

# Capital Area **Community Action** Agency

## Board Meeting

### Agenda

Tuesday, May 22, 2018 – 6:00 pm

Ghazvini Center for Healthcare, 1528 Surgeons Drive, Tallahassee

Conference Call (605) 475-4700; 275857#

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- I. Call to Order Christy McElroy, Chair
- II. Agenda Approval
- III. Sign-in/Attendance/Introductions
- IV. Action – Recommendation for Review and Approval
  - A. Board Member – Debra Peterson – Annual Appointment
  - B. Approval of Minutes
    - i) Board Meeting – 4.17.2018
  - C. Fiscal Report
    - Narrative
    - Revenue & Expenditures Agency - 2 page
    - Balance Sheet
    - Head Start Match
    - Credit Card Activity Spreadsheet
    - Credit Card Statements
  - D. CSBG Operational Standards – Updates
    - i) Update on Community Action Plan - FOCAS Report
    - ii) ROMA Certification Requested
    - iii) Staff Training Update
    - iv) Board Training
  - E. Head Start Updates
    - i) COLA
    - ii) Re-funding Application
- V. Program Updates
  - A. Crisis
  - B. Weatherization
  - C. Getting Ahead/Staying Ahead
  - D. Head Start
- VI. Chief Executive Officer's Report
- VII. Chair's Report
- VIII. Adjournment

**Next Executive Committee Meeting 6/19/18 – 5:30 pm – 309 Office Plaza Drive**

**Next Board of Directors Meeting 7/24/18 – 6:00 pm – Ghazvini Center for Healthcare Education**



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# Capital Area Community Action Agency

## Board of Directors Meeting Minutes April 17, 2018 – 5:30 P.M.

### Members in Attendance:

Christy McElroy, Chair  
Kara Smith, Treasurer  
Derrick Jennings  
Lauren Johnson  
Pam Ridley

### CACAA Staff:

Tim Center  
Nina Self  
Stephanie Sgouros  
Margaret Watson

Member absent: Harold Ross

The meeting was called order at 6:00 p.m. by the Chair. A quorum was established.

The minutes were distributed and the Board reviewed the minutes. Mr. Jennings made a motion for the approval of the minutes for March 27, 2018. Seconded by Ms. Ridley, the motion was unanimously approved.

The Board approved the minutes for the Executive Committee Meeting held March 20, 2018. Mr. Jennings made a motion to approve the minutes. The motion was seconded by Ms. Johnson and unanimously approved.

Mr. Center informed the Board that the Calhoun County Commission will meet on Tuesday, April 24, 2018, to formally re-appoint Ms. Peterson on the Board.

### ***ACTION ITEMS***

#### ***Evaluation and Contract***

The Chair noted that the primary purpose of the meeting was to complete the evaluation and approve the compensation for the Chief Executive Officer as required by the CSBG Organizational Standards. She called for a motion to ratify Mr. Center's evaluation and approve



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the contract. Mr. Jennings made a motion to approve the evaluation. Ms. Smith seconded the motion which was unanimously approved.

It was agreed that the contract should also relate to annual performance goals. These goals should be developed jointly between the CEO and Board.

Mr. Center addressed Ms. Smith's concern in the Executive Committee Meeting of March 20, 2018, concerning the evaluation and goals for improved performance. Mr. Center proposed as part of the annual evaluation that the following goals be considered:

- **Board of Directors**
  - Ensure a diverse and regionally representative number of Directors that complies with By-Law requirements. This does not excuse the Board from pursuing potential Board members.
  - Keep the Board apprised of all relevant operational policies and practices.
  - Keep the Board informed on all operations, fiscal and organizational.
  - Ensure that the Board meets the required training to comply with CSBG standards.
- **Outreach**
  - Conduct visits with county and city administrators in each county served and build relationships with area partners including Chambers, CareerSource and others in this field. There may be potential grant funds available to pursue for the Agency.
- **Fundraising**
  - Plan annual fundraising events that generate funds in excess of \$15,000 to meet programs mission. Train Board members on Benevon model for fundraising.
- **Administration**
  - Conduct annual evaluations of staff and direct reports. This will take place in the next few weeks.

The Chair asked that we discuss the evaluation further and include this on the Agenda for the next Board meeting. The Chair suggested that performance goals be submitted to Ms. Self to consolidate all input from the Board and bring to the full Board in May.

The Chair suggested that the proposed goals for staff performance be conducted semi-annually by both Mr. Center and Ms. Self. This would provide feedback from staff evaluations for the

CEO of coaching opportunity for improved performance. It will have a huge impact on the metrics.

Ms. Smith asked how these goals tie into the organizational goals. Mr. Center stated that inclusively, it would meet the needs of both outreach and organization and it would benefit the Agency financially.

Ms. Johnson asked how we incorporate these performance measures for the various programs such as LIHEAP, CSBG to ensure we are meeting the goals. Mr. Center said that we have our federal performance measures required for Head Start as well as others. Mr. Center stated that monitoring will reflect the success of performance. Ms. Johnson stated that the Agency should perform monitoring on the years that federal monitoring is not being completed to define our success rate. Ms. Johnson said direct reports performance goals should be an overall collaborative evaluation throughout the Agency.

Ms. Self stated that the Head Start teaching staff's evaluations are completed semi-annually. The Program managers received comments and questions to develop performance goals for their programs on the HHC and the PCF guidelines based on CSBG monitoring.

Ms. Smith asked how we are evaluating the Fiscal department since that contract reports to the CEO. Mr. Center said that they are measured by audits and the value that they bring to the organization. He stated that they may need to look at implementing this in the future.

The Chair requested that Mr. Center meet with Fiscal staff on defined metrics or implement a check-list of performance and bring to the Board.

### ***Fund Raiser***

Mr. Ridley asked about the fund raising success in Franklin County, and why the Agency has not applied this model in every Head Start? Mr. Center stated that we are not the originators of the event. There is a coalition responsible for funding of that event. We do not have a coalition in Jefferson County or Leon County for Head Start. Ms. Ridley suggested that we adopt this model for Getting Ahead and Staying Ahead. Mr. Center said that the transition ceremony is traditionally and primarily for the graduates. Ms. Ridley emphasized that the Agency should capitalize on these opportunities as a fundraiser, too.



Ms. Ridley said that the Golden Apple Gala could also be a successful fundraiser for the Agency. Ms. Self said that sponsors invested in the event and it was no charge to attendees. Mr. Center stated that the Agency would plan for this as a future event.

Ms. Smith stated that she would like to see the Board implement committees, as well as outreach and marketing.

### ***FISCAL***

As of February 28, 2018, we have completed five months of the fiscal year and, we expect the year-to-date actual expenses and revenue to be around 42% of the annual budget, with some Head Start expenses closer to 50%. At month end, the year-to-date actual revenue and expenses are 53% and 47% respectively, with net income of \$446,046, of which over \$230,136 is 2016-17 carry forwards.

Year-to-date In-kind and nonfederal share match totals \$388,050 which is 46% of the \$843,116 total match required for the fiscal year ending September 30, 2018.

Other Revenue – The majority of these funds are carryforward of revenues that were not spent last fiscal year. The reason being was due to a vacant administrative department position and non-grant revenues received late in the year.

Ms. Ridley asked why Raw Food Cost is over budget. Ms. Sgouros explained that it was a result of the implementation of the newly rented kitchen. There will be no increases in budget in June, July and August.

Ms. Ridley questioned the increase in bank service charges? Ms. Sgouros explained that it is not due to late fees or balances. Mr. Center stated that we maintain a balance regularly of at least a \$500,000 in accounts. Ms. Sgouros stated that it was due to the amount of checks written monthly. The Chair asked if we could pay bills through electronic transfer. Ms. Sgouros explained that it could be done, but it would be considered the same as writing a check.

The Chair asked that Ms. Sgouros contact the Bank to address the issues of the increased bank fees. Mr. Center, Ms. Sgouros and Ms. Ridley will visit the Bank to discuss service charges. Mr. Center stated that the Board will receive a report at the next meeting.

Ms. Johnson made a motion to accept Financial Report. The motion was seconded by Ms. Smith and unanimously approved.

## **PROGRAM UPDATES**

### ***HEAD START***

The Head Start Transition Program will be held May 16, 2018, at TCC Main Campus Auditorium. There will be three sessions: South City Head Start, Mabry Family Enrichment Center and Louise B. Royal Head Start.

Jefferson County Head Start and Franklin County Head Start Transition Program will be held May 9-10, 2018, respectively.

Mr. Center stated that the Agency's lease has been extended in Franklin County for this year.

Cindy Kaier, HHS Education Specialist, will be meeting with our Head Start team Thursday, April 26, 2018. She will review an action plan to discuss the CLASS monitoring results for teacher improvement. Mr. Center will address Class monitoring with the Policy Council at their next meeting. If any Board member is concerned about the CLASS scores or interested in being more informed in the process is welcome to attend.

The scores that we will be measured against have not been provided for 2018. There is room for improvement in areas.

Ms. Reshard, Quality Assurance Data Manager, has collected data on vital statistics with our current enrollment. The current actual enrollment for March 2018 was 378. We met the deliverables for March 1-31, 2018 according to data recorded in Child Plus.

Community Action's cumulative enrollment is 422. Our cumulative enrollment was 435 for the 2016-2017 school years. The Office of Head Start does not have a maximum cumulative enrollment.

In response to the reported delays in parents getting their children to Leon County Schools for disability evaluations, Ms. Johnson asked if it was a possibility for students to be evaluated at our Centers by Leon County staff. Mr. Center stated that he would contact Leon County Schools by the next Board meeting. Mr. Center explained that if a student exhibits signs of learning

disability the teachers must contact Ms. Oleabhiele-Alexander to take corrective action such as an evaluation assessment. Mr. Center will report back to the Board at the next meeting.

Mr. Jennings was concerned about the parent participation in our Head Start centers. How can we get parent involved in events. He would like to see the curriculum more developed to involve advocates to get people trained in Jefferson County. Mr. Center stated that each county is unique with special needs and that parental involvement and accountability are goals for each Head Start program.

The Chair asked Ms. Smith if there was information that Career Source could provide to people in the community. Ms. Smith stated that she would provide sample information that Career Source offers to be made available at the Centers.

### **CEO Report**

Ms. Self and Ms. Robinson are interviewing for Case Managers in Jefferson, Gadsden and Wakulla counties for the Getting Ahead and Staying Ahead programs.

The Leon County Getting Ahead transition ceremony will be held April 24<sup>th</sup> from 6:00 PM – 8:00 PM, at the Capital City County Club. The Jefferson County ceremony will be held April 26, 2018, from 6:00 PM – 8:00 PM at the Fellowship Hall.

Mr. Center reported that we have two Representatives working in the Southside area to address the design plans for opening a Community-based School.

Mr. Center stated that the Board has been provided a Head Start School Calendar for 2018-2019 to review and provide feedback. The calendar is 176 days which is 5 days longer than what is required by law. School Readiness and VPK funding will support the extended day program. School would begin on August 13, 2018, through May 24, 2019. Mr. Center stated that in-service training would be provided for staff. Mr. Center asked for Board approval of the proposed 2018-2019 Head Start calendar.

Ms. Johnson made a motion to approve the 2018-2019 Head Start calendars. It was seconded by Ms. Ridley. The motion passed unanimously.

Mr. Center stated that on Tuesday, April 24, 2018, at 4:00 P.M. the Agency will be presenting to the City and County our Grant proposal for Head Start. The Board is welcomed to attend.

Mr. Center said that at the next Board meeting May 22, 2018, is training for the Board based off CSBG standards.

The meeting adjourned at 8:00 p.m.

