSBG funds reported (current year and carryover), how much was used for Administration.** *Note: Information on the CSBG Expenditure Domains can be found in the [CSBG Annual Report Module 2: CSBG Eligible Entity Expenditures, Capacity and Resources \(pages 25-26\)](#).*

Manage Allocated Funds
Export to Excel

2021 Federal Budget: \$491,639.00 2021 Allocated: \$491,639.00
2021 Need to Allocate: \$0.00

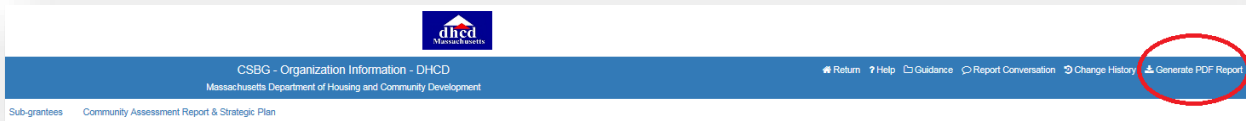
For CAP Period 1 and 2, report budgeted amounts for the program year.
For CAP Period 3, report actual expenditures for the program year.
Note: Period 3 amounts should match what is reported in Module 2, Section A.2 of the CSBG Annual Report for the same reporting period.

Expenditure Domain	Budgeted to specific Programs, Initiatives, and Other		CARES	State		Total	
	CSBG 2020	CSBG 2021	CSBG CARES	State 2020	State 2021		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Employment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Education and Cognitive Development	\$0.00	\$75,000.00	\$0.00	\$0.00	\$0.00	\$75,000.00	
Income, Infrastructure, and Asset Building	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Housing	\$0.00	\$100,000.00	\$63,208.00	\$0.00	\$0.00	\$100,000.00	
Health and Social/Behavioral Development (includes nutrition)	\$0.00	\$5,000.00	\$0.00	\$0.00	\$0.00	\$5,000.00	
Civic Engagement and Community Involvement	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Services Supporting Multiple Domains	\$0.00	\$20,000.00	\$0.00	\$0.00	\$0.00	\$20,000.00	
Linkages (e.g. partnerships that support multiple domains)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Agency Capacity Building	\$0.00	\$291,639.00	\$54,192.00	\$0.00	\$0.00	\$291,639.00	
Other (e.g. emergency management/disaster relief)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Totals	\$0.00	\$491,639.00	\$117,400.00	\$0.00	\$0.00	\$491,639.00	
Of the CSBG funds reported above, report the total amount used for Administration.			\$0.00	\$243,277.00	\$0.00	\$0.00	\$243,277.00
			Admin %:		49%		

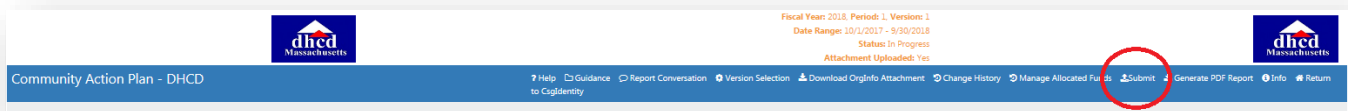
Submitting the CAP

When your CAP is complete, follow the steps below to submit it to DHCD:

1. Open the agency's Organization Information page. On the toolbar select "Generate PDF Report" and save somewhere you can easily locate it on your computer.



2. Return to the Community Action Plan. Open the correct period and version and click "Submit" on the toolbar.



3. The system will run an error check and anything requiring attention before the CAP can be submitted will be listed in the scroll box. Once you resolve any errors, click "Submit" on the toolbar again to return to the submit page.

Submit WorkPlan

The following errors must be fixed before you submit:

- 1. All FY18 funds must be allocated to an Expenditure Domain.

Please Attach Your OrgInfo Report to This Workplan:

[Upload File](#) [Download Attachment](#)

Previously uploaded attachment: OrgInfo-DHCD.pdf on 8/11/2017 9:58:30 AM AM by DHCD Edit.

Have you reviewed the OrgInfo Report you attached to this Workplan? (You can not submit until you have reviewed your attachment!)

[Yes](#) [No](#)

Comment:

[Submit](#) [Cancel](#)

4. Within the submit screen, under “Please Attach Your Org Info Report”, click “Upload” and select the saved PDF file of your Organization Information page. Next, click “Yes” to indicate that you have reviewed your Org Info Report to ensure the information is current.

The screenshot shows the 'Submit WorkPlan' interface. At the top, it says 'The following errors must be fixed before you submit:' followed by a list item: '1. All FY18 funds must be allocated to an Expenditure Domain.' Below this, the section 'Please Attach Your OrgInfo Report to This Workplan:' contains two buttons: 'Upload File' and 'Download Attachment'. The 'Upload File' button is circled in red. Below the buttons, a green bar indicates a 'Previously uploaded attachment: OrgInfo-DHCD.pdf on 8/11/2017 9:58:30 AM AM by DHCD Edit.' The next question is 'Have you reviewed the OrgInfo Report you attached to this Workplan? (You can not submit until you have reviewed your attachment!)' with 'Yes' and 'No' buttons. The 'Yes' button is circled in red. Below this is a 'Comment:' text area. At the bottom right are 'Submit' and 'Cancel' buttons.

5. Click “Submit” to submit the report to DHCD. Once submitted, you will receive an auto-notification by email to confirm. DHCD will receive a similar notification. *Note: After the CAP is submitted, your assigned DHCD program representative will review and contact you to request follow-up if any issues are identified.*

This screenshot shows the same 'Submit WorkPlan' form as the previous one. In this view, the 'Upload File' button is no longer circled. Instead, the 'Submit' button at the bottom right of the form is circled in red. All other elements, including the error message, attachment information, and review question, remain the same.

Guidance and Resources

Questions on completing the Community Action Plan:

For technical questions regarding the CAP, please contact your assigned CSU Program Representative.

Any budget related questions should be forwarded to: Cindy Chan, Fiscal Representative
(Cindy.W.Chan@mass.gov).

State Guidance and Software Help:

As mentioned earlier in these instructions, state specific guidance documents pertaining to the reporting year are available through the “Guidance” folder icon on the blue task bar. In addition, instructional videos demonstrating how to use the CAP system features can be accessed through the “Software Help” option on the blue task bar.

CSBG Annual Report Resources:

Since the CAP is designed to accommodate reporting requirements of the CSBG Annual Report, some resources available on the [National Association for State Community Services Programs](#) (NASCSPP) Annual Report website are useful for completing the CAP including:

- The link to the full [CSBG Annual Report](#)
- The [CSBG Annual Report Instruction Manual](#)
- The [Annual Report Lexicon](#)
- Various webinar recordings and slides from presentations by Community Action National Partners regarding the Annual Report