

Community Services Block Grant

2018 Annual Report



Lena Rodriguez, President & CEO
Community Renewal Team, Inc.
555 Windsor Street
Hartford, CT 06120



Community Renewal Team
Changing lives... Creating opportunity!

The new **Community Services Block Grant (CSBG) Annual Report** builds upon Community Action's 50-year history of serving individuals, families and communities. The Annual Report is part of the greater CSBG Performance Management Framework and Results Oriented Management and Accountability (ROMA) Next Generation efforts.

The Community Renewal Team (CRT) is a 501(c)(3), not-for-profit organization, and the designated anti-poverty community action agency for both Hartford and Middlesex Counties. Founded in 1963, CRT is committed to helping people meet their basic needs while promoting and supporting self-sufficiency. CRT's mission is: **"Preparing Our Community to Meet Life's Challenges."** Our philosophy incorporates the following core values: acting with integrity and responsibly; delivering quality programs and services; treating all people with dignity and respect; and constantly pursuing excellence.

CRT's assigned service delivery area includes 40 of Connecticut's 169 towns, and stretches from the Massachusetts border to the Long Island Sound. CRT makes a strategic effort to ensure service accessibility to residents in need throughout our service area. The 40-town service area is located within three of Connecticut's eight counties – Hartford, Middlesex, and New Haven. The residents of Hartford County receive the largest concentrations of services, followed by the residents of Middlesex.

Connecticut is one of the wealthiest states in the nation, yet poverty in Connecticut continues to burden many. The percent of all Connecticut residents who live in poverty is 10.4%. The percent of Connecticut families with children younger than 18 who live in poverty is 11.9% and families who only have children younger than 5 who live in poverty is 11.3%. In Hartford, the poverty rate for all people is 31.9% which is three times higher than the poverty rate of the state. East Hartford's rate is the second highest at 14.3%, and then Manchester at 12.1%.

CRT carries out its mission by creating, coordinating, and delivering a broad array of programs and services to our communities. In 2018, **67,109 individuals/28,166 families** benefitted from our programs and services. This includes: Behavioral Health Services, Energy Assistance and Weatherization, Elderly Nutrition Services, Early Care and Education, Veterans' Services, employment and training, housing assistance and services, an affordable assisted living facility and many more. Our largest program is Energy Assistance, which kept **39,862 individuals warm** during the winter months.

CSBG is unique among federal grant programs in that it is the only comprehensive investment exclusively focused on reducing poverty. CSBG supports a state-administered, nationwide network of local agencies whose purpose is to reduce the causes of poverty in the low-income communities they serve. (*National CSBG 2016 Annual Report*)

The coordinated services provided by CRT assist in leveraging resources and providing both short-term and long-term investments in our clients and communities. In 2018, CSBG funding allowed CRT to **mobilize additional resources, resulting in leveraging the \$1,645,818 in CSBG funding into \$56,249,960** in community programs and services. So, for **every dollar invested in CSBG, CRT leveraged \$34.18 in other federal, state, local and private funds**. The information in this report highlights the investment value of CSBG as an anti-poverty strategy.

Lena Rodriguez, President/CEO
February 2019

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live.

CRT currently oversees an agency operating budget of more than **\$57 million**. CRT leverages multiple funding streams to support program operations in the delivery of supportive services to our program participants. To accommodate the varied funding streams, CRT has an automated financial accounting system that is specifically designed to track large numbers of grants and contracts on a fund basis of accounting, allowing the agency to comply with all Federal and State cost standards and regulations. The following financial pages detail the federal, state and private resources that were leveraged by our CSBG funding. The table below provides an overview of the CRT’S Funding Streams.

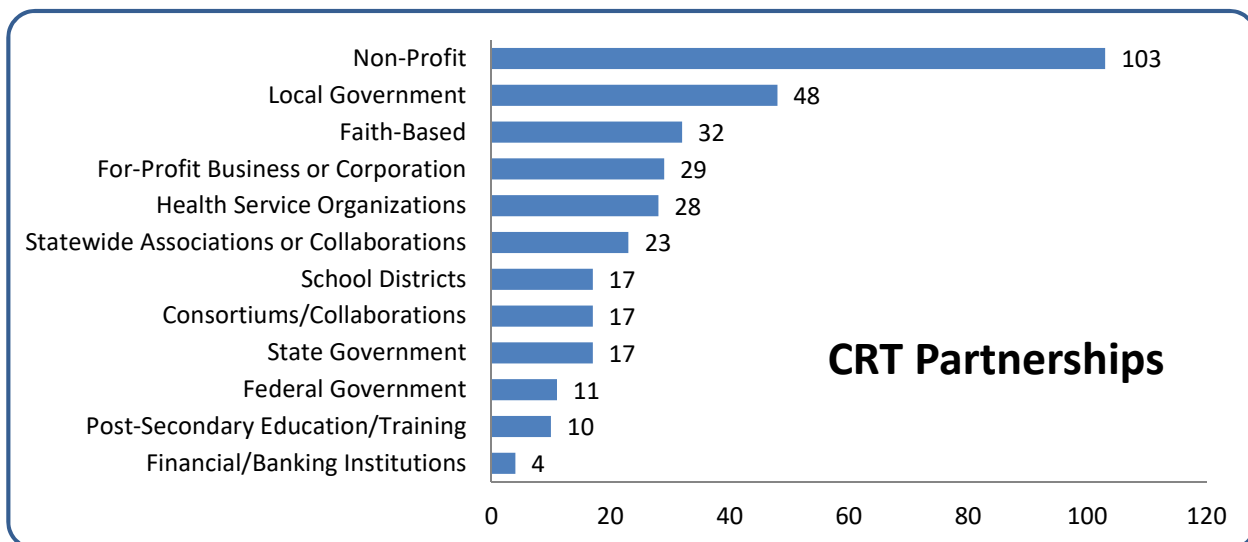
| Source | Amount | Percent of Agency Budget |
|-----------------------------|--------------|--------------------------|
| Federal - (Non-CSBG) | \$37,437,922 | 66.56% |
| State | \$8,459,128 | 15.04% |
| Local Resources | \$51,310 | 0.09% |
| Private | \$10,301,600 | 18.31% |
| Total (Non-CSBG): | \$56,249,960 | 100% |
| CSBG Funding | \$1,645,818 | 2.84% |
| Total All Funds | \$57,895,779 | |

The CSBG funding represents 2.84% of the total resources managed by CRT; but the flexibility of this funding stream allows CRT to fund staff, infrastructure, innovative programs, and activities not supported by other resources.

CRT does not rely on State and Federal resources alone - Local and Private Resources (foundations, donated goods and fee for service contracts) represent 18.31% of our annual resources.

VOLUNTEERS & PARTNERSHIPS

In 2018, volunteers in CRT programs and at our events contributed 125,634 hours, valued at \$3,802,941 to help support our mission and programs. Additionally CRT works with 339 local partners to expand resources and opportunities in order to achieve family and community outcomes.



Module 2, Section A: CSBG Expenditures by CSBG Eligible Entity - Data Entry Form

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| | |
|---|------------|
| A.1. CSBG Eligible Entity Reporting Period | "X" |
| A.1a. July 1 - June 30 | |
| A.1b. October 1 - September 30 | X |
| A.1c. January 1 - December 31 | |

| A.2. CSBG Expenditures Domains | CSBG Funds |
|--|--------------------|
| A.2a. Employment | \$34,181 |
| A.2b. Education and Cognitive Development | \$383,116 |
| A.2c. Income, Infrastructure, and Asset Building | \$67,667 |
| A.2d. Housing | \$154,348 |
| A.2e. Health and Social/Behavioral Development <i>(includes nutrition)</i> | \$212,132 |
| A.2f. Civic Engagement and Community Involvement | \$89,310 |
| A.2g. Services Supporting Multiple Domains | \$0 |
| A.2h. Linkages <i>(e.g. partnerships that support multiple domains)</i> | \$0 |
| A.2i. Agency Capacity Building <i>(detailed below in Table A.4)</i> | \$272,066 |
| A.2j. Other <i>(e.g. emergency management/disaster relief)</i> | \$432,998 |
| A.2k. Total CSBG Expenditures (auto calculated) | \$1,645,818 |

| | |
|---|---|
| <u>A.3.</u> Of the CSBG funds reported above, report the total amount used for Administration. For more information on what qualifies as Administration, refer to IM37. | 0 |
|---|---|

| A.4. Details on Agency Capacity Building Activities Funded by CSBG: |
|--|
| 1. Please identify which activities were funded by CSBG under Agency Capacity in Table A.2. Please check all that apply. |
| <input checked="" type="checkbox"/> Community Needs Assessment <input checked="" type="checkbox"/> Data Management & Reporting <input type="checkbox"/> Other* <input checked="" type="checkbox"/> Strategic Planning <input checked="" type="checkbox"/> Training & Technical Assistance |
| <i>*Below please specify Other Activities funded by CSBG under Agency Capacity:</i> |
| |

Module 2, Section B: CSBG Eligible Entity Capacity Building - Data Entry Form

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| B.1. CSBG Eligible Entity Reporting Period | "X" |
|--|--|
| B.1a. July 1 - June 30 | <i>auto-populated from Module 2, Section A</i> |
| B.1b. October 1 - September 30 | |
| B.1c. January 1 - December 31 | |

| B.2. Hours of Agency Capacity Building (e.g. training, planning, assessment): | Hours |
|---|-------|
| B.2a. Hours of Board Members in capacity building activities | 108 |
| B.2b. Hours of Agency Staff in capacity building activities | 1,392 |

| B.3. Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising): | Hours |
|---|---------|
| B.3a. Total number of volunteer hours donated to the agency | 125,634 |
| B.3a.1. Of the above, the total number of volunteer hours donated by individuals with low-incomes | 108,612 |

| B.4. 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 |
|---|--------|
| B.4a. Number of Nationally Certified ROMA Trainers | 1 |
| B.4b. Number of Nationally Certified ROMA Implementers | 1 |
| B.4c. Number of Certified Community Action Professionals (CCAP) | 1 |
| B.4d. Number of Staff with a child development certification | 10 |
| B.4e. Number of Staff with a family development certification | 3 |
| B.4f. Number of Pathways Reviewers | 0 |
| B.4g. Number of Staff with Home Energy Professional Certifications | 12 |
| B.4g.1. Number of Energy Auditors | 3 |
| B.4g.2. Number of Retrofit Installer Technicians | 0 |
| B.4g.3. Number of Crew Leaders | 0 |
| B.4g.4. Number of Quality Control Inspectors (QCI) | 3 |
| B.4h. Number of LEED Risk Certified assessors | 0 |
| B.4i. Number of Building Performance Institute (BPI) certified professionals | 12 |
| B.4j. Number of Classroom Assessment Scoring System (CLASS) certified professionals | 1 |
| B.4k. Number of Certified Housing Quality Standards (HQS) Inspectors | 1 |
| B.4l. Number of American Institute of Certified Planners (AICP) | 0 |
| B.4m. Other (<i>Please specify others below</i>): | 36 |
| OSHA Certified Trainer, Crisis Prevention (CPI), VITA Tax Certification: Preparer, Site Coordinator, Instructor; Certified Occupancy Specialist | |

| B.5. 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: | Unduplicated Number of Organizations |
|---|--------------------------------------|
| B.5a. Non-Profit | 103 |
| B.5b. Faith Based | 32 |
| B.5c. Local Government | 48 |
| B.5d. State Government | 17 |
| B.5e. Federal Government | 11 |
| B.5f. For-Profit Business or Corporation | 29 |
| B.5g. Consortiums/Collaborations | 17 |
| B.5h. School Districts | 17 |
| B.5i. Institutions of Post-Secondary Education/Training | 10 |
| B.5j. Financial/Banking Institutions | 4 |
| B.5k. Health Service Organizations | 28 |
| B.5l. Statewide Associations or Collaborations | 23 |