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Mr. Ross, Secretary

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Date

DRAFT



**Financial Statement Narrative  
For the Six Months Ending March 31, 2018  
Capital Area Community Action Agency**

As of March 31, 2018, we have completed five months of the fiscal year and, as a benchmark, we would expect the year-to-date actual expenses and revenue to be around 50% of the annual budget, with some Head Start expenses closer to 60%. At month end, the Year to Date Actual Revenue and Expenses are 63% and 58% respectively, with net income of \$403,464, of which the overwhelming majority is restricted.

Year to Date in-kind and non-Federal share match totals \$446,547 which is 53% of the \$843,116 total match required for the fiscal year ending September 30, 2018.

**Expenditure Variances and Explanations**

The Statement of Revenue and Expenditures tracks year-to-date progress by budget line item. Actual revenues and expenditures are compared to the original budget for each budget line item by amount and percentage. Some budget line items may be below or above the expected percentage at any given point in the year. This can be caused by something as innocuous as the revenue or expense occurring unevenly at different points of time during the year, such as a one-time insurance payment. In other words, one twelfth of every budget item is not necessarily paid each month. Therefore, when there is a significant variance, the following explanations are provided. It is important to note that, while a specific line item may be over budget, the overall Agency budget should not be over budget. Adjustments are often made at the end of a grant or fiscal year to ensure that all budgets are balanced.

Unemployment – is over the benchmark budget because it is an up front calendar year expense. Once employees meet the earnings threshold, no more tax expense will be incurred. Most employees hit this threshold early in the 2<sup>nd</sup> quarter. We expect to see this percentage even out over the rest of the fiscal year.

General Liability and Property Insurance – is over the budget benchmark due to the deposit and first payment of insurance. This line item is paid over the first eight months of the year so will even out over the course of the year.

Communications – is slightly over the percentage desired due to a number of maintenance issues. This is expected to continue through the end of the year. Any overage remaining in this category will be covered by unused budget in office supplies, expendable equipment and advertising.

Vehicle Expense – is slightly over benchmark budget due to a reallocation of car insurance but is evening out over the rest of the year.

Technology – is for renewals of technology for various programs which are paid at the beginning of the fiscal year. Overages in this category include unanticipated repairs

**Financial Statement Narrative  
For the Six Months Ending March 31, 2018  
Capital Area Community Action Agency**

and electronic personnel surveys and will be covered out of applicable funds carried forward from the prior fiscal year.

Special Events – No special events were anticipated, therefore no budget was set for this category. However, there is sufficient revenue in the fund where this was charged to cover the expense.

Client Assistance - is slightly over benchmark budget due to timing of the various grant periods.

Expendable Equipment – is over budget due to a large expenditure for replacement printers and a new copier. This overage will be paid out of applicable funds carried forward from the previous fiscal year.

Registration Fees – is currently over benchmark budget due to FACA conference registrations.

Raw Food Cost – is slightly over budget but is expected to fall back in-line with budget as a result of the implementation of the newly rented kitchen.

**Revenue Variances and Explanations**

Contributions – The majority of revenue in this category is from unsolicited donations and can be used for any legal purpose of the agency. Unspent revenue can be used in future years.

Contributions – Restricted – The revenue balance in this category are from three major areas: (1) School Readiness/Extended Day parent payments, (2) utility donations, such as TAP and Duke Energy Neighbor, and (3) Getting Ahead/Staying Ahead donations. Unspent revenue can be used in future years.

Other Revenue – The majority of these funds are carryforwards of revenues that were not spent last fiscal year. Reasons for this include a vacant administrative department position and non-grant revenues received late in the year.

Capital Area Community Action Agency  
Statement of Revenues and Expenditures  
From 3/1/2018 Through 3/31/2018

		Total Budget	Current Year	Total Budget	
		- Original	Actual	Variance -	%
				Original	
Revenue					
4000	Government Contracts - FEDERAL	3,372,460	1,853,042	(1,519,418)	55%
4010	Government Contracts - STATE	2,523,288	1,955,872	(567,416)	78%
4020	Government Contracts - LOCAL	122,000	82,329	(39,671)	67%
4100	Grants - Other Not-for-Profits	39,098	15,264	(23,834)	39%
4200	Contributions	3,500	13,438	9,938	384%
4210	Contributions- Restricted	-	44,390	44,390	
4320	Commissions-Vending/Photo	2,000	1,052	(948)	53%
4950	Interest Income	-	31	31	
4960	Fringe Pool Revenue	744,738	385,898	(358,840)	52%
4970	Indirect Pool Revenue	627,868	336,507	(291,361)	54%
4995	Other Revenue	9,750	12,602	2,852	129%
	Total Revenue	7,444,702	4,700,426	(2,744,276)	63%
Expenditures					
6010	Salaries & Wages	2,526,500	1,359,669	1,166,831	54%
6110	Fringe	711,735	386,741	324,994	54%
6120	FICA	187,738	101,446	86,292	54%
6130	Unemployment	50,000	35,416	14,584	71%
6140	Workers Compensation	42,000	25,902	16,098	62%
6150	Health Insurance	385,000	164,525	220,475	43%
6160	Life Insurance	30,000	13,472	16,528	45%
6170	Retirement	35,000	18,475	16,525	53%
6180	Staff Screenings	4,013	694	3,319	17%
6210	Indirect Costs	608,543	340,696	267,848	56%
6310	Travel - In Area	16,535	6,550	9,985	40%
6315	Travel - Out of Area	11,087	-	11,087	0%
6410	Office Supplies	16,173	5,782	10,392	36%
6415	Program Supplies	22,650	14,551	8,099	64%
6420	Classroom Supplies	43,270	9,135	34,135	21%
6430	Kitchen Supplies	35,000	11,791	23,209	34%
6440	Medical/Dental Supplies	1,000	237	763	24%
6510	Copies/Printing/Copier Maintenanar	21,648	12,249	9,398	57%
6600	Postage and Delivery Expense	4,387	1,289	3,098	29%
6710	Contractual Services/Professional	313,099	96,171	216,928	31%
6715	Contractual Services - Health/Disc	171,188	106,467	64,721	62%
6810	Rent/Space Cost	246,702	137,719	108,983	56%
6820	Utilities	69,626	40,692	28,934	58%
6830	General Liability and Property Insu	44,041	38,047	5,994	86%
6840	Communications	55,629	37,080	18,549	67%
6850	Repairs and Maintenance-	150,617	89,669	60,948	60%
6910	Equipment Maintenance	20,788	13,299	7,489	64%
6920	Vehicle Expense	49,071	32,176	16,895	66%
6930	Equipment Lease	13,190	6,609	6,582	50%
6940	Technology	21,953	22,921	(967)	104%
7010	Fees, Licenses, and Permits	5,041	2,353	2,689	47%
7020	Dues/Subscriptions	16,018	8,567	7,451	53%

Capital Area Community Action Agency  
Statement of Revenues and Expenditures  
From 3/1/2018 Through 3/31/2018

7110	Special Events	-	180	(180)	
7210	Client Assistance	1,204,547	986,075	218,472	82%
7320	Expendable Equipment	14,638	16,110	(1,472)	110%
7410	Registration Fees	7,243	5,623	1,620	78%
7420	Training/Meetings/Workshops	50,397	20,038	30,358	40%
7430	Staff Development	37,520	4,495	33,025	12%
7440	Advisory/Board Member	7,500	977	6,523	13%
7450	Advertising	7,329	650	6,680	9%
7460	Parent Activities	1,200	125	1,075	10%
7510	Raw Food Cost	172,351	120,046	52,305	70%
7610	Interest Expense	7,000	122	6,878	2%
7630	Bank Service Charges	3,500	2,133	1,367	61%
	Total Expenditures	7,442,468	4,296,962	3,145,506	58%
	Excess Revenue over (under) Expenditures	<u>2,234</u>	<u>403,464</u>	<u>401,230</u>	



Capital Area Community Action Agency  
Balance Sheet  
For the Six Months Ended 3/31/18

	Current Period Balance
<hr/>	
Assets	
Petty Cash	510
Cash Operating Hancock Bank	129,432
Cash-Bank Restricted	77,740
Grants Receivable	750,483
Building	245,000
Accumulated Depreciation - Building	(70,795)
Equipment	76,691
Total Assets	<u>1,209,062</u>
Liabilities and Net Assets	
Liabilities	
Accounts Payable	8,705
Accrued Leave	59,615
Accrued Wages	52,140
Accrued Fringe Benefits	7,263
Accrued Taxes	11,407
Contract Advances	222,091
Due to Grantor	0
Contingent Liab Sunshine St Micro Unobligated	22,993
Liability- Head Start Parent Activity	3,605
Notes Payable	<u>138,473</u>
Total Liabilities	526,292
Net Assets	
Beginning Net Assets	
Unrestricted Net Assets	(45,592)
Invested Property and Equipment	<u>324,898</u>
Total Beginning Net Assets	279,306
Current Net Income	<u>403,464</u>
Total Net Assets	<u>682,770</u>
Total Liabilities and Net Assets	<u>1,209,062</u>

Capital Area Community Action Agency, Inc.  
Head Start NFS Match Requirements  
For the Month Ending March 31, 2018

Match Source	Total Needed	YTD	YTD %	Remaining	Remaining %
Government Contracts - Local		34,712			
Grants - Other Not for Profits		8,704			
In-Kind Revenue		161,858			
VPK/SR		241,273			
	<b>843,116</b>	<b>446,547</b>	<b>53%</b>	<b>396,569</b>	<b>47%</b>

CREDIT CARD CHARGES - HDST MARCH 2018

Vendor Name	Expenses e	Cod	Fund	Code	Effective	Date	Document Description	Transaction Description
HANCOCK BANK	75.22	6410	1064		3/27/2018	ACCT#XXXX6700- TIM CENTER	EXTENSION CORDS FOR HEADSTART	
HANCOCK BANK	88.91	6420	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	BOOKS FOR FRANKLIN CENTER PROGRAM	
HANCOCK BANK	8.99	6420	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	PAPER FOR CHILDREN BOARDS	
HANCOCK BANK	63.14	6420	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	TOTE BAGS AND LABELS FOR PROGRAM	
HANCOCK BANK	129.48	6440	1064		3/27/2018	ACCT#XXXX6623- DARREL JAMES	HEALTH SUPPLIES	
HANCOCK BANK	13.98	6600	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	SHIPPING OF BOOKS FOR FRANKLIN	
HANCOCK BANK	19.19	6715	1064		3/27/2018	ACCT#XXXX6982- FATIMA	GRIEF COUNSELING BOOK FOR	
HANCOCK BANK	96.80	6920	1064		3/27/2018	ACCT#XXXX6623- DARREL JAMES	FUEL FOR CO. CAR	
HANCOCK BANK	22.79	6920	1064		3/27/2018	ACCT#XXXX5810- VENITA	FUEL FOR CO. CAR	
HANCOCK BANK	338.97	7320	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	PRINTER FOR FRANKLIN HEADSTART	
HANCOCK BANK	572.00	7420	1064		3/27/2018	ACCT#XXXX6623- DARREL JAMES	AIRLINE TICKET- BARBARA EVANS-MGT.	
HANCOCK BANK	50.00	7430	1064		3/27/2018	ACCT#XXXX6982- FATIMA	RENTAL SPACE FOR IN SERVICE DAY MTG.	
HANCOCK BANK	26.08	7430	1064		3/27/2018	ACCT# XXXX7303-KRISTIN JACKSON-	REGION IV MGT. MTG IN GAINESVILLE	
HANCOCK BANK	113.43	7440	1064		3/27/2018	ACCTXXXX6706- NICHELE RICHARDS-	FOOD- POLICY COUNCIL MEETING	
HANCOCK BANK	<u>473.01</u>	7450	1064		3/27/2018	ACCTXXXX6706- NICHELE RICHARDS-	CACAA SIGNAGE FOR BUS	
Total HANCOCK	2,091.99							
LOWE'S	<u>14.25</u>	6410	1064		3/31/2018	ACCT# 82130109084241- MARCH	ACCT# 82130109084241- MARCH 2018	
Total LOWES -	<u>14.25</u>							
Report								
Report Transaction	<u>2,106.24</u>							
Report Current								

## CAPITAL AREA COMMUNITY ACTION AGENCY GENERAL OPERATING

57318

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Account #

57318

4/17/2018

Invoice	Description	Amount
032718-TC	TIM CENTER	\$2,698.93

Hancock Bank  
MAHAN  
04/18/18 15:48

Seq: 0065 ID: 103340 CB: 7121

Credit Card Payment \$2,698.93  
Posting Date: 04/18/18  
Thank you for banking with Hancock

\$2,698.93

LMP40 M/P CHECK

Rev 1/17



104471

10447 (11/17) J187161

Save time and money. Automatically. For hassle-free details and to start saving with your eligible Hancock Business Credit Card for FREE today, visit [visasavingsedge.com](http://visasavingsedge.com).

## TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
02-28	02-26	24388948058630129703358	8299	FLORIDA ASSOCIATION FO 850-2244774 FL	M500.00 ✓
03-01	02-27	24755428059150596456023	3592	OMNI AIP RESORT FRONT 904-2616161 FL 211022804270046 ARRIVAL: 02-27-18, Affaduit	M229.77 ✓
03-02	02-28	24445748060500518575686	5943	OFFICE DEPOT #108 TALLAHASSEE FL	M14.99 ✓
03-05	03-02	24388948062630139515341	8299	FLORIDA ASSOCIATION FO 850-2244774 FL	M450.00 ✓
03-05	03-02	24388948062630139515358	8299	FLORIDA ASSOCIATION FO 850-2244774 FL	M450.00 ✓
03-12	03-09	24692168068100942709416	3509	MARRIOTT JW ORLANDO ORLANDO FL 010408 ARRIVAL: 03-07-18 Affaduit	M29.82 ✓
03-12	03-09	24692168068100942709408	3509	MARRIOTT JW ORLANDO ORLANDO FL 010408 ARRIVAL: 03-07-18	M178.88 ✓
03-13	03-12	24445008072001006067893	5533	AUTOZONE #0304 TALLAHASSEE FL Affaduit	M75.22 ✓
03-13	03-12	24492158071717763202037	7399	EB 2018 CAPLAW NATION 801-413-7200 CA	M575.00 ✓
03-19	03-16	24431068075026630321017	4816	ADOBE SYSTEMS, INC. 800-833-6687 CA subscrip	M14.99 ✓
03-21	03-21	74270848080100008912157	0000	BRANCH PAYMENT - THANK YOU	M638.37 ✓
03-21	03-20	24692168079100701609192	5968	GAN*1558TALLHDEMOCIRC 888-426-0491 IN Subsci	M48.38 ✓
03-26	03-23	24906418082052657077484	4816	DNH*GODADDY.COM 480-5058855 AZ website	M131.88 ✓

4/21/18

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
03-27-18		NEW PURCHASES AND OTHER CHARGES 2,698.93
CUSTOMER SERVICE CALL		NEW CASH ADVANCES .00
Toll Free 1-800-448-8812		CREDITS 638.37
		STATEMENT TOTAL 2,060.56
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 6,000.00



CAPITAL AREA COMMUNITY ACTION AGENCY GENERAL OPERATING /

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Account #

57315

57315

4/17/2018

Invoice	Description
032718-KJR	A [REDACTED] KRISTIN JACKSON-RESHA

nount  
\$594.70

Hancock Bank  
MAHAN  
04/18/18 15:49

Seq: 0068 ID: 103340 CB: 7121

Credit Card Payment \$594.70

Posting Date: 04/18/18

Thank you for banking with Hancock

\$594.70

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104471

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TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
02-28	02-26	24445748058100198300812	5943	OFFICE DEPOT #108 TALLAHASSEE FL	M338.97 ✓
03-01	02-27	24164058059378005761408	5542	EXXONMOBIL 45475191 GAINESVILLE FL	M26.08 ✓
03-08	03-07	74692168066100935744401	5942	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	M1.46cr ✓
03-08	03-07	74692168066100907452744	5942	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	M1.92cr ✓
03-08	03-07	74692168066100904342104	5942	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	M4.80cr ✓
03-08	03-07	24226388067400004288923	5411	WAL-MART #4427 TALLAHASSEE FL	M14.61 ✓
03-08	03-06	24445748066500466475875	5943	OFFICE DEPOT #108 TALLAHASSEE FL	M63.14 ✓
03-13	03-12	24692168072100602535063	5970	MICHAELS STORES 1551 TALLAHASSEE FL	M8.99 ✓
03-14	03-13	24692168072100943548569	5942	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	M44.34 ✓
03-14	03-13	24692168072100954539065	5942	AMAZON MKTPLACE PMTS AMZN.COM/BILL WA	M58.55 ✓
03-15	03-14	24767252074000000432474	7399	PRECISION LOCK AND SAFE I TALLAHASSEE FL	M40.02 ✓
03-21	03-21	74270848080100008912058	0000	BRANCH PAYMENT - THANK YOU	M689.05 ✓

4/2/18

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
03-27-18	[REDACTED]	NEW PURCHASES AND OTHER CHARGES 594.70
CUSTOMER SERVICE CALL		NEW CASH ADVANCES .00
		CREDITS 697.23
Toll Free 1-800-448-8812		STATEMENT TOTAL 102.53 cr
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 2,000.00

## CAPITAL AREA COMMUNITY ACTION AGENCY GENERAL OPERATING

57313

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Account

57313  
4/17/2018

Invoice	Description
032718-DJ	DARREL JAMES

Amount
\$978.28

Hancock Bank  
MAHAN  
04/18/18 15:50

Seq: 0072 ID: 103340 CB: 7121

Credit Card Payment \$978.28  
Posting Date: 04/18/18  
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\$978.28

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## TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
03-05	03-02	24692168062100670694794	5542	GATE 1194 Q80 TALLAHASSEE FL	M41.00 ✓
03-08	03-07	24445008067400120722176	5411	WM SUPERCENTER #1077 TALLAHASSEE FL	M210.00 ✓
03-12	03-07	74226388069360480344496	5411	WAL-MART #1077 TALLAHASSEE FL	M30.00cr ✓
03-14	03-12	24692168072100770872603	5542	GATE 1194 Q80 TALLAHASSEE FL	M55.80 ✓
03-20	03-19	24445008079400131175816	5411	WM SUPERCENTER #4520 TALLAHASSEE FL	M129.48 ✓
03-21	03-21	74270848080100008912017	0000	BRANCH PAYMENT - THANK YOU	M440.71 ✓
03-26	03-23	24717058083870830137301	3058	DELTA AIR 0062318875528 DELTA.COM CA EVANS/BARBARA DEPARTURE: 04-16-18 TLH DL E ATL DL E CHS DL E ATL DL E TLH	M572.00 ✓

STATEMENT DATE 03-27-18	ACCOUNT NUMBER [REDACTED]	ACCOUNT SUMMARY
<b>CUSTOMER SERVICE CALL</b>  Toll Free 1-800-448-8812		NEW PURCHASES AND OTHER CHARGES 1,008.28
		NEW CASH ADVANCES .00
		CREDITS 470.71
		<b>STATEMENT TOTAL</b> 537.57
		TOTAL IN DISPUTE .00
		<b>CREDIT LIMIT</b> 3,000.00

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Account

57314

57314  
4/17/2018

Invoice	Description	Amount
032718-FO	FATIMA OLEABHIELE	\$69.19
<p>Hancock Bank MAHAN 04/18/18 15:49</p> <p>Seq: 0070 ID: 103340 CB: 7121</p> <p>Credit Card Payment \$69.19 Posting Date: 04/18/18 Thank you for banking with Hancock</p>		\$69.19

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## TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
03-02	02-28	24445008060100274014043	5942	BARNES & NOBLE #2849 TALLAHASSEE FL	M19.19 ✓
03-05	03-03	24692168062100760032624	8398	ARC*RED CROSS DONATION 800-733-2767 CA	M50.00
03-21	03-21	74270848080100008912033	0000	BRANCH PAYMENT - THANK YOU	M35.00

4/2/18

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
03-27-18		NEW PURCHASES AND OTHER CHARGES 69.19
<b>CUSTOMER SERVICE CALL</b>  Toll Free 1-800-448-8812		NEW CASH ADVANCES .00
		CREDITS 35.00
		<b>STATEMENT TOTAL 34.19</b>
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 2,000.00

## CAPITAL AREA COMMUNITY ACTION AGENCY GENERAL OPERATING ACCOUNT

57320

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Account #

57320

4/17/2018

Invoice	Description
032718-VT	VENITA TREADWELL

Amount	\$22.79
--------	---------

Hancock Bank  
MAHAN  
04/18/18 15:49

Seq: 0069 ID: 103340 CB: 7121

Credit Card Payment \$22.79  
Posting Date: 04/18/18  
Thank you for banking with Hancock

\$22.7

LMP40 M/P CHECK

Rev 1117



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## TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
03-01	02-27	24692168059100854037609	5542	GATE 1194 Q80 TALLAHASSEE FL	M22.79
03-21	03-21	74270848080100008912199	0000	BRANCH PAYMENT - THANK YOU	M35.00

4/2/18  
jk

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
03-27-18		
CUSTOMER SERVICE CALL		NEW PURCHASES AND OTHER CHARGES 22.79
Toll Free 1-800-448-8812		NEW CASH ADVANCES .00
		CREDITS 35.00
		STATEMENT TOTAL 12.21 cr
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 4,000.00



## CAPITAL AREA COMMUNITY ACTION AGENCY GENERAL OPERATIN

Payee HANCOCK BANK  
Vendor ID HANCOCK CC

Accour

57317

57317  
4/17/2018

Invoice	Description
032718-NR	NICHELE RICHARDS-ROL

Amount

\$997.43

Hancock Bank  
MAHAN  
04/18/18 15:48

Seq: 0066 ID: 103340 CB: 7121

Credit Card Payment \$997.43

Posting Date: 04/18/18

Thank you for banking with Hancock

\$997.43

LMP40 M/P CHECK

Rev 1/17



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## TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
02-28	02-27	24445008059000979216625	5912	WALGREENS #2074 TALLAHASSEE FL	M60.00 ✓
02-28	02-27	24226388059091006287318	5411	WAL-MART #1077 TALLAHASSEE FL	M83.20 ✓
03-01	02-28	24427338059720032754592	5411	PIGGLY WIGGLY #292 TALLAHASSEE FL	M17.13 ✓
03-01	02-27	24431068059400412000364	5812	OLIVE GARDEN 0021236 TALLAHASSEE FL	M127.69 ✓
03-01	02-27	24141668059017031613100	7333	FASTSIGNS TALLAHASSEE FL	M473.01 ✓
03-21	03-21	74270848080100008912108	0000	BRANCH PAYMENT - THANK YOU	M374.00 ✓
03-21	03-20	24269798080001121464933	5814	JIMMY JOHNS - 170 TALLAHASSEE FL	M122.97 ✓
03-23	03-22	24431068082200888201830	5814	BOJANGLES 1223 TALLAHASSEE FL	M113.43 ✓

84/2/18

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
03-27-18		
CUSTOMER SERVICE CALL		NEW PURCHASES AND OTHER CHARGES 997.43
Toll Free 1-800-448-8812		NEW CASH ADVANCES .00
		CREDITS 374.00
		STATEMENT TOTAL 623.43
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 2,500.00

Payee LOWE'S  
Vendor ID LOWES

Account #:

57351

4/19/2018

Invoice	Description	Discount	Amount
033118LOWES	MARCH 2018	\$0.00	\$856.23

Total : \$0.00 \$856.23

Statement Closing Date 04/02/2018  
Days in Billing Cycle 31

## Transaction Summary

Tran Date	Post Date	Reference Number/ Invoice Number	Description of Transaction or Credit	Amount
03/05	03/05	67122	STORE 0417 TALLAHASSEE FL	\$39.37
03/07	03/07	09101	STORE 0716 TALLAHASSEE FL	\$6.50
03/07	03/07	10395	STORE 0716 TALLAHASSEE FL	\$45.07
03/08	03/08	08994	STORE 0417 TALLAHASSEE FL	\$54.34
03/13	03/13	29701	STORE 0716 TALLAHASSEE FL	\$19.34
03/14	03/14	06797	STORE 0417 TALLAHASSEE FL	\$241.10
03/19	03/19	08883	STORE 0417 TALLAHASSEE FL	\$59.60
03/19	03/19	09327	STORE 0716 TALLAHASSEE FL	\$39.36
03/20	03/20	27301	STORE 0417 TALLAHASSEE FL	\$23.74
03/21	03/21	10392	STORE 0716 TALLAHASSEE FL - HOLDINGS (OFFER PAID)	\$175.58
03/21	03/21	10394	STORE 0716 TALLAHASSEE FL	\$14.25
03/22	03/22	28221	STORE 0417 TALLAHASSEE FL	\$90.22
03/23	03/23	27935	STORE 0417 TALLAHASSEE FL	\$85.40
03/24	03/24		PAYMENT - THANK YOU	(\$1,830.48)
03/26	03/26	67208	STORE 0417 TALLAHASSEE FL	\$5.58
03/26	03/26	10028	STORE 0716 TALLAHASSEE FL	\$34.46
03/29	03/29		STORE 0417 TALLAHASSEE FL	(\$3.66)
03/29	03/29	26851	STORE 0417 TALLAHASSEE FL	\$15.19
03/29	03/29	10798	STORE 0716 TALLAHASSEE FL	\$70.98
03/29	03/29	98158	LOWE'S INTERNET FUL WILKESBORO NC	\$15.39
03/30	03/30	67204	STORE 0417 TALLAHASSEE FL - HOLDINGS (OFFER PAID)	\$38.36

## Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Expiration Date	Annual Percentage Rate	Balance Subject To Interest Rate	Interest Charge	Balance Method
Regular Purchases	NA	21.99%	\$0.00	\$0.00	2D

**CUSTOMER SERVICE:** For Account Information log on to [www.lowes.com/credit](http://www.lowes.com/credit). This account is not registered. The authentication code is: EBT742, or call toll-free 1-800-444-1408.

**PAYMENT DUE BY 5 P.M. (ET) ON THE DUE DATE**

**NOTICE:** We may convert your payment into an electronic debit. See reverse for details, Billing Rights Information and other important information.



**FLORIDA DEPARTMENT *of*  
ECONOMIC OPPORTUNITY**

**Community Services Block Grant (CSBG)**

**Community Action Plan**

Submission Date:

FFY:

**Agency Contact Person Regarding the Community Action Plan:**

<b>Name:</b>	Tim Center
<b>Title:</b>	Chief Executive Officer
<b>Phone:</b>	850.222.2043 x 102
<b>Email:</b>	Tim.center@cacaainc.org

**Certification of Community Action Plan and Assurances**

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this FFY 18 Community Action Plan (CAP) and the information in this CAP is correct and has been authorized by the governing body of this organization.

\_\_\_\_\_  
**Board Chairperson (signature)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Executive Director (signature)**

\_\_\_\_\_  
**Date**

**Certification of ROMA Trainer or Implementer**

**(If applicable)**

The undersigned hereby certifies that this 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).

\_\_\_\_\_  
**NCRT/NCRI**

\_\_\_\_\_  
**Date**

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## Agency Information

<b>Agency Name:</b>	Capital Area Community Action Agency	
<b>Address:</b>	309 Office Plaza Drive	
<b>Phone:</b>	850.222.2043	
<b>Website:</b>	<a href="http://www.CapitalAreaCommunityActionAgency.com">www.CapitalAreaCommunityActionAgency.com</a>	
<b>ED/CEO:</b>	Tim Center	
<b>Board Chair:</b>	Christy McElroy	
<b>Type of Agency:</b>	<b>Local Government</b>	
	<b>Farmworker</b>	
	<b>Nonprofit</b>	X

## Geographic Service Area

The Capital Area Community Action Agency operates an anti-poverty program in accordance with the Community Services Block Grant Act through funds allocated by the Executive Director of the Florida Department of Economic Opportunity and the U.S. Department of Health and Human Services.

List all Counties Served through CSBG:

Calhoun
Franklin
Gadsden
Gulf
Jefferson
Leon
Liberty
Wakulla

Provide the location for all service centers, including the main office, below OR attach a listing of all service centers at **Attachment A**.

## Geographic Service Area map

Attach a map of the Agency's service area at **Attachment B**



## Vision Statement

The Vision Statement describes a desired future based on your agency's values. The vision is broader than what any one agency can achieve; the agency collaborates with others in pursuit of the vision.

Date approved by Tripartite Board (most recent): 2013

(For reference, refer to Organizational Standards Category 4: Organizational Leadership.)

Type your agency's Vision Statement below.

***To provide opportunities for economic security for low-income individuals and families.***

## Mission Statement

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

Date last reviewed and approved by Tripartite Board (most recent): 2013

(For reference, refer to Organizational Standard 4.1.)

Type your agency's Mission Statement below.

***To provide a comprehensive, seamless system of services and resources to reduce the detrimental effects of poverty, empower low-income citizens with skills and motivation to become self-sufficient and improve the overall quality of their lives and our community.***

## Community Needs Assessment (CNA)

(For reference, refer to Organizational Standards 1.1, 1.2, 2.2, and Category 3: Community Assessment.)

Date of the most recently completed CNA: December 5, 2017

Timeframe: 2017-2020

(enter the timeframe the CNA covers)

Date approved by Tripartite Board (most recent): December 5, 2017

(For reference, refer to Organizational Standard 3.5)

The narrative description provided for the needs assessment serves as the basis for the agency's goals, problem statements, and program delivery strategies of the CSBG/National Performance Indicators. The

needs assessment should describe local poverty-related needs and prioritize eligible activities to be funded by CSBG.

Agency needs assessments shall identify the processes used to collect the most applicable information. In particular, describe how the agency ensures that the needs assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the community action plan.

Please note which combination of activities to perform needs assessments were used, including when and how these activities occurred in the spaces below. If the activity was not used, please type N/A or Not Used.

<b>Focus Groups</b>	<i>Getting Ahead/Staying Ahead conversations</i>
<b>Asset Mapping</b>	
<b>Surveys</b>	<i>United Way of the Big Bend Community Agency Surveys of Clients</i>
<b>Community Dialogue</b>	
<b>Interviews</b>	
<b>Public Records</b>	<i>Community Commons data through Community Action Partnership</i>

## Define Your Community Needs Assessment (CNA) Process

1. Describe your agency's approach or system for collecting, analyzing, and reporting customer satisfaction data to the governing board. (Organizational Standard 1.1)  
*Clients are surveyed upon receipt of services from the Agency. These client satisfaction survey results are aggregated and reported quarterly to the Board of Directors.*
2. Describe how the agency analyzes information collected from low income individuals as part of the community needs assessment process (methodology). (Organizational Standard 1.2)  
*Through client satisfaction surveys and input given by Getting Ahead/Staying Ahead clients, staff are able to analyze and assess the needs of low-income residents served by the Agency. The Agency also worked with the United Way of the Big Bend which serves most of the Agency's eight-county region. Their client and community survey was in the field for several months and offered a wider-audience upon which the Agency can make data-driven decisions.*
3. For each key sector of the community listed below, summarize the information gathered from each sector and how it was used to assess needs and resources during the needs assessment process (or other planning process throughout the year). (Organizational Standard 2.2)

<b>Community-Based Organizations</b>	<i>United Way of the Big Bend-funded agencies and their clients shared that services for seniors, housing and childcare continue to be the most pressing concerns.</i>
<b>Faith-Based Organizations</b>	<i>Conversations with leaders of domestic mission efforts from the faith community indicate a frustration in the</i>



	<i>inability to reduce duplication of services, prevent fraud and, most importantly, offer an opportunity for true change in the individual self-sufficiency.</i>
<b>Private Sector</b>	<i>Conversations reveal an under-appreciation for the extent of poverty in the region, a failure to understand that some programs can actually help move low-income, and have presented an opportunity to recruit and train volunteer mentors.</i>
<b>Public Sector</b>	<i>Public Sector engagement has presented several opportunities to permit collective impact among service providers to offer bundled services in a coordinated manner.</i>
<b>Educational Institutions</b>	<i>As with public sector engagement, partnerships are available to help struggling families.</i>
<b>Other</b>	

4. For each data point listed below, provide the information from the CNA that was collected as part of the process and a brief summary of how it was used. (Organizational Standard 3.2)

<b>Poverty and Gender</b>	<i>Community Commons data affirmed the continued efforts of the need to focus on African-American women who were mothers of young children. This is the most significantly impacted demographic of our community. This is why priority is given to LIHEAP clients at the beginning half of each month and makes up the super majority of Getting Ahead/Staying Ahead clients.</i>
<b>Poverty and Age</b>	<i>Community Commons data illustrates the continued importance to focus on families with children given that most counties have child poverty rates exceeding 20%.</i>
<b>Poverty and Race/Ethnicity</b>	<i>Community Commons data illustrates that while African Americans are not a majority of the population, a significant portion of the demographic lives in poverty. Additionally, the Hispanic part of the community continues to be stable.</i>

5. Briefly summarize the type of both qualitative and quantitative data collected and analyzed as part of the needs assessment process. (Organizational Standard 3.3)

<b>Qualitative</b>	<i>Client Satisfaction surveys, Client Interviews, United Way of the Big Bend Agency and Client Surveys and workgroup conversations with area partners</i>
<b>Quantitative</b>	<i>Community Commons data through the Community Action Partnership</i>

### Describe the findings and results of your Community Needs Assessment

Top Five Needs	Agency Priority (Yes/No)	Description of programs/services /activities	Coordination
1. Housing Assistance – rent, affordability	Yes	Through a partnership with FEMA and using CSBG funding the Agency is able to provide limited assistance with housing including deposits and rent. The Agency's Weatherization Assistance Program provides services that reduces utility expenses and increasing affordability.	The Agency also works with the Tallahassee Housing Authority and Tallahassee Lender's Consortium to help promote self-sufficiency among clients served.
2. Seniors services	Yes	Through LIHEAP funding the Agency is able to prioritize seniors for the first half of each month.	The Agency also works with Elder Care Services
3. Affordable Childcare	Yes	The Agency's contribution to this space includes the Head Start program. Agency clients served through Getting Ahead/Staying Ahead receive eligibility priority for Head Start services. Additionally, Head Start parents are recruited for the Getting Ahead/Staying Ahead self-sufficiency program.	The Agency also works with the Early Learning Coalition and with local educational authorities to build coalition services for low-income and deserving families.
4. Self-sufficiency and employment	Yes	The Agency's Getting Ahead/Staying Ahead self-sufficiency	The Agency works collaborative with Career Source in each of



		<i>program has demonstrated success in long-term outcomes around positive economic mobility and reduced dependency on public assistance. Additionally, the program helps integrate the resourced community and help clients build social capital in the middle class. The program helps qualify clients for Welfare to Work assistance through CareerSource.</i>	<i>our counties. Offices are co-located where possible. Board member representation from each agency is present. And, joint case management is being developed to provide bundled-services and increase the chance for positive outcomes.</i>
5. Financial Literacy	Yes	<i>Agency Case Management staff have been trained in Financial Social Work methods and include financial institution partnership with Getting Ahead/Staying Ahead to teach budgeting, credit and promote being banked and establishing savings habits.</i>	<i>The Agency also works with the Tallahassee Leon Federal Credit Union, Sunshine State Bank and Wells Fargo Bank for financial partnerships.</i>

**Top Five needs:** List the top five needs from your most recent Needs Assessment

**Agency Priority:** Enter a Yes or No in the box, to indicate if the need will be addressed in the current year either directly or indirectly. If the need will not be met please provide explanation in narrative section.