Module 2, Section C: Allocated Resources per CSBG Eligible Entity - Data Entry Form

Name of CSBG Eligible Entity: Community Renewal Team (CRT)

| | | | |
|---|---|---|-----------------------|
| C.1. CSBG Eligible Entity Reporting Period | | "X" | |
| C.1a. July 1 - June 30 | | auto-populated from Module 2, Section A | |
| C.1b. October 1 - September 30 | | | |
| C.1c. January 1 - December 31 | | | |
| C.2. Amount of FY 20XX CSBG allocated to reporting entity | | \$ | 1,645,819 |
| C.3a. Weatherization (DOE) (include oil overcharge \$\$) | | C.3a. | \$ 609,927 |
| C.3b. Health and Human Services (HHS) | | | |
| C.3b.1. | LIHEAP - Fuel Assistance (include oil overcharge \$\$) | C.3b.1. | \$ 17,652,495 |
| C.3b.2. | LIHEAP - Weatherization (include oil overcharge \$\$) | C.3b.2. | \$ 589,063 |
| C.3b.3. | Head Start | C.3b.3. | \$ 7,074,539 |
| C.3b.4. | Early Head Start | C.3b.4. | \$ 2,278,522 |
| C.3b.5. | Older Americans Act | C.3b.5. | \$ 2,490,057 |
| C.3b.6. | Social Services Block Grant (SSBG) | C.3b.6. | \$ 639,776 |
| C.3b.7. | Medicare/Medicaid | C.3b.7. | \$ - |
| C.3b.8. | Assets for Independence (AFI) | C.3b.8. | \$ - |
| C.3b.9. | Temporary Assistance for Needy Families (TANF) | C.3b.9. | \$ - |
| C.3b.10. | Child Care Development Block Grant (CCDBG) | C.3b.10. | \$ 533,540 |
| C.3b.11. | Community Economic Development (CED) | C.3b.11. | \$ - |
| C.3b.12. | Other HHS Resources | | |
| C.3b.12.i. | HIV Emergency Relief Projects | CFDA #: 93.914; 93.940 | C.3b.12.i. \$ 323,674 |
| C.3b.12.ii. | Family Violence Prevention/Battered Women | CFDA #: 93.671 | C.3b.12.ii. \$ 70,548 |
| C.3b.12.iii. | | CFDA #: | C.3b.12.iii. |
| C.3b.12.iv. | | CFDA #: | C.3b.12.iv. |
| C.3b.13. Total Other HHS Resources (autocalculated) | | C.3b.13. | \$ 394,222 |
| C.3c. Department of Agriculture (USDA) | | | |
| C.3c.1. | Special Supplemental Nutrition for Women, Infants, and Children (WIC) | C.3c.1. | \$ - |
| C.3c.2. | All USDA Non-Food programs (e.g. rural development) | C.3c.2. | \$ - |
| C.3c.3. | All other USDA Food programs | C.3c.3. | \$ 1,216,794 |
| C.3d. Department of Housing and Urban Development (HUD) | | | |
| C.3d.1. | Community Development Block Grant (CDBG) - Federal, State, and Local | C.3d.1. | \$ 34,936 |
| C.3d.2. | Section 8 | C.3d.2. | \$ - |
| C.3d.3. | Section 202 | C.3d.3. | \$ - |
| C.3d.4. | Home Tenant-Based Rental Assistance (HOME TBRA) | C.3d.4. | \$ - |
| C.3d.5. | HOPE for Homeowners Program (H4H) | C.3d.5. | \$ - |
| C.3d.6. | Emergency Solutions Grant (ESG) | C.3d.6. | \$ - |
| C.3d.7. | Continuum of Care (CoC) | C.3d.7. | \$ 1,748,649 |
| C.3d.8. | All other HUD programs, including homeless programs | C.3d.8. | \$ 61,725 |
| C.3e. Department of Labor (DOL) | | | |
| C.3e.1. | Workforce Innovation and Opportunity Act (WIOA) *previously WIA | C.3e.1. | \$ 1,195,727 |
| C.3e.2. | Other DOL Employment and Training programs | C.3e.2. | \$ - |
| C.3e.3. | All other DOL programs | C.3e.3. | \$ - |
| C.3f. Corporation for National and Community Service (CNCS) programs | | C.3f. | \$ 202,476 |
| C.3g. Federal Emergency Management Agency (FEMA) | | C.3g. | \$ - |
| C.3h. Department of Transportation | | C.3h. | \$ - |
| C.3i. Department of Education | | C.3i. | \$ - |
| C.3j. Department of Justice | | C.3j. | \$ - |
| C.3k. Department of Treasury | | C.3k. | \$ 5,000 |
| C.3l. Other Federal Resources | | | |
| C.3l.i. | Veteran Affairs | CFDA #: 64.024; 64.033 | C.3l.i. \$ 710,474 |
| C.3l.ii. | | CFDA #: | C.3l.ii. \$ - |
| C.3l.iii. | | CFDA #: | C.3l.iii. \$ - |
| C.3l.iv. | | CFDA #: | C.3l.iv. \$ - |
| C.3m. Total Other Federal Resources (autocalculated) | | C.3m. | \$ 710,474 |
| C.3n. Total: Non-CSBG Federal Resources Allocated (autocalculated) | | C.3.n. | \$ 37,437,922 |

C.4. State Resources Allocated

| | | | |
|--------------|---|--------------|---------------------|
| C.4a. | State appropriated funds used for the same purpose as Federal CSBG funds | C.4a. | \$ 629,409 |
| C.4b. | State Housing and Homeless programs (include housing tax credits) | C.4b. | \$ 2,391,153 |
| C.4c. | State Nutrition programs | C.4c. | \$ - |
| C.4d. | State Early Childhood Programs (e.g. Head Start, Day Care) | C.4d. | \$ 4,094,850 |
| C.4e. | State Energy programs | C.4e. | \$ - |
| C.4f. | State Health programs | C.4f. | \$ - |
| C.4g. | State Youth Development programs | C.4g. | \$ 112,415 |
| C.4h. | State Employment and Training programs | C.4h. | \$ - |
| C.4i. | State Senior programs | C.4i. | \$ 21,136 |
| C.4j. | State Transportation programs | C.4j. | \$ - |
| C.4k. | State Education programs | C.4k. | \$ - |
| C.4l. | State Community, Rural and Economic Development programs | C.4l. | \$ - |
| C.4m. | State Family Development programs | C.4m. | \$ - |
| C.4n. | Other State Resources | | |
| C.4n.i. | Individual Development Account | C.4n.i. | \$ 18,265 |
| C.4n.ii. | DOC - Criminal Justice/Re-Entry | C.4n.ii. | \$ 663,338 |
| C.4n.iii. | DMHAS - Mental Health/Substance Abuse | C.4n.iii. | \$ 449,689 |
| C.4n.iv. | DPH - HIV/AIDs Services | C.4n.iv. | \$ 78,873 |
| C.4o. | Total Other State Resources (autocalculated) | C.4o. | \$ 1,210,165 |
| C.4p. | Total: State Resources Allocated (autocalculated) | C.4p. | \$ 8,459,128 |
| C.4q. | <i>If any of these resources were also reported under Item C.3n. (Federal Resources), please estimate the amount.</i> | C.4q. | \$ - |

C.5. Local Resources Allocated

| | | | |
|--------------|---|--------------|------------------|
| C.5a. | Amount of unrestricted funds appropriated by local government | C.5a. | \$ - |
| C.5b. | Amount of restricted funds appropriated by local government | C.5b. | \$ 10,500 |
| C.5c. | Value of Contract Services | C.5c. | \$ 40,810 |
| C.5d. | Value of in-kind goods/services received from local government | C.5d. | \$ - |
| C.5e. | Total: Local Resources Allocated (autocalculated) | C.5e. | \$ 51,310 |
| C.5f. | <i>If any of these resources were also reported under Item C.3n. or C.4p. (Federal or State Resources), please estimate the amount.</i> | C.5f. | \$ - |