**Description of programs/services/activities:** Briefly describe the program, service or activity that your entity will directly provide.

**Coordination:** If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.

## Service Delivery System

Describe the overall Service Delivery System for services provided with CSBG funds and describe how the CAAs services enhance and/or differ from those offered by other providers, i.e. bundled services— please include specific examples.



1. Describe the agency's service delivery system for services provided using CSBG funds. Please include when and how clients enter into your program.

*The Agency's service delivery system ensures that people seeking services through programs like Head Start, Emergency Services including LIHEAP, and the Weatherization Assistance Program, are made aware of and are referred to all appropriate services within the Agency. For Example, Family Advocates in the Head Start program refer Head Start parents to the Getting Ahead/Staying Ahead self-sufficiency case managers to assess parents for the program and subsequent job training and education services funded through CSBG.*

*In addition, the Agency works closely with local agencies such as CareerSource and faith-based institutions to ensure that their clients and members are aware of the Agency's program. The agencies are provided applications for the services provided under CSBG funding.*

2. Provide a copy of your agency's most current CSBG Workplan at **Attachment C**.
3. How do your services/programs differ from those of other providers?

*The Agency's self-sufficiency program is based on a Getting Ahead/Staying Ahead. Getting Ahead in a Just-Gettin'-by-World is an evidence-based program that serves as the entry point to CSBG-funded activities designed to help promote economic mobility and reduce dependency on public assistance. The Getting Ahead curriculum empower people living in poverty or the working poor (ALICE population) to break the tyranny of the moment, learn and understand fundamental rules of economic class and language, and to develop their future story. The transformation that occurs helps move clients from concrete thought to abstract thought and act accordingly. The future story serves as a basis for their plan of action in the Staying Ahead (self-sufficiency) program.*

*Staying Ahead pairs volunteer mentors with Getting Ahead graduates coupled with Agency case management. The mentors help re-enforce the lessons learned in Getting Ahead, build the client's social capital in the resourced community and assist in helping them achieve the goals in their future plan. Case managers work directly with clients to assist in accomplishing the steps necessary to achieve their future story goals. The mentorship program lasts about six months and case management may last a couple months longer. Staying Ahead is based on the evidence-based Circles USA model.*

*The services differ from other agencies because they are not designed to provide immediate assistance, but build capacity and transformative skills in clients that will help them break the cycle of what is usually a generational poverty situation. It is the Agency's goal to expand this type of programming to other service providers. ECHO, a faith-based nonprofit, adopted the model and was set to implement the Getting Ahead program in 2018.*

4. List your agency's programs/services/activities funded by CSBG, including a brief description, why these were chosen, how they relate to the CAN, and indicate the specific type of costs that CSBG dollars will support (examples: staff salary, program support, case management, T/TA, etc.).

*The Agency uses CSBG funding to support staff salaries, program support direct client services such as on-the-job training, education and educational supports, case management and training and technical assistance for all its services provided under CSBG funding.*

*The Getting Ahead/Staying Ahead curriculum was discovered through research for evidence-based programs that are effective in reducing poverty rates among participants. Staff have been trained and continue to be trained on facilitation and executing the delivery of the program with fidelity to the curriculum design. Staying Ahead mentorship component was based on the Circles USA mentorship model which also is an evidence-based program showing great promise.*

*The CSBG funds are spent in the following categories to realize the mission of the Agency - empower low-income citizens with skills and motivation to become self-sufficient.*

Agency Funding Type	Amount
Staffing	\$538,921
Program Support	273,119
Direct Client Services	255,693
Training and Technical Assistance	32,345
Rent and Agency Operations	106,602
<b>Total</b>	<b>\$1,206,680</b>

## Strategic Plan (or Comparable Planning Document for Public CAAs)

(For reference, refer to Organizational Standards 4.3 and Category 6.)

**Date approved by Tripartite Board (most recent):** October 2016

(For reference, refer to Organizational Standard 6.1.)

1. Describe your agency's strategic planning process, including how the agency used ROMA in completing the plan. (Organizational Standard 4.3)

*The Agency Board of Directors continually reviews service delivery plans and uses the Community Needs Assessment to guide any policy and programmatic necessary to help achieve the mission of the Agency. The Agency strategic plan guides the work of the Agency and is reviewed every two. Any new priorities, strategies or objectives are run through a ROMA logic model to determine whether the desired goals can be achieved and how best to measure them.*



2. Describe how the strategic plan addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient. (Organizational Standard 6.2)

*The priority of the Agency has been to focus on how best to reduce poverty. The transformative program of Getting Ahead/Staying Ahead has been a key strategy used to achieve this goal. Staff turnover requires significant training and technical assistance to keep up the momentum created by the program amongst the clients served.*

3. Describe the family, agency and/or community goals contained in the strategic plan. (Organizational Standard 6.3)

**Goal 1: Help Low-Income People Become More Self-Sufficient.** Low-income people often must rely upon government programs for economic sufficiency due to lack of opportunities, education and job training for employability. Strategies include: Getting Ahead/Staying Ahead classes; enrolling clients in education and job training programs; Offering Head Start childcare services to clients; and providing supportive direct services to clients including food, transportation and housing assistance.

**Goal 2: Improve the conditions in which low-income people live.** Low-income people often do not have the knowledge and skills to advocate for themselves and their own interests.

**Goal 3: Help low-income residents obtain the skills and knowledge to advocate for themselves and their interests.** Strategies include: offering opportunities through business mentorships in Staying Ahead, Employment and job training programs; and community initiatives such as Step Up for Gadsden.

**Goal 6: Strengthen families and offer support to help low-income residents achieve their potential.** Low-income families often do not have the basic knowledge and skills or sufficient income to improve their standard of living/quality of life. Community Action will meet low-income individuals where they are and strive to provide these families with the services and resources needed to improve their lives. Strategies include: Priority assistance to seniors, disabled and families with young children, provide emergency assistance where available, and partner with available programs to ensure healthy children ready to learn.

4. Describe the customer satisfaction data and customer input contained in the strategic plan along with a brief explanation of how this data was used. (Organizational Standard 6.4)

Client data and input helps to ensure that the delivery of services meets the ultimate mission of empowering low-income citizens with skills and motivation to become self-sufficient.

## Linkages and Funding Coordination

(For reference, refer to Organizational Standard 2.1.)

1. Describe the process utilized by your agency to link services and coordinate funding in your service area.
  - a. Indicate how staff was involved, i.e. attended community meetings, I&R, etc.
  - b. Describe how services are targeted to low income individuals and families.
  - c. Describe how linkages will be developed to fill identified gaps in services.

***Agency staff attends regular coalition meetings in their respective areas as well as serve on local committees. The Agency is also a Chamber of Commerce member in each of its counties and staff regularly attends meetings.***

***Services are targeted toward low-income individuals and families by the requirement that household income must be at or below 125% of poverty in order to receive CSBG services.***

***Linkages and partnerships have been developed with the four Career Source agencies that cover Community Action's eight county region, local senior service centers, local coalitions and other groups in order for Community Action to refer its clients for additional services not available through the Agency.***

2. Explain if there is a formalized coalition of social service providers in your service area. If so list the coalitions by name, describe the mission of the coalition, who participates, and methods used by the coalition to coordinate services/funding.

***Most of the counties in Community Action's service area have formal coalitions that meet regularly. Community Action staff actively participates in these sessions. Local social service agencies, government, business entities and other interested parties participate in the coalitions. Services are coordinated by the coalition members and funding may be provided through the coalition or the membership. These coalitions include:***

***Big Bend Homeless Coalition  
Whole Child Leon  
United Way of the Big Bend  
Franklin's Promise Coalition  
Jefferson County Shared Services Coalition  
United Partners for Human Services  
Transportation Disadvantaged  
Wakulla County Coalition for Youth  
Healthy Start Coalition of Jefferson, Madison & Taylor Counties  
Big Bend COAD (Communities Organizations Active in Disasters)  
Step Up for Gadsden***

3. Provide information on any memorandums of understanding and/or service agreements your agency has with other entities regarding coordination of services/funding.



4. *Community Action has memorandums of understanding /agreements with the four Career Source regional boards that cover the Agency's service area. It also has agreements with the EHEAP providers.*

## Tripartite Board of Directors

(For reference, refer to Organizational Standards Category 5: Board Governance.)

1. What is the total number of Board members as stated by your Bylaws? maximum of 27  
Directors
2. Vacancy Resolution Plan – Does your board currently have any vacancies? ☒ Yes ☐ No  
If yes, please complete the table below for each vacant seat.

Position	Date Vacancy Occurred	Estimated Date to be Filled	Reason for Vacancy	Steps taken to fill Vacancy
Low Income – Franklin	3/17	3/18	attendance	Working with area representatives to identify candidates
Low Income - Calhoun		3/18	No willing partner	Working with area representatives to identify candidates
Public Sector – Franklin		3/18	Election loss	Speaking to Commissioners
Public Sector – Gadsden		3/18	No willing partner	Speaking to Commissioners

## Agency Bylaws

**Date Approved by Tripartite Board (Most Recent):** October 2016  
(For reference, refer to Organizational Standards Category 5.)

**Date Reviewed by an Attorney (Most Recent):** October 2016  
(For reference, refer to Organizational Standard 5.3.)

**Date Bylaws Last Distributed to Board Members (Most Recent):** Annually – January Meeting  
(For reference, refer to Organizational Standard 5.4.)

## Agency-Wide (or Department-Wide) Organizational Chart

Does your agency have an agency-wide organizational chart? ☒ Yes ☐ No  
If not, what document does your agency and board use to identify positions within your agency?  
(For reference, refer to Organizational Standard 7.3.)

## Agency-Wide (or Department-Wide) Budget

Does your agency have an agency-wide budget? ☒ Yes ☐ No  
If not, what document does your agency and board use track annual funding?  
(For reference, refer to Organizational Standards 8.7 and 8.9.)

## Agency Succession Plan

Does your agency have an agency succession plan? ☒ Yes ☐ No  
If not, what policies are in place in the event of an unplanned emergency absence by key staff members?  
Does the plan cover unplanned short-term absences? ☒ Yes ☐ No  
Does the plan cover long-term (planned or not) absences? ☒ Yes ☐ No

**Date Approved by Tripartite Board (Most Recent):** October 2016  
(For reference, refer to Organizational Standard 4.5.)

## Agency-Wide (or Department-Wide) Comprehensive Risk Assessment

Does your agency have a comprehensive risk assessment? ☒ Yes ☐ No  
If not, what policies are in place to ensure the agency does not put itself at risk?

**Date Reported to the Tripartite Board (Most Recent):** Annual Audit in July 2017  
(For reference, refer to Organizational Standard 4.6.)



## Annual Analysis of the Agency's Outcomes

Does your agency provide an annual analysis or report to the governing board to include the following:

Report Type	Yes	No	Date Provided to the Board (Most Recent)
Update on the success of the specific strategies include in this Community Action Plan	X		Bi-monthly Board meetings – 12/5/18
Update on the progress of meeting the goals of the strategic plan	X		12/5/18
An analysis of the agency's outcomes and any operational or program adjustment and improvements identified	X		12/5/18

(For reference, refer to Organizational Standards 4.4, 6.5, 9.3)

## Federal Assurances and Certification

Public Law 105-285, s. 676 (b) establishes federal assurances eligible entities are to comply with. DEO, in its state plan submission, provides a narrative describing how the eligible entities in Florida will comply with the assurances. By completing and submitting this Community Action Plan, your agency certifies that it will comply with all Federal Assurances, the annual DEO Federally Funded Subgrant Agreement, and any other laws, rules, and statutes in the performance of the activities funded through this grant.

## **Attachment A**

### **Capital Area Community Action Agency Regional Office**

**Leon County**

309 Office Plaza Drive  
Tallahassee, FL 32301  
Phone: 850-222-2043

**Calhoun & Liberty Counties**

20859 Central Avenue, E  
Blountstown, FL 32324  
Phone: 850-674-5067

**Franklin County**

192 14th Street, Suite 113  
Apalachicola, FL 32320  
Phone: 850-653-8057

**Gadsden County**

1140 West Clark Street  
Quincy, FL 32351  
Phone: 850-875-4250

**Gulf County**

401 Peters Street  
Port St. Joe, FL 32456  
Phone: 850-222-1717

**Jefferson County**

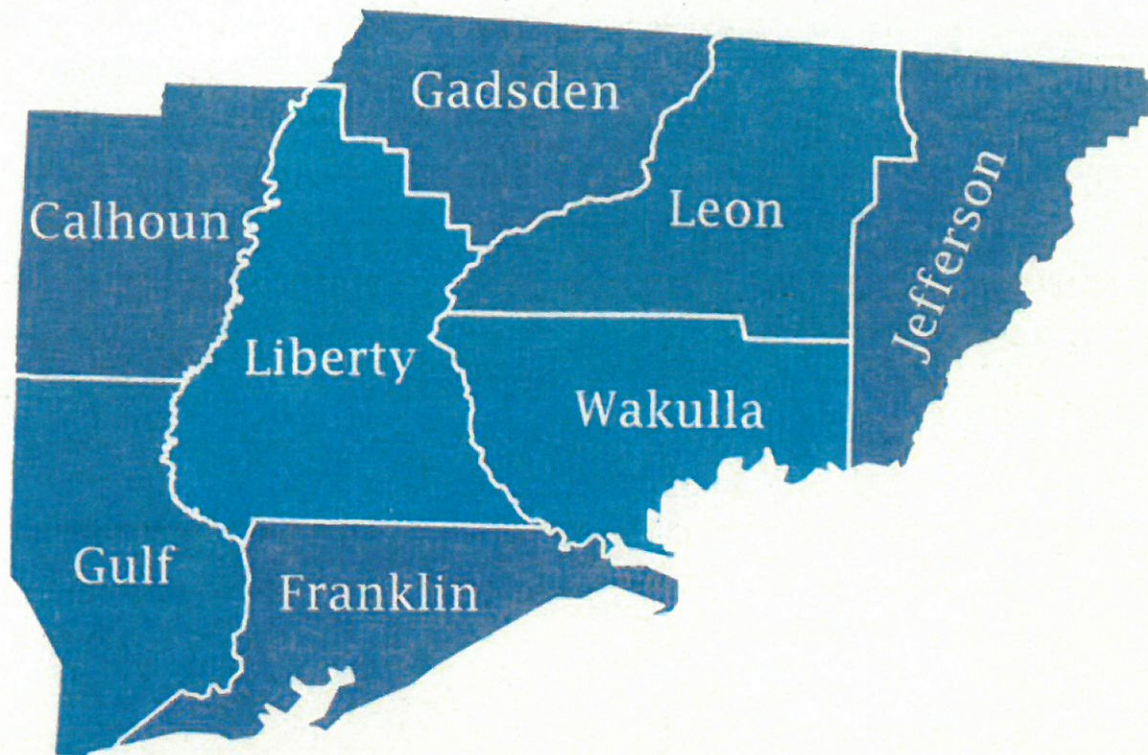
1155 North Jefferson Street  
Monticello, FL 32344  
Phone: 850-997-8231

**Wakulla County**

Wakulla Career Center  
3278 Crawfordville Highway  
Suite G  
Crawfordville, FL 32327  
Phone: 850-926-3122

## Attachment B

### Map of Region



#### **Service Area Overview**

Capital Area Community Action Agency serves Calhoun, Franklin, Gadsden, Gulf, Jefferson, Leon, Liberty and Wakulla Counties.

# **Attachment C**

## **CSBG Work Plan**



# FFY 2018 CSBG QUARTERLY FOCAS REPORT

Agency: Capital Area Community Action Agency, Inc

Contact: Tim Center

Agreement #: 175B-0D-12-00-04-104

Phone: 850-222-2043 x 101

Email: Tim.center@cacaainc.org

Module 2: Expenditures and Allocations									
	Expected Allocations	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter		
A2k Total CSBG Expenditures		\$ 127,477.82		\$ 115,815.00	\$ 11,662.82				
C3n Total: Non-CSBG Federal Resources Allocated		\$ 3,239,358.71		\$ 1,553,253.00	\$ 1,686,105.71				
C4p Total: State Resources Allocated		\$ 141,669.47		\$ 77,149.00	\$ 64,520.47				
C5e Total: Local Resources Allocated		\$ 62,720.45		\$ 31,063.00	\$ 31,657.45				
C6g Total: Private Sector Resources Allocated		\$ 20,384.04		\$ 9,504.00	\$ 10,880.04				
C7 Total Non-CSBG Resources Allocated: (Federal, State, Local & Private)	\$ -	\$ 3,464,132.67		\$ 1,670,969.00	\$ 1,793,163.67	\$ -	\$ -		
C8 Total Resources in CSBG Eligible Entity (Including CSBG)	\$ -	\$ 3,591,610.49		\$ 1,786,784.00	\$ 1,804,826.49	\$ -	\$ -		

Number of Clients Served									
	Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter		
A Total Number of Individuals Served	16,500	6177	37.44%	2942	3235				
B Total Number of Households Served	7500	2551	34.01%	1134	1417				

Module 2, Section B: CSBG Eligible Entity Capacity Building									
	Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter		
B2 Hours of Agency Capacity Building (e.g. training, planning, assessment):									
B2a Hours of Board Members in capacity building activities									
B2b Hours of Agency Staff in capacity building activities									
B3 Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising):									
B3a Total number of volunteer hours donated to the agency		301			301				
B3a 1 Of the above, the total number of volunteer hours donated by individuals with low-incomes		293			293				
B4 The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	Number	Number	Progress (%)	Number	Number	Number	Number		
B4a Number of Nationally Certified ROMA Trainers	0			0	0				
B4b Number of Nationally Certified ROMA Implementers	0			0	0				
B4c Number of Certified Community Action Professionals (CCAP)	0			0	0				
B4d Number of Staff with a child development certification	0	2		0	2				
B4e Number of Staff with a family development certification	0			0	0				
B4f Number of Pathways Reviewers	0			0	0				
B4g Number of Staff with Home Energy Professional Certifications	0			0	0				
B4g 1 Number of Energy Auditors	0			0	0				
B4g 2 Number of Retrofit Installer Technicians	0			0	0				
B4g 3 Number of Crew Leaders	0			0	0				
B4g 4 Number of Quality Control Inspectors (QC1)	0			0	0				
B4h Number of LEED Risk Certified assessors	0			0	0				
B4i Number of Building Performance Institute (BPI) certified professionals	0			0	0				
B4j Number of Classroom Assessment Scoring System (CLASS) certified professionals	0			0	0				
B4k Number of Certified Housing Quality Standards (HQS) Inspectors	0			0	0				
B4l Number of American Institute of Certified Planners (AICP)	0			0	0				
B4m *Other (Please specify):	0			0	0				



*Other (Please specify):		0							
B5	Number of organizations, both public and private, that the CSBG Eligible Entity actively works with to expand resources and opportunities in order to achieve family and community outcomes:	Number	Progress (%)	Number	Progress (%)	Number	Progress (%)	Number	Progress (%)
B5a	Non-Profit	20		0		0		0	
B5b	Faith Based	3		0		0		0	
B5c	Local Government	15		0		0		0	
B5d	State Government	3		0		0		0	
B5e	Federal Government	3		0		0		0	
B5f	For-Profit Business or Corporation	32		0		0		0	
B5g	Consortiums/Collaborations	15		0		0		0	
B5h	School Districts	3		0		0		0	
B5i	Institutions of Post-Secondary Education/Training	3		0		0		0	
B5j	Financial/Banking Institutions	8		0		0		0	
B5k	Health Service Organizations	3		0		0		0	
B5l	Statewide Associations or Collaborations	1		0		0		0	

Module 3, Section B: Community National Performance Indicators (CNPIs)									
Goal 2: Communities where people with low incomes live, are healthy, and offer economic opportunity.									
Employment Indicators									
CNPI 1		Counts of Change for Employment Indicators	Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter
CNPI 1a	Number of jobs created	Number of jobs created to increase opportunities for people with low incomes in the identified community.	Target #	Number	Progress (%)	Number	Number	Number	Number
CNPI 1b	Number of job opportunities maintained	Number of job opportunities maintained in the identified community.	0			0	0	0	0
CNPI 1c	Number of "living wage" jobs created	Number of "living wage" jobs created in the identified community.	0			0	0	0	0
CNPI 1d	Number of "living wage" jobs maintained	Number of "living wage" jobs maintained in the identified community.	0			0	0	0	0
CNPI 1e	Number of jobs created	Number of jobs created in the identified community with a benefit package.	0			0	0	0	0
CNPI 1f	Other Counts of Change for Employment Indicators - Please specify below.		Target #	Number	Progress (%)	Number	Number	Number	Number
CNPI 1z 1						0	0	0	0
CNPI 1z 2						0	0	0	0
CNPI 1z 3						0	0	0	0
CNPI 1	Rates of Change for Employment Indicators		Target %	Percent	Progress (%)	Percent	Percent	Percent	Percent
CNPI 1f	Percent decrease of the unemployment rate.		0.00%			0.00%	0.00%	0.00%	0.00%
CNPI 1g	Percent decrease of the youth unemployment rate.		0.00%			0.00%	0.00%	0.00%	0.00%
CNPI 1h	Percent decrease of the underemployment rate.		0.00%			0.00%	0.00%	0.00%	0.00%
CNPI 1z	Other Rates of Change for Employment Indicators - Please specify below.		Target %	Percent	Progress (%)	Percent	Percent	Percent	Percent
CNPI 1z 4									
CNPI 1z 5									
CNPI 1z 6									