C.6. Private Sector Resources Allocated

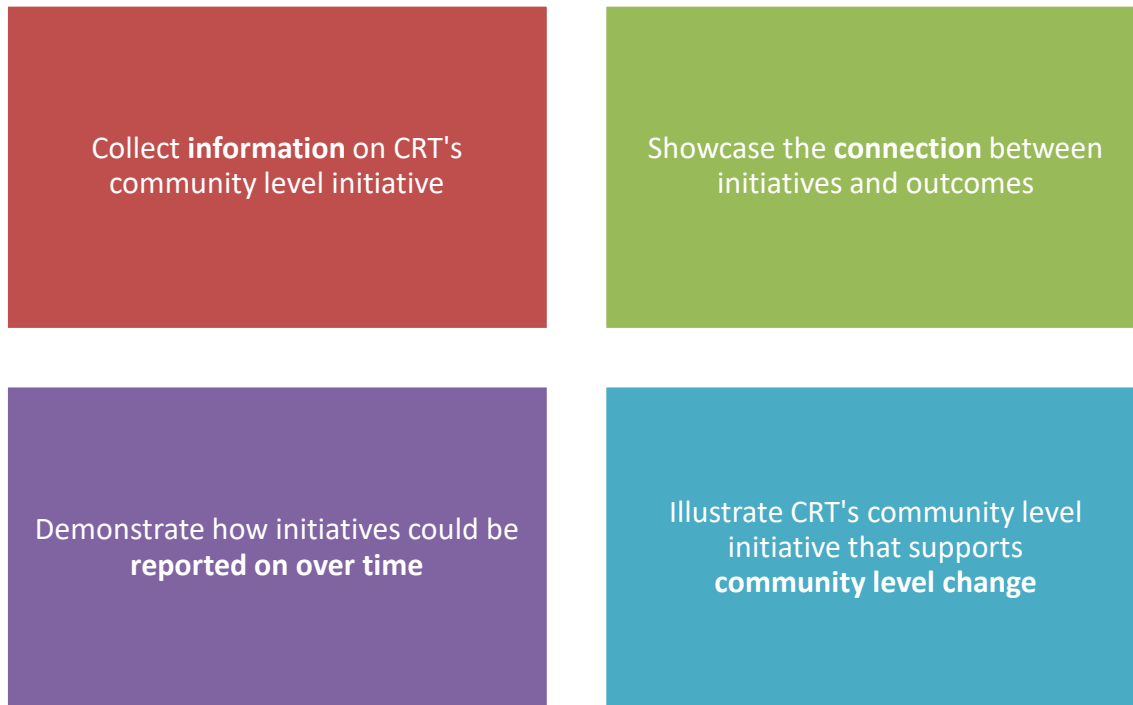
| | | | |
|--------------|---|--------------|----------------------|
| C.6a. | Funds from foundations, corporations, United Way, other nonprofits | C.6a. | \$ 356,697 |
| C.6b. | Other donated funds | C.6b. | \$ 1,378,277 |
| C.6c. | Value of other donated items, food, clothing, furniture, etc. | C.6c. | \$ 803,935 |
| C.6d. | Value of in-kind services received from businesses | C.6d. | \$ 1,243,354 |
| C.6e. | Payments by clients for services | C.6e. | \$ 4,470,063 |
| C.6f. | Payments by private entities for goods or services for low income clients or communities | C.6f. | \$ 2,049,274 |
| C.6g. | Total: Private Sector Resources Allocated (autocalculated) | C.6g. | \$ 10,301,600 |
| C.6h. | <i>If any of these resources were also reported under Item C.3n., C.4p. or C.5e. (Federal, State or Local Resources), please estimate the amount.</i> | C.6h. | \$ - |

| | | |
|--|-------------|----------------------|
| C.7. Total Non-CSBG Resources Allocated: (Federal, State, Local & Private) (autocalculated) | C.7. | \$ 56,249,960 |
| C.8. Total Resources in CSBG Eligible Entity (including CSBG) (autocalculated) | C.8. | \$ 57,895,779 |

Note : * All totals are autocalculated

As part of the new Performance Management framework, the new Community Services Block Grant (CSBG) Annual Report was developed to better illustrate the impact of community action agencies in the community.

Module 3 includes information on the implementation of strategies and results achieved for communities of low income. This report format allows for CRT to tackle and report on complex community-level initiatives. The report format allows for CRT to:



The new report format provides the following definition of Community-Level Work –

The Initiative must:

- ✓ Meet a clearly identified community need
- ✓ Result in community change that is observable, measurable and direct result of the initiative
- ✓ Include community strategies that engage external stakeholders (e.g. customers, community partners or others in the community)

A community-level initiative is any project, program, coalition, group, committed entities, or other group or activity that has a clearly defined purpose or goal to create measurable community-level change in a specific community (e.g. neighborhood, school district, service area).

Module 3, Section A: Community Initiative Status

Initiative Name

Neighbors in Need – Helping Families Impacted by Natural Disasters

Initiative Year

One

Problem Identification

A survey to understand the long-term impact of displacement on Puerto Rican households in the Greater Hartford Region due to the aftermath of hurricanes Maria/Irma was conducted by the University of Connecticut's El Instituto: Institute for Latina/o Caribbean and Latin American Studies and the Center for Puerto Rican Studies at Hunter College. The data and information presented below is from the study.

About 13,000 residents of Puerto Rico and the U.S. Virgin Islands who arrived in CT in the aftermath of hurricanes Maria/Irma continue to struggle with obtaining basic needs including adequate housing, food, medical care and jobs according to the survey. The vast majority of those who have come to CT, over 70%, have extremely low incomes (under \$30,000), adding a heavy responsibility on an already over-extended and resource-limited Puerto Rican community in CT. The survey found that while some households had initially relied on FEMA for funding basic needs, the majority of those affected relied on Greater Hartford's nonprofit organizations, school districts and family members for support. Among this population: 56% mentioned that it was very likely (36%) or somewhat likely (22%) that kin would relocate from the Caribbean to CT, with most of those relatives and friends staying with respondents. The most pressing need for respondents is lodging; nearly three-fifths of respondents indicated housing was a displaced person's first order need, followed by 16% who mentioned it in second order; food was a first order need for one-fifth of survey respondents' displaced friends and relatives and second order need for 35%.

The emigrant stream is expected to rely heavily on family and kin networks, centered in US locations with large Puerto Rican settlements; CT is expected to be one of those locations. Hartford, with the largest percentage of Puerto Ricans in CT (37%), is expected to receive the bulk of those emigrants. CT received approximately 10% of that estimated emigrant total - this number includes 1,245 households (2,867 people) under FEMA's Temporary Shelter Assistance program.

In 2016, the last year for which data are available, the U.S. Census Bureau estimated there were more than 298,000 Puerto Ricans in the state of CT. More than one-third of CT's Puerto Ricans are settled in Hartford. Generally, Puerto Ricans tend to have lower educational attainment levels, lower labor force participation and employment rates, lower household income and earnings, and higher poverty levels than the state's overall population. Conditions were starker for Puerto Ricans in the Hartford metropolitan area in 2016, with a median household income that is half that (\$36,153) of the metro areas population as a whole (\$72,559), and a poverty rate (29.5%) that is nearly three times that of the

population overall (10.1%). This brief socioeconomic profile shows a segment of the state's population in a precarious position to provide assistance to relatives and friends displaced by the storms in Puerto Rico. Yet, it is a population that is indeed responding to the call for help from their kin. It is a segment of the population that is bearing down in the face of adversity and making use of limited and committed individual, familial and community resources at their disposal to help those in even greater need.

By and large, the profile of respondents indicates that they reside in very poor households. The overwhelming majority of survey respondents (88%) lived in low-income households, with two-thirds (69.9%) living in households with an annual income of \$24,999 or less, indicating extremely low income. In fact, 65.8% lived in households below the federal poverty rate.

The influx of displaced Puerto Ricans has resulted in pressing needs for survey respondents, who highlight housing and food as the most critical needs they are facing in Connecticut, along with healthcare, in the aftermath of the crisis. These are needs among not only those who are in the state already, but for those who are very likely to arrive in the short-term. These needs are adding a heavy responsibility on an already over-extended and resource-limited Puerto Rican community in CT. Survey findings indicate a great level of poverty among respondents, with an overwhelming majority of them living in households classified as low income and two-thirds meeting the federal definition of poverty. Survey respondents report need everywhere they reside, though it appears most critically concentrated in the city of Hartford.

Goal/Agenda

The goal of the initiative was to mobilize community resources and partners to ensure that our community was ready to receive and support individuals/families that would be arriving from areas (primarily Puerto Rico) impacted by hurricanes Maria/Irma.

CRT participated in community-wide meetings, convened by City officials and CREC, to brainstorm ways to increase collaboration and resources among partners. One of the partners (CREC) had community space available and a Hartford-based Welcome Center was created. The Welcome Center effectively used extremely limited resources, powered by 380 volunteers and community nonprofits to: raise \$160,000 to support a client assistance fund for rental deposits, gift cards for food and other necessities, transportation and other services. The Center also collected and distributed more than 21 tons of food. In addition, clothing and other household items were collected and distributed.

CRT worked with community partners to support individuals and families relocating to CT from disaster-impacted areas. People were assisted with locating employment, housing; accessing basic needs, case management, support services, behavior health program, early care and education resources and enrolling children in school. CRT's bilingual staff was key in connecting with clients relocating, as many of them were not fluent in English.

CRT's Approach/Case Management and Housing Connections: CRT has administered state and federal programs requiring the provision of case management for more than 20 years. This experience led to the development of our unique system of holistic case management services, woven throughout the fabric of the agency, which we call Steps to Success (STS). Utilizing STS our staff was able to offer client services to hurricane victims and their families including but not limited to counseling, crisis

intervention, ongoing assessments, goal planning, life-skills training, monitoring and encouraging client progress, assistance with obtaining housing and referrals to additional community support services including Behavioral Health or other services. CRT also provided or connected families with transportation assistance, job readiness training, education, and employment assistance, income management and daily living skills training.

Through our existing programming CRT maintains relationships with a full range of real estate and landlord contacts and options, as well as tenant education services. This extensive network was leveraged to assist families. Through our transitional and permanent housing programs for ex-offenders, victims of domestic violence, and other homeless populations, CRT's supportive housing staff has established good working relationships with landlords and property managers, particularly in Hartford and East Hartford, for efficiency to multi-bedroom housing stock. Positive and longstanding relationships with many of these landlords resulted in reduced rents for CRT clients.

CRT's Community Connections: CRT was a member of the task force established by the City of Hartford and coordinated by the Capital Region Education Council. CRT has many formal and informal linkages with outside providers, covering half of Connecticut's eight counties. These enabled us to ensure that our clients can receive assistance in a wide range of areas including, but not limited to, housing (90 organizations with which we partner), education (104), emergency services (101), nutrition (82), health (117) and employment (31).

Issue/CSBG Community Domains

- Employment
- Education and Cognitive Development
- Health and Social/Behavioral Development
- Housing
- Infrastructure, and Asset Building
- Civic Engagement and Community Involvement

Ultimate Expected Outcome

Counts of Change for Health and Social/Behavioral Indicators (CNPI 5):

CNPI 5c – Number of **public safety** assets and resources created in the identified community (City of Hartford.)

- Target: 2
- Actual Results: 2
- Performance Target Accuracy: 100%

Identified Community

City of Hartford

Expected Duration

Community-level partnership work began in the days/weeks following the hurricane - September 2017. CRT started to provide services to clients in October 2017. The majority of new clients seeking CRT services as a result of being impacted by the hurricanes were assisted between October 2017 and August 2018. Just recently, in December 2018, two new households came to CRT seeking assistance after re-locating from Puerto Rico. CRT continues to track new clients accessing agency resources, as well as continued work with clients who have permanently relocated to our area.