Education and Cognitive Development Indicators									
CNPI 2		Counts of Change for Education and Cognitive Development Indicators	Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter
CNPI 2a	Number of accessible and affordable early childhood or pre-school education assets or resources added to the identified community.		Target #	Number	Progress (%)	Number	Number	Number	Number
CNPI 2b	Number of accredited or licensed affordable child care facilities added in the identified community.		0			0	0	0	0
CNPI 2c	Number of new Early Childhood Screenings offered to children (ages 0-5) of families with low-incomes in the identified community.		0			0	0	0	0
CNPI 2d	Number of accessible and affordable education assets or resources added for school age children in the identified community. (e.g., academic, enrichment activities, before/after school care, summer programs)		0			0	0	0	0
CNPI 2e	Number of accessible and affordable post secondary education assets or resources added for newly graduating youth in the identified community. (e.g. college tuition, scholarships, vocational training, etc.)		0			0	0	0	0
CNPI 2f	Number of accessible and affordable basic or secondary education assets or resources added for adults in the identified community. (e.g. literacy, ESL, ABE/GED, etc.)		0			0	0	0	0
CNPI 2z	Other Counts of Change for Education and Cognitive Development Indicators - Please specify below.		Target #	Number	Progress (%)	Number	Number	Number	Number
CNPI 2z 1									
CNPI 2z 2									
CNPI 2z 3									
CNPI 2	Rates of Change for Education and Cognitive Development Indicators		Target %	Percent	Progress (%)	Percent	Percent	Percent	Percent
CNPI 2g	Percent increase of children in the identified community who are kindergarten ready.		0.00%			0.00%	0.00%	0.00%	0.00%











Module 3, Section B: Community National Performance Indicators (CNPIs)						
Goal 3: People with low-incomes are engaged and active in building opportunities in communities.						
Civic Engagement and Community Involvement Indicators						
CNPI 6 G3	Rates of Change for Civic Engagement and Community Involvement Indicators	Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter
CNPI 6 G3a	Percent increase of people with low incomes who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community.	0.00%			Percent	Percent
CNPI 6 G3b	Percent increase of people with low incomes who acquire and maintain leadership roles with the CSBG Eligible Entity or other organizations within the identified community.	0.00%			Percent	Percent
CNPI 6 G3c	Other Rates of Change for Civic Engagement and Community Involvement Indicators - Please specify below.	Target %	Percent	Progress (%)	Percent	Percent
CNPI 6 G3z 1						
CNPI 6 G3z 2						
CNPI 6 G3z 3						

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs)						
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.						
Employment Indicators						
Expected to be Achieved	Actual Year-to-Date Progress	Actual Year-to-Date Progress (%)	1st Quarter Progress Achieved this Quarter	2nd Quarter Progress Achieved this Quarter	3rd Quarter Progress Achieved this Quarter	4th Quarter Progress Achieved this Quarter
FNPI 1 Employment	Target #	Number	Progress (%)	Number	Number	Number
FNPI 1a The number of unemployed youth who obtained employment to gain skills or income.				0	0	
FNPI 1b The number of unemployed adults who obtained employment (up to a living wage).				0	0	
FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).				0	0	
FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).				0	0	
FNPI 1e The number of unemployed adults who obtained employment (with a living wage or higher).				0	0	
FNPI 1f The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).				0	0	
FNPI 1g The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).				0	0	
FNPI 1h Employment	Target #	Number	Progress (%)	Number	Number	Number
The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.				0	0	
FNPI 1h 1 Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.				0	0	
FNPI 1h 2 Of the above, the number of employed participants who increased income from employment through hours worked increase.				0	0	
FNPI 1h 3 Of the above, the number of employed participants who increased benefits related to employment.				0	0	
FNPI 1z Other Employment Outcome Indicator	Target #	Number	Progress (%)	Number	Number	Number
FNPI 1z 1 The number of individuals or households				0	0	

Education and Cognitive Development Indicators						
FNPI 2 Education and Cognitive Development		Target #	Number	Progress (%)	Number	Number
FNPI 2a	The number of <b>children</b> (0 to 5) who demonstrated improved emergent literacy skills.				0	0
FNPI 2b	The number of <b>children</b> (0 to 5) who demonstrated skills for school readiness.				0	0
FNPI 2c	The number of <b>children</b> and <b>youth</b> who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total).	0			0	0
	FNPI 2c 1 Early Childhood Education (ages 0-5)				0	0
	FNPI 2c 2 1st grade-8th grade				0	0
	FNPI 2c 3 9th grade-12th grade	0			0	0
FNPI 2d	The number of <b>children</b> and <b>youth</b> who are achieving at basic grade level (academic, social, and other school success skills). (auto total)	0	2		2	0
	FNPI 2d 1 Early Childhood Education (ages 0-5)		2		2	0
	FNPI 2d 2 1st grade-8th grade	0			0	0
	FNPI 2d 3 9th grade-12th grade	0			0	0
FNPI 2e	The number of <b>parents/caregivers</b> who improved their home environments.				0	0
FNPI 2f	The number of <b>adults</b> who demonstrated improved basic education.		23		0	23
FNPI 2g	The number of <b>individuals</b> who obtained a high school diploma and/or obtained an equivalency certificate or diploma.				0	0
FNPI 2h	The number of <b>individuals</b> who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.		1		0	1
FNPI 2i	The number of <b>individuals</b> who obtained an Associate's degree.				0	0
FNPI 2j	The number of <b>individuals</b> who obtained a Bachelor's degree.				0	0
FNPI 2z	<b>Other Education and Cognitive Development Outcome Indicator</b>	Target #	Number	Progress (%)	Number	Number



Income and Asset Building Indicators									
Income and Asset Building Indicators									
FNPI 3a	The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.								
FNPI 3b	The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.								
FNPI 3c	The number of individuals who opened a savings account or IRA.								
FNPI 3d	The number of individuals who increased their savings.								
FNPI 3e	The number of individuals who used their savings to purchase an asset.								
FNPI 3f	Of the above, the number of individuals who purchased a home.								
FNPI 3g	The number of individuals who improved their credit scores.								
FNPI 3h	The number of individuals who increased their net worth.								
FNPI 3i	The number of individuals engaged with the Community Action Agency who report improved financial well-being.								
Other Income and Asset Building Outcome Indicator									
FNPI 3z 1	The number of individuals or households								
Housing Indicators									
Housing									
FNPI 4a	The number of households experiencing homelessness who obtained safe temporary shelter.								
FNPI 4b	The number of households who obtained safe and affordable housing.								
FNPI 4c	The number of households who maintained safe and affordable housing for 90 days.								
FNPI 4d	The number of households who maintained safe and affordable housing for 180 days.								
FNPI 4e	The number of households who avoided eviction.								
FNPI 4f	The number of households who avoided foreclosure.								
FNPI 4g	The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).								
FNPI 4h	The number of households with improved energy efficiency and/or energy burden reduction in their homes.								
Other Housing Outcome Indicator									
FNPI 4z 1	The number of individuals or households								
Health and Social/Behavioral Development Indicators									
Health and Social/Behavioral Development									
FNPI 5a	The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).								
FNPI 5b	The number of individuals who demonstrated improved physical health and well-being.								
FNPI 5c	The number of individuals who demonstrated improved mental and behavioral health and well-being.								
FNPI 5d	The number of individuals who improved skills related to the adult role of parents/ caregivers.								
FNPI 5e	The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.								
FNPI 5f	The number of seniors (65+) who maintained an independent living situation.								
FNPI 5g	The number of individuals with disabilities who maintained an independent living situation.								
FNPI 5h	The number of individuals with chronic illness who maintained an independent living situation.								
FNPI 5i	The number of individuals with no recidivating event for six months.								
FNPI 5j 1 Youth (ages 14-17)									
FNPI 5j 2 Adults (ages 18+)									
Other Health and Social/Behavioral Development Outcome Indicator									
FNPI 5z 1	The number of individuals or households								
Civic Engagement and Community Involvement Indicators									
Civic Engagement and Community Involvement Indicators									
FNPI 6a	The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.								
FNPI 6a 1	Of the above, the number of Community Action program participants who improved their leadership skills.								
FNPI 6a 2	Of the above, the number of Community Action program participants who improved their social networks.								
FNPI 6a 3	Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.								
Other Civic Engagement and Community Involvement Outcome Indicator									
FNPI 6z 1	The number of individuals or households								
Outcomes Across Multiple Domains									
Outcomes Across Multiple Domains									
FNPI 7	Outcomes Across Multiple Domains								



FNPI 7a	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	Target #	Number	Progress (%)	Number	Number	Number
FNPI 7z	Other Outcome Indicator						
FNPI 7z.1	The number of individuals or households						

\*\*\*The following section is for data collection and does not include expected numbers\*\*\*

Module 4, Section B: Individual and Family Services							
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.							
Employment Services - Unduplicated Number of Individuals Served							
SRV 1	Skills Training and Opportunities for Experience	Actual Year-to-Date Progress	1st Quarter Achieved this Quarter	2nd Quarter Achieved this Quarter	3rd Quarter Achieved this Quarter	4th Quarter Achieved this Quarter	
SRV 1a	Vocational Training	Number	Number	Number	Number	Number	Number
SRV 1b	On-the-Job and other Work Experience	1	0	1			
SRV 1c	Youth Summer Work Placements		0	0			
SRV 1d	Apprenticeship/Internship		0	0			
SRV 1e	Self-Employment Skills Training		0	0			
SRV 1f	Job Readiness Training		0	0			
SRV 1	Career Counseling	Number	Number	Number	Number	Number	Number
SRV 1g	Workshops	2	0	2			
SRV 1h	Coaching		0	0			
SRV 1i	Job Search	Number	Number	Number	Number	Number	Number
SRV 1j	Coaching		0	0			
SRV 1j	Resume Development		0	0			
SRV 1k	Interview Skills Training		0	0			
SRV 1l	Job Referrals		0	0			
SRV 1m	Job Placements		0	0			
SRV 1n	Pre-employment physicals, background checks, etc.		0	0			
SRV 1	Post Employment Supports		0	0			
SRV 1o	Coaching	Number	Number	Number	Number	Number	Number
SRV 1p	Interactions with employers		0	0			
SRV 1	Employment Supplies	Number	Number	Number	Number	Number	Number
SRV 1q	Employment Supplies		0	0			

Education and Cognitive Development Services - Unduplicated Number of Individuals Served							
SRV 2	Child/Young Adult Education Programs	Number	Number	Number	Number	Number	Number
SRV 2a	Early Head Start			0			
SRV 2b	Head Start						
SRV 2c	Other Early-Childhood (0-5 yr. old) Education	35	20	15			
SRV 2d	K-12 Education		0	0			
SRV 2e	K-12 Support Services		0	0			
SRV 2f	Financial Literacy Education		0	0			
SRV 2g	Literacy/English Language Education		0	0			
SRV 2h	College-Readiness Preparation/Support		0	0			
SRV 2i	Other Post Secondary Preparation		0	0			
SRV 2j	Other Post Secondary Support		0	0			
SRV 2	School Supplies	Number	Number	Number	Number	Number	Number
SRV 2k	School Supplies						
SRV 2	Extra-curricular Programs	Number	Number	Number	Number	Number	Number
SRV 2l	Before and After School Activities		0	0			
SRV 2m	Summer Youth Recreational Activities		0	0			
SRV 2n	Summer Education Programs		0	0			
SRV 2o	Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)		0	0			
SRV 2p	Mentoring		0	0			
SRV 2q	Leadership Training		0	0			
SRV 2	Adult Education Programs	Number	Number	Number	Number	Number	Number
SRV 2r	Adult Literacy Classes		0	0			
SRV 2s	English Language Classes		0	0			
SRV 2t	Basic Education Classes		0	0			
SRV 2u	High School Equivalency Classes		0	0			
SRV 2v	Leadership Training		0	0			
SRV 2w	Parenting Supports (may be a part of the early childhood programs identified above)		0	0			



SRV 2x	Applied Technology Classes		0	0	
SRV 2y	Post-Secondary Education Preparation		0	0	
SRV 2z	Financial Literacy Education		0	0	
SRV 2	<b>Post-Secondary Education Supports</b>	Number	Number	Number	Number
SRV 2aa	College applications, text books, computers, etc.	0	0	0	0
SRV 2	<b>Financial Aid Assistance</b>	Number	Number	Number	Number
SRV 2bb	Scholarships	0	0	0	0
SRV 2	<b>Home Visits</b>	Number	Number	Number	Number
SRV 2cc	Home Visits	0	0	0	0

### Income and Asset Building Services - Unduplicated Number of Individuals Served

SRV 3	<b>Training and Counseling Services</b>	Number	Number	Number	Number
SRV 3a	Financial Capability Skills Training	0	0	0	0
SRV 3b	Financial Coaching/Counseling	0	0	0	0
SRV 3c	Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	0	0	0	0
SRV 3d	First-time Homebuyer Counseling	0	0	0	0
SRV 3e	Foreclosure Prevention Counseling	0	0	0	0
SRV 3f	Small Business Start-Up and Development Counseling Sessions/Classes	0	0	0	0
SRV 3	<b>Benefit Coordination and Advocacy</b>	Number	Number	Number	Number
SRV 3g	Child Support Payments	0	0	0	0
SRV 3h	Health Insurance	0	0	0	0
SRV 3i	Social Security/SSI Payments	0	0	0	0
SRV 3j	Veteran's Benefits	0	0	0	0
SRV 3k	TANF Benefits	0	0	0	0
SRV 3l	SNAP Benefits	0	0	0	0
SRV 3	<b>Asset Building</b>	Number	Number	Number	Number
SRV 3m	Saving Accounts/IDAs and other asset building accounts	0	0	0	0
SRV 3n	Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)	0	0	0	0
SRV 3o	VITA, EITC, or Other Tax Preparation programs	0	0	0	0
SRV 3	<b>Loans And Grants</b>	Number	Number	Number	Number
SRV 3p	Micro-loans	0	0	0	0
SRV 3q	Business incubator/business development loans	0	0	0	0

### Housing Services - Unduplicated Number of Individuals Served

SRV 4	<b>Housing Payment Assistance</b>	Number	Number	Number	Number
SRV 4a	Financial Capability Skill Training	0	0	0	0
SRV 4b	Financial Coaching/Counseling	0	0	0	0
SRV 4c	Rent Payments (Includes Emergency Rent Payments)	0	0	0	0
SRV 4d	Deposit Payments	0	0	0	0
SRV 4e	Mortgage Payments (Includes Emergency Mortgage Payments)	0	0	0	0
SRV 4	<b>Eviction Prevention Services</b>	Number	Number	Number	Number
SRV 4f	Eviction Counseling	0	0	0	0
SRV 4g	Landlord/Tenant Mediations	0	0	0	0
SRV 4h	Landlord/Tenant Rights Education	0	0	0	0
SRV 4	<b>Utility Payment Assistance</b>	Number	Number	Number	Number
SRV 4i	Utility Payments (LIHEAP-Includes Emergency Utility Payments)	2734	1,217	1,517	
SRV 4j	Utility Deposits	190	75	115	
SRV 4k	Utility Arrears Payments	1708	759	949	
SRV 4l	Level Billing Assistance	0	0	0	0
SRV 4	<b>Housing Placement/Rapid Re-housing</b>	Number	Number	Number	Number
SRV 4m	Temporary Housing Placement (includes Emergency Shelters)	0	0	0	0
SRV 4n	Transitional Housing Placements	0	0	0	0
SRV 4o	Permanent Housing Placements	0	0	0	0
SRV 4p	Rental Counseling	0	0	0	0
SRV 4	<b>Housing Maintenance &amp; Improvements</b>	Number	Number	Number	Number
SRV 4q	Home Repairs (e.g. structural, appliance, heating systems, etc.) (Including Emergency Home Repairs)	0	0	0	0
SRV 4r	<b>Weatherization Services</b>	Number	Number	Number	Number
SRV 4s	Independent-living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)	0	0	0	0
SRV 4t	Healthy Homes Services (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.)	9	2	7	
SRV 4t	Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	9	2	7	

### Health and Social/Behavioral Development - Unduplicated Number of Individuals Served

SRV 5	<b>Health Services, Screening and Assessments</b>	Number	Number	Number	Number
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SRV 5a	Immunizations		35	20	15	
SRV 5b	Physicals					
SRV 5c	Developmental Delay Screening		15	0	15	
SRV 5d	Vision Screening			0	0	
SRV 5e	Prescription Payments		15	0	15	
SRV 5f	Doctor Visit Payments			0	0	
SRV 5g	Maternal/Child Health			0	0	
SRV 5h	Nursing Care Sessions			0	0	
SRV 5i	In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)			0	0	
SRV 5j	Health Insurance Options Counseling			0	0	
SRV 5	Reproductive Health Services			0	0	
SRV 5k	Coaching Sessions		Number	Number	Number	Number
SRV 5l	Family Planning Classes			0	0	
SRV 5m	Contraceptives			0	0	
SRV 5n	STI/HIV Prevention Counseling Sessions			0	0	
SRV 5o	STI/HIV Screenings			0	0	
SRV 5	Wellness Education			0	0	
SRV 5p	Wellness Classes (stress reduction, medication management, mindfulness, etc.)		Number	Number	Number	Number
SRV 5q	Exercise/Fitness			0	0	
SRV 5	Mental/Behavioral Health			0	0	
SRV 5r	Detoxification Sessions		Number	Number	Number	Number
SRV 5s	Substance Abuse Screenings			0	0	
SRV 5t	Substance Abuse Counseling			0	0	
SRV 5u	Mental Health Assessments			0	0	
SRV 5v	Mental Health Counseling		15	0	15	
SRV 5w	Crisis Response/Call-In Responses		15	0	15	
SRV 5x	Domestic Violence Programs			0	0	
SRV 5	Support Groups			0	0	
SRV 5y	Substance Abuse Support Group Meetings		Number	Number	Number	Number
SRV 5z	Domestic Violence Support Group Meetings			0	0	
SRV 5aa	Mental Health Support Group Meeting			0	0	
SRV 5	Dental Services, Screenings and Exams			0	0	
SRV 5bb	Adult Dental Screening/Exams		Number	Number	Number	Number
SRV 5cc	Adult Dental Services (Including Emergency Dental Procedures)			0	0	
SRV 5dd	Child Dental Screenings/Exams		35	0	0	
SRV 5ee	Child Dental Services (Including Emergency Dental Procedures)		35	20	15	
SRV 5	Nutrition and Food/Meals			0	0	
SRV 5ff	Skills Classes (Gardening, Cooking, Nutrition)		Number	Number	Number	Number
SRV 5gg	Community Gardening Activities			0	0	
SRV 5hh	Incentives (e.g. gift card for food preparation, rewards for participation, etc.)			0	0	
SRV 5ii	Prepared Meals			0	0	
SRV 5jj	Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)			0	0	
SRV 5	Family Skills Development			0	0	
SRV 5kk	Family Mentoring Sessions		Number	Number	Number	Number
SRV 5ll	Life Skills Coaching Sessions		13	0	13	
SRV 5mm	Parenting Classes		61	23	38	
SRV 5	Emergency Hygiene Assistance		46	23	23	
SRV 5nn	Kits/boxes		Number	Number	Number	Number
SRV 5oo	Hygiene Facility Utilizations (e.g. showers, toilets, sinks)			0	0	

### Civic Engagement and Community Involvement - Unduplicated Number of Individuals Served

SRV 6	Civic Engagement and Community Involvement Services		Number	Number	Number	Number
SRV 6a	Voter Education and Access			0	0	
SRV 6b	Leadership Training			0	0	
SRV 6c	Tri-partite Board Membership			0	0	
SRV 6d	Citizenship Classes			0	0	
SRV 6e	Getting Ahead Classes		23	0	23	
SRV 6f	Volunteer Training			0	0	

### Services Supporting Multiple Domains - Unduplicated Number of Individuals Served

SRV 7	Case Management		Number	Number	Number	Number
SRV 7a	Case Management			0	0	
SRV 7	Eligibility Determinations		Number	Number	Number	Number





# Annual Training *Board of Directors*

MAY 2018

## Overview

- ▶ Board Roles and Responsibilities
- ▶ Organizational Standards – Community Service Block Grant (CSBG)
- ▶ Quiz
- ▶ Board Scenarios
- ▶ Individual Board Self-Evaluation
- ▶ Questions



## Board Roles and Responsibilities

Role	Responsibility
Select Chief Executive Officer	<ul style="list-style-type: none"> <li>Evaluate performance annually</li> <li>Review compensation annually</li> </ul>
Board and CEO Relationship	<ul style="list-style-type: none"> <li>Board sets policy and strategic direction (The What)</li> <li>CEO manages day-to-day administration (The How)</li> </ul>
Fiduciary	<ul style="list-style-type: none"> <li>Ensure proper management of funds in compliance with legal and funder requirements</li> <li>Manage risk and safeguard assets</li> <li>Act in best interest of the Agency and its mission</li> </ul>
Develop and Set Policy	<ul style="list-style-type: none"> <li>Define Agency mission and programs</li> <li>Set the course to meet the mission and purpose of programs</li> </ul>
Assess and Support	<ul style="list-style-type: none"> <li>Evaluate and respond with Time, Talent and Treasure</li> </ul>

## Operational Standards – CSBG

- ▶ 58 Standards
- ▶ Community Action accountability
- ▶ Reporting Requirements
  - ▶ Annual
  - ▶ Two-year
  - ▶ Three-year
  - ▶ Five-year



## Operational Standards - Annual

- ▶ Community Action Plan strategies
- ▶ Strategic Plan progress
- ▶ CEO evaluation
- ▶ CEO compensation
- ▶ Audit review and assessment

## Operational Standards – Annual (cont'd)

- ▶ Present Audit to Board
- ▶ Review and approve Audit
- ▶ Complete and review IRS 990
- ▶ Approve agency-wide budget
- ▶ Approve and submit to DEO - I.S. Survey



## Operational Standards – *Every Two Years*

- ▶ Review and approve organization-wide Risk Assessment
- ▶ Distribute By-Laws to Board
- ▶ Secure signed Conflict of Interest forms
- ▶ Conduct Board Training of Duties and Responsibilities
- ▶ Review and approve Fiscal Policies

## Operational Standards – *Every Three Years*

- ▶ Review and Approve Community Needs Assessment



## Operational Standards – *Every Five* Yeras

- ▶ Review and approve agency mission statement
  - ▶ Mission addresses poverty
  - ▶ Programs and services aligned with mission
- ▶ Develop and adopt agency-wide strategic plan
- ▶ Review and Approve agency personnel policies reviewed by an attorney
- ▶ Review and approve procurement policy

# QUIZ



## Scenario #1

### Board Management

Program Decision – Board or Staff?

*A board member representing a credit union has an idea about a children's banking program they think should be implemented. The Board member shared it with the CEO, but the CEO did not proceed to implement the program. What should the Board member do?*

## Scenario #2

### Board Management

Governance - We like and trust our CEO? Isn't that governance?

*The Board hires a CEO who was formally the Board Chair and is a close friend to many board members. CEO actions that appear non-compliant with policy are rarely questions. When Board members raise concern, the majority response is the "We trust him". What should the concerned Board member do?*





# Board Member Self-Evaluation



# Questions

# Capital Area **Community Action** Agency

## Board Member Self-Evaluation

Use the following questions to guide your evaluation and service to the Board of Directors.

	Yes	No	Unsure
1. Do I understand and support the mission of the organization?			
2. Am I knowledgeable about the organization's programs and services?			
3. Do I follow trends and important developments related to this organization?			
4. Do I assist with fundraising and/or give a meaningful annual gift to the organization?			
5. Do I read and understand the organization's financial statements?			
6. Do I have a good working relationship with the chief executive?			
7. Do I recommend individuals for service to this Board?			
8. Do I prepare for and participate in board and committee meetings?			
9. Do I act as a goodwill ambassador to the organization?			