Partners

CRT engaged in the coordinated response to assist families affected by the hurricanes. Along with many private citizens, religious organizations, social service agencies and local, state and federal government agencies and representatives, CRT was an active participant to develop a community-wide initiative. CRT attended planning meetings and helped to establish the Welcome Center. One of the driving forces behind the creation of the Welcome Center was to ensure that partners were working closely together to leverage the limited valuable resources and ensure they were being used effectively and efficiently. We, also wanted to reduce duplication of efforts and ensure that referrals were made and followed up - so that family's needs were being addressed. The key was coordination of information/resources and reduction of duplicative efforts.

Some of the key partners that CRT worked with included but was not limited to:

Hartford Foundation for Public Giving/United Way - provided much needed flexible funding to assist clients with housing, food, transportation and other family needs. CRT submitted and was awarded a grant of \$15,000 to work with families impacted by the storms and relocating to the Hartford community.

State of Connecticut/Department of Social Services - the State of CT was able to quickly award disaster relief funding to several Community Action Agencies in CT towns, where a large influx of people was expected to arrive. The funds were flexible in nature, allowing CRT the ability to ensure that each individual family's needs were addressed. CRT received \$14,527 in funding.

Info-Line 211 – The statewide system for social services program referrals was a critical partner in all the community meetings. Providers ensured that all information on file with Info-Line was up to date so that as families sought assistance they were referred to the appropriate agency in their community. CRT has had a long relationship with Info-Line and receives referrals for many of its programs through this statewide resource.

Franciscan Center for Urban Development - provided temporary housing at its facility for 12 families. This service was vital, because as families found out they were no longer eligible for FEMA funding and were going to be evicted from area hotels, this faith-based entity stepped up and offered its facility free of charge. The only requirement was that an agency needed to be designated as the Case Management Entity to work with the residents. CRT stepped up as this entity and was able to deploy community-based case managers to work with the volunteer case managers and families.

Welcome Center - Community members (about 70 organizations and 380 volunteers) including nonprofits, local government and businesses created a Hartford-based Welcome Center for displaced individuals/families. This was a central location for the community to drop off donated food, water, clothing and household furnishings. These items were made available to individuals and families impacted by the hurricanes. In addition, families were informed about community-based resources and providers that could assist with other issues. The Welcome Center also raised \$160,000 to further help individuals and families with rental deposits, gift cards for food/other necessities, transportation and other needs.

Strategy(ies)

Housing Strategies (STR 4):

STR 4e – New Shelters Creations (including day shelters and domestic violence shelters)

- CRT in partnership with the Franciscan Urban Center provided shelter for families

Civic Engagement and Community Involvement Strategies – Goal 2 (STR 6 G2)

STR 6G2a - Development of Health and Social Service Provider Partnerships

- CRT created new partnerships with Franciscan Urban Center to house families and United Way for funding to assist families with resources for food and basic needs. Additionally, we expanded partnerships by connecting our work with the city-wide Welcome Center which had over 70+ community and city providers.

Emergency Management Strategies (STR 8)

STR 8b – Community-wide Emergency Disaster Relief Service Creation

- CRT was a partner in the community-wide Welcome Center that was created for families displaced by the hurricanes.

Progress on Outcomes/Indicators

Final Outcomes

Impact of Outcomes

Since September 2017 CRT has worked with 176 households that were impacted by the hurricanes and relocated to Hartford, CT. The **176** households comprised **565** individuals with 98% (173 households) coming to Hartford from Puerto Rico and 2% (3 households) coming from Florida.

- CRT saw an increase demand in services, as indicated by referral and active participation in the following CRT departments and programs:
 - Energy Assistance/A16 & Property Management (44)
 - Community Services (31)
 - Early Care & Education (21)

- Middlesex Services (10)
 - Housing & Veterans Services (7)
 - Clinical Services (6)
 - Senior Services (3)
 - SNAP Outreach (2)
- 100% of the clients accessing CRT services for information/referral were assisted
 - CRT's bilingual/bicultural staff were key to assisting families
 - CRT's case management collaboration with the 15 families at the Franciscan Center
 - All were assisted with obtaining safe, affordable housing
 - All were assisted with the completion and demonstrated ability to maintain a budget
 - All were provided one-time emergency funding to pay for: security deposits, utility activation, food, household necessities, furniture
 - CRT Cares campaign resulted in \$2,580 raised from employees and matched by our partner AmeriCares for a total of \$5,160 being collected to support relief efforts in Puerto Rico
 - Creation of a temporary Welcome Center located in the City of Hartford, helped families gain access to the most appropriate resources based on individual need.
 - The Welcome Center creation was in response to the potential influx of families that would be relocating to Hartford, based on the larger number of Puerto Rican families residing in the city.
 - The Welcome Center served as a central location for people/businesses to drop off donated items (food, clothing, and furnishings), reducing handling and numerous collection sites/logistics.
 - The Welcome Center provided centralized access for families to pick up donated items.

Lessons Learned

Flexibility and Compassion: When the community came together to plan efforts to address an unknown number of people expected to arrive in Hartford we understood the importance and necessity to work closely together to ensure that families were provided with streamlined access to services. We identified providers in the areas of housing, support services, education, transportation, food and other areas. We wanted to ensure that families (those that were already living here and those yet to arrive) were made aware of the resources available to them in the community. We understood that families would be coming to potentially live with current family members and that the immediate need would not be felt until several weeks or months after their arrival.

CRT was a valuable partner in the community efforts and in working with families. CRT has bilingual/bicultural staff on board able to assist with families who spoke little or no English. We have several community centers located in the city, all easily accessible by public transportation. At each of our

community centers, families are able to access all available CRT resources. With Early Care and Education resources, we were able to enroll children in Head Start, Child Day Care and School Readiness classrooms.

CRT also expanded the food bank resources that we maintain at our community centers and began to collect clothing (especially winter wear) to provide to families who came in to apply for services.

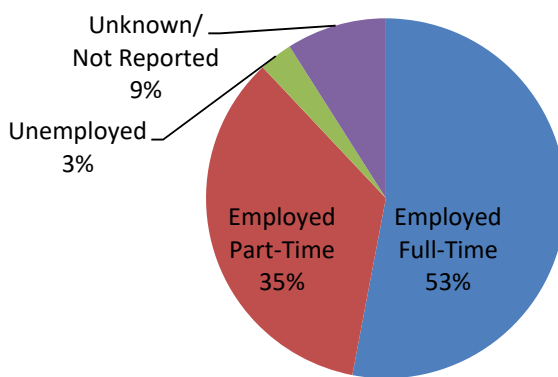
Our employees were also impacted personally, many who have families, friends and relatives in Puerto Rico. So CRT established the CRT Cares campaign to raise funds to support the relief efforts on the island. CRT employees raised \$2,580 and working with our partner AmeriCares, they had a matching donor which doubled our impact to \$5,160.

Working with FEMA: Trying to work within the federal FEMA system proved challenging. Families staying at local hotels with FEMA assistance were receiving conflicting information about when temporary shelter benefits would expire. CRT stepped in to work with the remaining few families who were living in the hotel and had exhausted all available housing benefits. Collaborating with the Franciscan Center for Urban Ministries and volunteer case managers, CRT was able to assist families with finding long-term housing.

CRT is still working with families who have made the decision to relocate to Hartford. We recently just worked with two new families who were impacted by the hurricanes and living in Hartford. As time has passed since the initial rush of families coming to the area, we are still seeing the need to continued support.

Understanding our customers is essential to helping CRT design and target resources to ensure the most robust outcomes. CRT gathers information on all of CRT’s program participants, collecting data on a number of demographic characteristics such as gender, age, ethnicity and race; education level; family type and size; and income. CRT utilizes this data to inform funders and communities about the clients who are receiving our services.

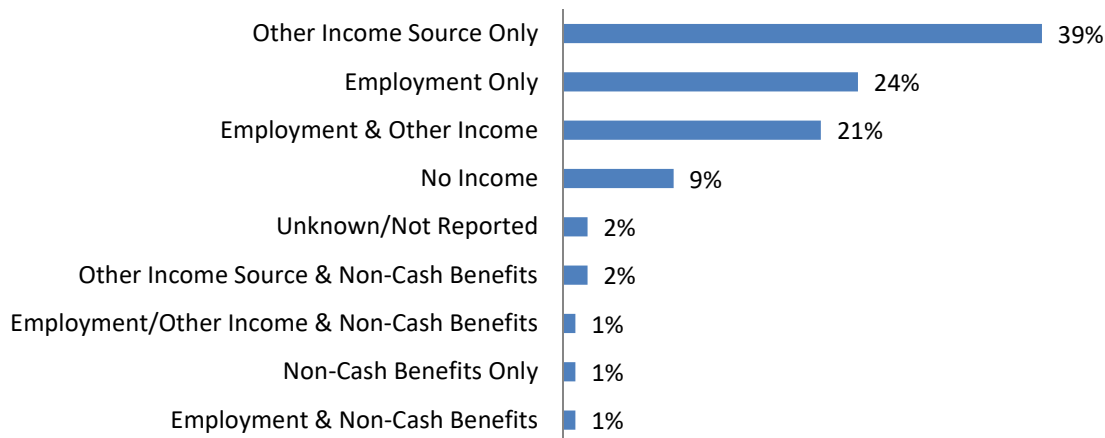
| Participant Age Ranges | |
|---------------------------|-----|
| Between the ages of 0-13 | 25% |
| Between the ages of 14-59 | 52% |
| Between the ages of 60-74 | 13% |
| Age 75+ | 10% |



Work Status
Individuals 18+

CRT’s programs are designed to target the most vulnerable families and, as the data shows below, CRT is successfully targeting and serving the populations most in need of our programs. Of the 28,158 families reporting income information, **70% of households** served have incomes, at or below 150% of the federal poverty level. Of the households reporting, the following chart shows income sources.

Sources of Household Income



Module 4, Section C: All Characteristics Report

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained: 67,109
 B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained: 28,166

C. INDIVIDUAL LEVEL CHARACTERISTICS

| 1. Gender | Number of Individuals | | |
|-----------------------------------|-----------------------|--|-------------|
| a. Male | 26,878 | | 40.05% |
| b. Female | 40,156 | | 59.84% |
| c. Other | 5 | | 0.01% |
| d. Unknown/not reported | 70 | | 0.10% |
| e. TOTAL (auto calculated) | 67109 | | 100% |

| 2. Age | Number of Individuals | | |
|-----------------------------------|-----------------------|--|-------------|
| a. 0-5 | 6,360 | | 9.48% |
| b. 6-13 | 10,722 | | 15.98% |
| c. 14-17 | 5,223 | | 7.78% |
| d. 18-24 | 5,750 | | 8.57% |
| e. 25-44 | 13,814 | | 20.58% |
| f. 45-54 | 6,807 | | 10.14% |
| g. 55-59 | 3,237 | | 4.82% |
| h. 60-64 | 2,955 | | 4.40% |
| i. 65-74 | 5,608 | | 8.36% |
| j. 75+ | 6,625 | | 9.87% |
| k. Unknown/not reported | 8 | | 0.01% |
| l. TOTAL (auto calculated) | 67109 | | 100% |

| 3. Education Levels | Number of Individuals | | | |
|--|-----------------------|---------------|------------|-------------|
| | [ages 14-24] | [ages 25+] | [ages 25+] | |
| a. Grades 0-8 | 3,270 | 1,187 | | 3.56% |
| b. Grades 9-12/Non-Graduate | 4,395 | 5,047 | | 15.14% |
| c. High School Graduate/ Equivalency Diploma | 1,702 | 17,324 | | 51.98% |
| d. 12 grade + Some Post-Secondary | 682 | 4,344 | | 13.03% |
| e. 2 or 4 years College Graduate | 126 | 3,604 | | 10.81% |
| f. Graduate of other post-secondary school | 8 | 71 | | 0.21% |
| g. Unknown/not reported | 165 | 1,753 | | 5.26% |
| h. TOTAL (auto calculated) | 10,348 | 33,330 | | 100% |

| 4. Disconnected Youth | Number of Individuals |
|--|-----------------------|
| a. Youth ages 14-24 who are neither working or in school | 375 |

| 5. Health | Number of Individuals | | |
|------------------------|-----------------------|--------|---------|
| | Yes | No | Unknown |
| a. Disabling Condition | 7,855 | 51,103 | 0 |
| b. Health Insurance* | 55,940 | 2,378 | 54 |

*If an individual reported that they had Health Insurance please identify the source of health insurance below.

Health Insurance Sources

| | | |
|--|-------------|-------------|
| c.1. Medicaid | 1,364 | 28.49% |
| c.2. Medicare | 169 | 3.53% |
| c.3. State Children's Health Insurance Program | 1,180 | 24.65% |
| c.4. State Health Insurance for Adults | 1,051 | 21.96% |
| c.5. Military Health Care | 69 | 1.44% |
| c.6. Direct-Purchase | 22 | 0.46% |
| c.7. Employment Based | 216 | 4.51% |
| c.8. Unknown/not reported | 716 | 14.96% |
| c.9. TOTAL (auto calculated) | 4787 | 100% |

| 6. Ethnicity/Race | Number of Individuals | | |
|--|-----------------------|--|-------------|
| a. Ethnicity | | | |
| a.1. Hispanic, Latino or Spanish Origins | 22,557 | | 35.52% |
| a.2. Not Hispanic, Latino or Spanish Origins | 40,267 | | 63.41% |
| a.3. Unknown/not reported | 683 | | 1.08% |
| a.4. TOTAL (auto calculated) | 63507 | | 100% |

| b. Race | Number of Individuals | | |
|---|-----------------------|--|-------------|
| b.1. American Indian or Alaska Native | 234 | | 0.35% |
| b.2. Asian | 937 | | 1.40% |
| b.3. Black or African American | 20,028 | | 29.84% |
| b.4. Native Hawaiian and Other Pacific Islander | 125 | | 0.19% |
| b.5. White | 19,826 | | 29.54% |
| b.6. Other | 17,970 | | 26.78% |
| b.7. Multi-race (two or more of the above) | 3,700 | | 5.51% |
| b.8. Unknown/not reported | 4,289 | | 6.39% |
| b.9. TOTAL (auto calculated) | 67109 | | 100% |

| 7. Military Status | Number of Individuals | | |
|-----------------------------------|-----------------------|--|-------------|
| a. Veteran | 725 | | 97.71% |
| b. Active Military | 2 | | 0.27% |
| c. Unknown/not reported | 15 | | 2.02% |
| d. TOTAL (auto calculated) | 742 | | 100% |

| 8. Work Status (Individuals 18+) | Number of Individuals | | |
|---|-----------------------|--|-------------|
| a. Employed Full-Time | 616 | | 52.78% |
| b. Employed Part-Time | 406 | | 34.79% |
| c. Migrant Seasonal Farm Worker | 0 | | 0.00% |
| d. Unemployed (Short-Term, 6 months or less) | 20 | | 1.71% |
| e. Unemployed (Long-Term, more than 6 months) | 7 | | 0.60% |
| f. Unemployed (Not in Labor Force) | 10 | | 0.86% |
| g. Retired | 3 | | 0.26% |
| h. Unknown/not reported | 105 | | 9.00% |
| i. TOTAL (auto calculated) | 1167 | | 100% |

Module 4, Section C: All Characteristics Report

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Name of CSBG Eligible Entity Reporting:

Community Renewal Team (CRT)

D. HOUSEHOLD LEVEL CHARACTERISTICS

| 9. Household Type | Number of Households | |
|-------------------------------------|----------------------|-------------|
| a. Single Person | 12,299 | 43.67% |
| b. Two Adults NO Children | 2,485 | 8.82% |
| c. Single Parent Female | 8,683 | 30.83% |
| d. Single Parent Male | 506 | 1.80% |
| e. Two Parent Household | 2,757 | 9.79% |
| f. Non-related Adults with Children | 14 | 0.05% |
| g. Multigenerational Household | 126 | 0.45% |
| h. Other | 1,194 | 4.24% |
| i. Unknown/not reported | 102 | 0.36% |
| j. TOTAL (auto calculated) | 28166 | 100% |

| 10. Household Size | Number of Households | |
|-----------------------------------|----------------------|-------------|
| a. Single Person | 12,630 | 44.85% |
| b. Two | 6,015 | 21.36% |
| c. Three | 4,294 | 15.25% |
| d. Four | 2,914 | 10.35% |
| e. Five | 1,489 | 5.29% |
| f. Six or more | 816 | 2.90% |
| g. Unknown/not reported | 0 | 0.00% |
| h. TOTAL (auto calculated) | 28158 | 100% |

| 11. Housing | Number of Households | |
|-----------------------------------|----------------------|-------------|
| a. Own | 6,488 | 23.03% |
| b. Rent | 19,970 | 70.90% |
| c. Other permanent housing | 76 | 0.27% |
| d. Homeless | 589 | 2.09% |
| e. Other | 404 | 1.43% |
| f. Unknown/not reported | 639 | 2.27% |
| g. TOTAL (auto calculated) | 28166 | 100% |

| 12. Level of Household Income (% of HHS Guideline) | Number of Households | |
|---|----------------------|-------------|
| a. Up to 50% | 6,760 | 24.01% |
| b. 51% to 75% | 3,153 | 11.20% |
| c. 76% to 100% | 3,970 | 14.10% |
| d. 101% to 125% | 3,174 | 11.27% |
| e. 126% to 150% | 2,742 | 9.74% |
| f. 151% to 175% | 2,580 | 9.16% |
| g. 176% to 200% | 2,029 | 7.21% |
| h. 201% to 250% | 2,705 | 9.61% |
| i. 250% and over | 1,045 | 3.71% |
| j. Unknown/not reported | 0 | 0.00% |
| k. TOTAL (auto calculated) | 28158 | 100% |

| 13. Sources of Household Income | Number of Households | |
|---|----------------------|-------------|
| a. Income from Employment Only | 5,832 | 24.12% |
| b. Income from Employment and Other Income Source | 4,975 | 20.57% |
| c. Income from Employment, Other Income Source, and Non-Cash Benefits | 192 | 0.79% |
| d. Income from Employment and Non-Cash Benefits | 317 | 1.31% |
| e. Other Income Source Only | 9,440 | 39.03% |
| f. Other Income Source and Non-Cash Benefits | 410 | 1.70% |
| g. No Income | 2,180 | 9.01% |
| h. Non-Cash Benefits Only | 235 | 0.97% |
| i. Unknown/not reported | 603 | 2.49% |
| j. TOTAL (auto calculated) | 24184 | 100% |

Below, please report the types of Other income and/or non-cash benefits received by the households who reported sources other than employment

| 14. Other Income Source | Number of Households |
|---|----------------------|
| a. TANF | 627 |
| b. Supplemental Security Income (SSI) | 3,122 |
| c. Social Security Disability Income (SSDI) | 882 |
| d. VA Service-Connected Disability Compensation | 0 |
| e. VA Non-Service Connected Disability Pension | 2 |
| f. Private Disability Insurance | 1 |
| g. Worker's Compensation | 138 |
| h. Retirement Income from Social Security | 7,556 |
| i. Pension | 2,297 |
| j. Child Support | 2,104 |
| k. Alimony or other Spousal Support | 104 |
| l. Unemployment Insurance | 1,286 |
| m. EITC | 0 |
| n. Other | 8,438 |
| o. Unknown/not reported | 1,082 |

| 15. Non-Cash Benefits | Number of Households |
|---------------------------------|----------------------|
| a. SNAP | 651 |
| b. WIC | 94 |
| c. LIHEAP | 17,409 |
| d. Housing Choice Voucher | 136 |
| e. Public Housing | 110 |
| f. Permanent Supportive Housing | 85 |
| g. HUD-VASH | 11 |
| h. Childcare Voucher | 3 |
| i. Affordable Care Act Subsidy | 2 |
| j. Other | 242 |
| k. Unknown/not reported | 513 |

The Office of Community Services (OCS) received OMB approval for a new CSBG Annual Report on January 12, 2017. The new CSBG Annual Report marks the largest overhaul of CSBG data collection and reporting since the first comprehensive CSBG Information Survey (CSBG-IS) was developed in 1983.

The updated CSBG Annual Report has been designed to complement ROMA Next Generation and support and complete the CSBG Performance Management Framework. The information in the new CSBG Annual Report will be used at the local, state, and national levels to improve performance, track results from year to year, and assure accountability for critical activities and outcomes at each level of the CSBG network.

Results Oriented Management and Accountability (ROMA) is an approach to management which builds accountability into the daily activities of employees and the daily operations of an organization. ROMA is a sound management practice that integrates outcomes or results into the CAA's administration, management, and delivery of programs and services. CRT uses ROMA practices to demonstrate results and accountability to its Board and staff, funders, the public, government and other community based organizations. ROMA is also the common language for members of the Community Action Network to respond to the Government Performance and Results Act (GPRA) of 1993 (which requires that federally funded programs demonstrate measurable outcomes).

RESULTS ORIENTED MANAGEMENT PRINCIPLES

- Assess poverty needs and conditions within the community.
- Define a clear agency anti-poverty mission for the CSBG Network and a strategy to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community.
- Identify specific improvements or results to be achieved among low-income people and the community.
- Organize and implement programs, services, and activities, such as advocacy, within the agency and among partnering organizations, to achieve anticipated results. (*National CSBG 2014 Annual Report*)

RESULTS ORIENTED ACCOUNTABILITY PRINCIPLES

- Develop and implement strategies to measure and record improvements in the condition of low-income people and the communities in which they live that result from CSBG Network intervention.
- Use information about outcomes or results among agency tripartite boards and staff to determine overall effectiveness, inform annual and long-range planning, and support agency advocacy, funding, and community partnership activities. (*National CSBG 2014 Annual Report*)

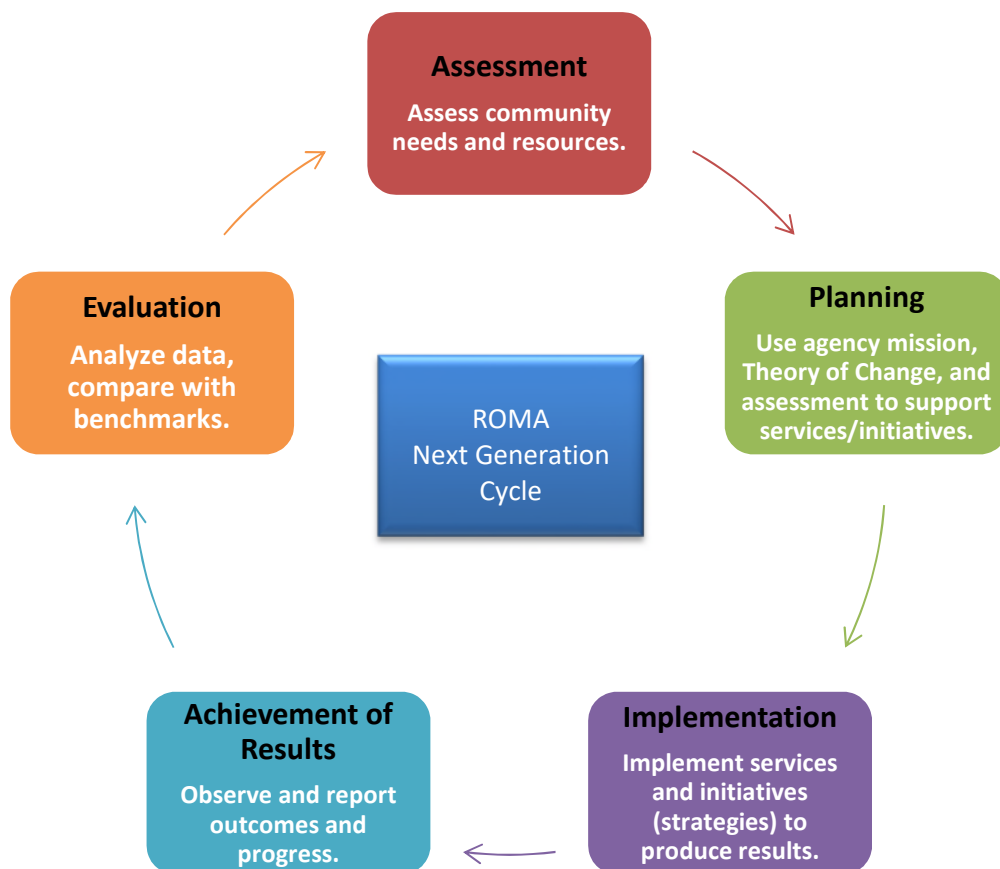
ROMA – Next Generation: In 2011, the GPRA Modernization Act of 2010 (GPRAMA) was implemented. It set new expectations for federal agencies and leaders to (1) set clear and ambitious goals for a limited number of outcome-focused and management priorities; (2) measure, analyze and communicate performance information in order to identify successful practices to disseminate and problematic practices to prevent or correct; and (3) frequently conduct in-depth performance reviews to drive progress on agencies' priorities.

In light of these changing performance management expectations in the public and private sectors, OCS has moved forward with the implementation of a comprehensive [CSBG Performance Management Framework](#) focused on a model of continuous improvement.

Results Oriented Management and Accountability Next Generation (ROMA NG):

- Focuses on integrating information on the people served, services and strategies provided, and outcomes achieved by eligible entities.
- Incorporates organizational standards and state and federal accountability measures to help achieve the full potential of CSBG.
- Represents a system for continuous quality improvement of CSBG services, strategies, and outcomes through the use of data at all levels.
- Creates learning organizations at all levels of the CSBG network.

The ROMA NG cycle is represented by the graphic shown below. The ROMA NG framework builds on ROMA principles and practices to support agencies and states as they gather and use data at all points of the cycle. Data collected and analyzed from assessment through evaluation allows CRT to identify our successes and our challenges and to make use of the information for continuous improvement.



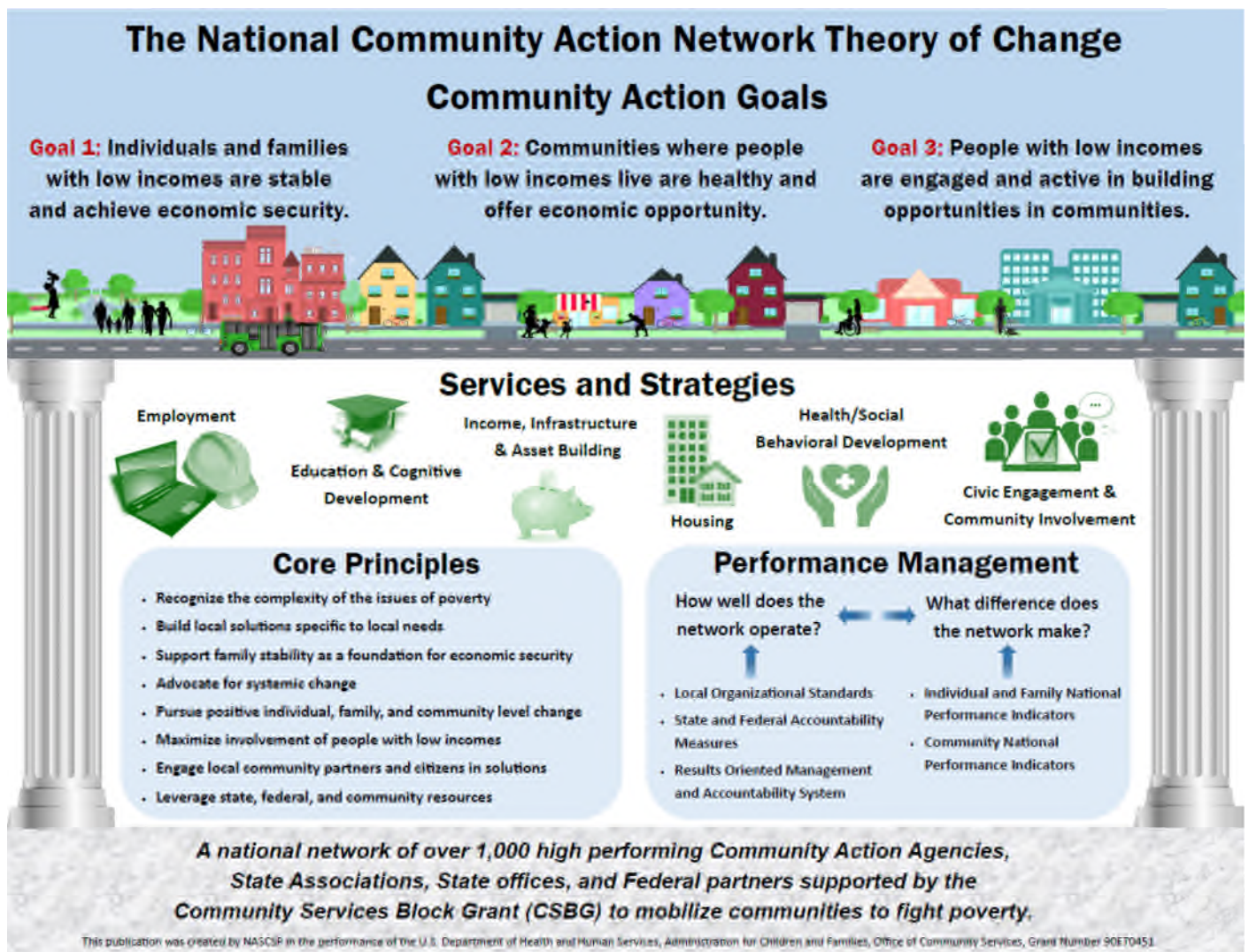
In short, ROMA NG is the last piece in a broader national effort to strengthen the performance management culture of the CSBG Network and includes:

1. Organizational standards for local CSBG entities
2. ROMA NG
3. CSBG Annual Report which includes an updated and refined set of CSBG outcome measures

Theory of Change:

The National Community Action Theory of Change was developed as a way to explain what Community Action is as a network. The Theory of Change:

- **Describes** the elements of a common framework Community Action Agencies (CAA) use to produce change.
- **Portrays** the broad picture of Community Action: long-term goals, core principles, and system capacity.
- **Identifies** the assumptions and core principles that guide the design of services and strategies to reach the long-term goals it hopes to achieve.
- **Demonstrates** commitment to accountability for the entire network through the Performance Management Framework and, specifically, to agency excellence through the Organizational Standards.
- **Connects** the foundation of a high performing national network to the services and strategies implemented by local CAAs in order to achieve the national Community Action goals.



From 2001 to 2003, OCS worked with national, state, and local CSBG officials to identify the results and performance targets that best reflect the multi-faceted work of CAAs. Priority was given to targets that could be collected and reported in a manner that presented an accurate indication of national impact. Results of this collaboration included the National Performance Indicators (NPIs), used to organize and report outcomes, and the identification of four performance indicators for which target information is collected.

Moving forward with the new CSBG Annual report under ROMA Next Generation, and the new Performance Management Framework, the Community Action network will move from six national goals to three. This CSBG Annual Report reports out on the new goals and indicators.

The new national goals are:

| | |
|---------|--|
| Goal 1: | Individuals and families with low incomes are stable and achieve economic security. |
| Goal 2: | Communities where people live are healthy and offer economic opportunity. |
| Goal 3: | People with low incomes are engaged and active in building opportunities in communities. |

In the new CSBG Annual Report, the National Performance Indicators (NPIs) are organized by community level work (Community National Performance Indicators (CNPIs)) and individual and family level work (Individual and Family Level National Performance Indicators FNPIs)).

The new CSBG Annual Report NPIs are organized by seven domains: six core domains and one additional and unique additional domain that organize the work of community action agencies nationally. The Community Service Block Grant Domains are:

1. Employment
2. Education and Cognitive Development
3. Income and Asset Building
4. Housing
5. Health and Social/Behavioral Development
6. Civic Engagement and Community Involvement
7. Outcomes and Services Across Multiple Domains

Individual and Family Level collects information on Family National Performance Indicators (FNPIs) and Services (SRV) provided to individuals and families. All individual and family-level performance indicators and services are categorized within domains that organize the work of the Community Action Network.

The selection of FNPIs is guided by CRT's specific and unique work responding to local community conditions and by our Community Needs Assessment. CRT reports on the FNPIs that are relevant and appropriate to measure our work.

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Employment Indicators

Name of CSBG Eligible Entity Reporting:

Community Renewal Team (CRT)

| Employment (FNPI 1) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (%) auto calculated) | V.) Performance Target Accuracy (III/II = V] (%) auto calculated) |
|--|---|-----------------|--------------------------|---|---|
| FNPI 1a The number of unemployed youth who obtained employment to gain skills or income. | 175 | 150 | 175 | 100% | 117% |
| FNPI 1b The number of unemployed adults who obtained employment (up to a living wage). | 35 | 20 | 21 | 60% | 105% |
| FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage). | | | | #DIV/0! | #DIV/0! |
| FNPI 1d The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage). | | | | #DIV/0! | #DIV/0! |
| FNPI 1e The number of unemployed adults who obtained employment (with a living wage or higher). | | | | #DIV/0! | #DIV/0! |
| FNPI 1f The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher). | | | | #DIV/0! | #DIV/0! |
| FNPI 1g The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher). | | | | #DIV/0! | #DIV/0! |
| Employment (FNPI 1) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (%) auto calculated) | V.) Performance Target Accuracy (III/II = V] (%) auto calculated) |
| FNPI 1h 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. | 100 | 85 | 82 | 82% | 96% |
| FNPI 1h.1 Of the above, the number of employed participants who increased income from employment through wage or salary amount increase . | 100 | 85 | 82 | 82% | 96% |
| FNPI 1h.2 Of the above, the number of employed participants who increased income from employment through hours worked increase . | | | | #VALUE! | #DIV/0! |
| FNPI 1h.3 Of the above, the number of employed participants who increased benefits related to employment. | | | | #DIV/0! | #DIV/0! |
| Other Employment Outcome Indicator (FNPI 1z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (%) auto calculated) | V.) Performance Target Accuracy (III/II = V] (%) auto calculated) |
| FNPI 1z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Education and Cognitive Development Indicators

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Education and Cognitive Development (FNPI 2) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|--|---|-----------------|--------------------------|---|--|
| FNPI 2a The number of children (0 to 5) who demonstrated improved emergent literacy skills. | 867 | 1000 | 867 | 100% | 87% |
| FNPI 2b The number of children (0 to 5) who demonstrated skills for school readiness. | 867 | 1000 | 867 | 100% | 87% |
| FNPI 2c The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total). | 893 | 1025 | 893 | 100% | 87% |
| FNPI 2c.1 Early Childhood Education (ages 0-5) | 867 | 1000 | 867 | 100% | 87% |
| FNPI 2c.2 1st grade-8th grade | 26 | 25 | 26 | 100% | 104% |
| FNPI 2c.3 9th grade-12th grade | | | | #DIV/0! | #DIV/0! |
| FNPI 2d The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills). (auto total) | 89 | 90 | 89 | 100% | 99% |
| FNPI 2d.1 Early Childhood Education (ages 0-5) | | | | #DIV/0! | #DIV/0! |
| FNPI 2d.2 1st grade-8th grade | | | | #DIV/0! | #DIV/0! |
| FNPI 2d.3 9th grade-12th grade | 89 | 90 | 89 | 100% | 99% |
| FNPI 2e The number of parents/caregivers who improved their home environments. | | | | #DIV/0! | #DIV/0! |
| FNPI 2f The number of adults who demonstrated improved basic education. | 44 | 45 | 44 | 100% | 98% |
| FNPI 2g The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma. | 20 | 15 | 14 | 70% | 93% |
| FNPI 2h The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills. | | | | #DIV/0! | #DIV/0! |
| FNPI 2i The number of individuals who obtained an Associate's degree. | 3 | 2 | 1 | 33% | 50% |
| FNPI 2j The number of individuals who obtained a Bachelor's degree. | | | | #DIV/0! | #DIV/0! |

| Other Education and Cognitive Development Outcome Indicator (FNPI 2z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|---|---|-----------------|--------------------------|---|--|
| FNPI 2z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Income and Asset Building Indicators

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Income and Asset Building (FNPI 3) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|--|---|-----------------|--------------------------|--|--|
| FNPI 3a The number of individuals who achieved and maintained capacity to meet basic needs for 90 days . | 540 | 475 | 457 | 85% | 96% |
| FNPI 3b The number of individuals who achieved and maintained capacity to meet basic needs for 180 days . | | | | #DIV/0! | #DIV/0! |
| FNPI 3c The number of individuals who opened a <u>savings account or IDA</u> . | 19 | 11 | 17 | 89% | 155% |
| FNPI 3d The number of individuals who <u>increased their savings</u> . | 6 | 11 | 5 | 83% | 45% |
| FNPI 3e The number of individuals who used their savings to <u>purchase an asset</u> . | 5 | 3 | 5 | 100% | 167% |
| FNPI 3e.1 Of the above, the number of individuals who <u>purchased a home</u> . | 3 | 2 | 3 | 100% | 150% |
| FNPI 3f The number of individuals who <u>improved their credit scores</u> . | | | | #DIV/0! | #DIV/0! |
| FNPI 3g The number of individuals who <u>increased their net worth</u> . | | | | #DIV/0! | #DIV/0! |
| FNPI 3h The number of individuals engaged with the Community Action Agency who report <u>improved financial well-being</u> . | | | | #DIV/0! | #DIV/0! |

| Other Income and Asset Building Outcome Indicator (FNPI 3z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|---|---|-----------------|--------------------------|--|--|
| FNPI 3z.1 The number of individuals or households _____. | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Housing Indicators

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Housing (FNPI 4) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V] (% auto calculated) |
|--|---|-----------------|--------------------------|--|--|
| FNPI 4a The number of households experiencing homelessness who obtained safe temporary shelter . | 639 | 600 | 639 | 100% | 107% |
| FNPI 4b The number of households who obtained safe and affordable housing . | 826 | 600 | 611 | 74% | 102% |
| FNPI 4c The number of households who maintained safe and affordable housing for 90 days . | 392 | 350 | 340 | 87% | 97% |
| FNPI 4d The number of households who maintained safe and affordable housing for 180 days . | | | | #DIV/0! | #DIV/0! |
| FNPI 4e The number of households who avoided eviction . | 449 | 350 | 391 | 87% | 112% |
| FNPI 4f The number of households who avoided foreclosure . | 12 | 10 | 11 | 92% | 110% |
| 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). | 157 | 175 | 157 | 100% | 90% |
| FNPI 4h The number of households with improved energy efficiency and/or energy burden reduction in their homes. | 39 | 40 | 39 | 100% | 98% |

| Other Housing Outcome Indicator (FNPI 4z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V] (% auto calculated) |
|---|---|-----------------|--------------------------|--|--|
| FNPI 4z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Health and Social/Behavioral Development Indicators

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Health and Social/Behavioral Development (FNPI 5) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III / I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|--|---|-----------------|--------------------------|---|--|
| FNPI 5a The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food). | | | | #DIV/0! | #DIV/0! |
| FNPI 5b The number of individuals who demonstrated improved physical health and well-being. | 226 | 200 | 220 | 97% | 110% |
| FNPI 5c The number of individuals who demonstrated improved mental and behavioral health and well-being . | 1030 | 1000 | 1007 | 98% | 101% |
| FNPI 5d The number of individuals who improved skills related to the adult role of parents/ caregivers. | | | | #DIV/0! | #DIV/0! |
| FNPI 5e The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children. | | | | #DIV/0! | #DIV/0! |
| FNPI 5f The number of seniors (65+) who maintained an independent living situation. | 4021 | 4100 | 4021 | 100% | 98% |
| FNPI 5g The number of individuals with disabilities who maintained an independent living situation. | | | | #DIV/0! | #DIV/0! |
| FNPI 5h The number of individuals with chronic illness who maintained an independent living situation. | 120 | 100 | 120 | 100% | 120% |
| FNPI 5i The number of individuals with no recidivating event for six months. | 0 | 0 | 0 | #DIV/0! | #DIV/0! |
| FNPI 5i.1 Youth (ages 14-17) | | | | #DIV/0! | #DIV/0! |
| FNPI 5i.2 Adults (ages 18+) | | | | #DIV/0! | #DIV/0! |

| Other Health and Social/Behavioral Development Outcome Indicator (FNPI 5z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III / I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|--|---|-----------------|--------------------------|---|--|
| FNPI 5z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Civic Engagement and Community Involvement Indicators

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Civic Engagement and Community Involvement Indicators (FNPI 6) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V] (% auto calculated) |
|---|--|------------------------|---------------------------------|---|---|
| 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. | 446 | 450 | 446 | 100% | 99% |
| FNPI 6a.1 Of the above, the number of Community Action program participants who improved their leadership skills. | 14 | 15 | 14 | 100% | 93% |
| FNPI 6a.2 Of the above, the number of Community Action program participants who improved their social networks. | | | | #DIV/0! | #DIV/0! |
| 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. | 432 | 450 | 432 | 100% | 96% |
| Other Civic Engagement and Community Involvement Outcome Indicator (FNPI 6z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V] (% auto calculated) |
| FNPI 6z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section A: Individual and Family National Performance Indicators (FNPIs) - Data Entry Form
Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Outcomes Across Multiple Domains

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Outcomes Across Multiple Domains (FNPI 7) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|--|---|------------------------|---------------------------------|--|--|
| FNPI 7a The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains. | 4072 | 4000 | 3931 | 97% | 98% |

| Other Outcome Indicator (FNPI 7z) | I.) Number of Participants Served in program(s) (#) | II.) Target (#) | III.) Actual Results (#) | IV.) Percentage Achieving Outcome [III/ I = IV] (% auto calculated) | V.) Performance Target Accuracy (III/II = V) (% auto calculated) |
|---|---|------------------------|---------------------------------|--|--|
| FNPI 7z.1 The number of individuals or households | | | | #DIV/0! | #DIV/0! |

Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1: Individuals and Families with low-incomes are stable
and achieve economic security.**

Employment Services

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Employment Services (SRV 1) | Unduplicated Number of Individuals Served |
|--|--|
| Skills Training and Opportunities for Experience (SRV 1a-f) | |
| SRV 1a Vocational Training | 34 |
| SRV 1b On-the-Job and other Work Experience | 179 |
| SRV 1c Youth Summer Work Placements | |
| SRV 1d Apprenticeship/Internship | |
| SRV 1e Self-Employment Skills Training | |
| SRV 1f Job Readiness Training | 279 |
| Career Counseling (SRV 1g-h) | |
| SRV 1g Workshops | |
| SRV 1h Coaching | 72 |
| Job Search (SRV 1i-n) | |
| SRV 1i Coaching | 145 |
| SRV 1j Resume Development | 100 |
| SRV 1k Interview Skills Training | |
| SRV 1l Job Referrals | 169 |
| SRV 1m Job Placements | |
| SRV 1n Pre-employment physicals, background checks, etc. | |
| Post Employment Supports (SRV 1o-p) | |
| SRV 1o Coaching | |
| SRV 1p Interactions with employers | |
| Employment Supplies (SRV 1q) | |
| SRV 1q Employment Supplies | |

Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1: Individuals and Families with low-incomes are stable and
achieve economic security.**

Education and Cognitive Development Services

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Education and Cognitive Development Services (SRV 2) | Unduplicated Number of Individuals Served |
|--|--|
| Child/Young Adult Education Programs (SRV 2a-j) | |
| SRV 2a Early Head Start | 80 |
| SRV 2b Head Start | 661 |
| SRV 2c Other Early-Childhood (0-5 yr. old) Education | 126 |
| SRV 2d K-12 Education | 0 |
| SRV 2e K-12 Support Services | 80 |
| SRV 2f Financial Literacy Education | |
| SRV 2g Literacy/English Language Education | |
| SRV 2h College-Readiness Preparation/Support | |
| SRV 2i Other Post Secondary Preparation | |
| SRV 2j Other Post Secondary Support | |
| School Supplies (SRV 2k) | |
| SRV 2k School Supplies | |
| Extra-curricular Programs (SRV 2l-q) | |
| SRV 2l Before and After School Activities | 26 |
| SRV 2m Summer Youth Recreational Activities | 27 |
| SRV 2n Summer Education Programs | |
| SRV 2o Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.) | |
| SRV 2p Mentoring | 89 |
| SRV 2q Leadership Training | |
| Adult Education Programs (SRV 2r-z) | |
| SRV 2r Adult Literacy Classes | |
| SRV 2s English Language Classes | 15 |
| SRV 2t Basic Education Classes | 44 |
| SRV 2u High School Equivalency Classes | 20 |
| SRV 2v Leadership Training | |
| SRV 2w Parenting Supports (may be a part of the early childhood programs identified above) | 4 |
| SRV 2x Applied Technology Classes | 1 |
| SRV 2y Post-Secondary Education Preparation | 3 |
| SRV 2z Financial Literacy Education | |
| Post-Secondary Education Supports (SRV 2aa) | |
| SRV 2aa College applications, text books, computers, etc. | 1 |
| Financial Aid Assistance (SRV 2bb) | |
| SRV 2bb Scholarships | |
| Home Visits (SVR 2cc) | |
| SRV 2cc Home Visits | 202 |

Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1: Individuals and Families with low incomes are stable and
achieve economic security.**

Income and Asset Building Services

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Income and Asset Building Services (SRV 3) | Unduplicated Number of Individuals Served |
|---|--|
| Training and Counseling Services (SRV 3a-f) | |
| SRV 3a Financial Capability Skills Training | |
| SRV 3b Financial Coaching/Counseling | 22 |
| SRV 3c Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.) | 586 |
| SRV 3d First-time Homebuyer Counseling | 227 |
| SRV 3e Foreclosure Prevention Counseling | 55 |
| SRV 3f Small Business Start-Up and Development Counseling Sessions/Classes | |
| Benefit Coordination and Advocacy (SRV 3g-l) | |
| SRV 3g Child Support Payments | |
| SRV 3h Health Insurance | 1 |
| SRV 3i Social Security/SSI Payments | 11 |
| SRV 3j Veteran's Benefits | 1 |
| SRV 3k TANF Benefits | |
| SRV 3l SNAP Benefits | 901 |
| Asset Building (SRV 3m-o) | |
| SRV 3m Saving Accounts/IDAs and other asset building accounts | 25 |
| SRV 3n Other financial products (IRA accounts, MyRA, other retirement accounts, etc.) | |
| SRV 3o VITA, EITC, or Other Tax Preparation programs | 922 |
| SRV 3p Loans And Grants (SRV 3p-q) | |
| SRV 3p Micro-loans | |
| SRV 3q Business incubator/business development loans | |

Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Housing Services

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Housing Services (SRV 4) | Unduplicated Number of Individuals Served |
|--|--|
| Housing Payment Assistance (SRV 4a-e) | |
| SRV 4a Financial Capability Skill Training | |
| SRV 4b Financial Coaching/Counseling | |
| SRV 4c Rent Payments (includes Emergency Rent Payments) | 482 |
| SRV 4d Deposit Payments | 246 |
| SRV 4e Mortgage Payments (includes Emergency Mortgage Payments) | 12 |
| Eviction Prevention Services (SRV 4f-h) | |
| SRV 4f Eviction Counseling | |
| SRV 4g Landlord/Tenant Mediations | 42 |
| SRV 4h Landlord/Tenant Rights Education | |
| Utility Payment Assistance (SRV 4i-l) | |
| SRV 4i Utility Payments (LIHEAP-includes Emergency Utility Payments) | 40,740 |
| SRV 4j Utility Deposits | |
| SRV 4k Utility Arrears Payments | 21 |
| SRV 4l Level Billing Assistance | 5611 |
| Housing Placement/Rapid Re-housing (SRV 4m-p) | |
| SRV 4m Temporary Housing Placement (includes Emergency Shelters) | 634 |
| SRV 4n Transitional Housing Placements | |
| SRV 4o Permanent Housing Placements | 826 |
| SRV 4p Rental Counseling | 3 |
| Housing Maintenance & Improvements (SRV 4q) | |
| SRV 4q Home Repairs (e.g. structural, appliance, heating systems, etc.) (Including Emergency Home Repairs) | |
| Weatherization Services (SRV 4r-t) | |
| SRV 4r Independent-living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.) | |
| SRV 4s Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.) | 157 |
| SRV 4t Energy Efficiency Improvements (e.g. insullation, air sealing, furnace repair, etc.) | 39 |

Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1: Individuals and Families with low incomes are stable and
achieve economic security.**

Health and Social/Behavioral Development

Community Renewal Team

Name of CSBG Eligible Entity Reporting: (CRT) _____

| Health and Social/Behavioral Development Services (SRV 5) | Unduplicated Number of Individuals Served |
|---|--|
| Health Services, Screening and Assessments (SRV 5a-j) | |
| SRV 5a Immunizations | |
| SRV 5b Physicals | 218 |
| SRV 5c Developmental Delay Screening | 1 |
| SRV 5d Vision Screening | 12 |
| SRV 5e Prescription Payments | |
| SRV 5f Doctor Visit Payments | |
| SRV 5g Maternal/Child Health | |
| SRV 5h Nursing Care Sessions | |
| SRV 5i In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services) | |
| SRV 5j Health Insurance Options Counseling | |
| Reproductive Health Services (SRV 5k-o) | |
| SRV 5k Coaching Sessions | |
| SRV 5l Family Planning Classes | |
| SRV 5m Contraceptives | |
| SRV 5n STI/HIV Prevention Counseling Sessions | 16 |
| SRV 5o STI/HIV Screenings | 14 |
| Wellness Education (SRV 5p-q) | |
| SRV 5p Wellness Classes (stress reduction, medication management, mindfulness, etc.) | |
| SRV 5q Exercise/Fitness | |
| Mental/Behavioral Health (SRV 5r-x) | |
| SRV 5r Detoxification Sessions | |
| SRV 5s Substance Abuse Screenings | 940 |
| SRV 5t Substance Abuse Counseling | 951 |
| SRV 5u Mental Health Assessments | 940 |
| SRV 5v Mental Health Counseling | 428 |
| SRV 5w Crisis Response/Call-In Responses | |
| SRV 5x Domestic Violence Programs | |
| Support Groups (SRV 5y-aa) | |
| SRV 5y Substance Abuse Support Group Meetings | 25 |
| SRV 5z Domestic Violence Support Group Meetings | |
| SRV 5aa Mental Health Support Group Meeting | |

Module 4, Section B: Individual and Family Services - Data Entry Form

**Goal 1: Individuals and Families with low incomes are stable and
achieve economic security.**

Health and Social/Behavioral Development

Community Renewal Team

Name of CSBG Eligible Entity Reporting: (CRT)

| Health and Social/Behavioral Development Services (Cont'd.) | Unduplicated Number of Individuals Served |
|---|--|
| Dental Services, Screenings and Exams (SRV 5bb-ee) | |
| SRV 5bb Adult Dental Screening/Exams | |
| SRV 5cc Adult Dental Services (including Emergency Dental Procedures) | 8 |
| SRV 5dd Child Dental Screenings/Exams | |
| SRV 5ee Child Dental Services (including Emergency Dental Procedures) | |
| Nutrition and Food/Meals (SRV 5ff-jj) | |
| SRV 5ff Skills Classes (Gardening, Cooking, Nutrition) | 120 |
| SRV 5gg Community Gardening Activities | |
| SRV 5hh Incentives (e.g. gift card for food preparation, rewards for participation, etc.) | |
| SRV 5ii Prepared Meals | 6913 |
| SRV 5jj Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries) | 1362 |
| Family Skills Development (SRV 5kk-mm) | |
| SRV 5kk Family Mentoring Sessions | |
| SRV 5ll Life Skills Coaching Sessions | 236 |
| SRV 5mm Parenting Classes | |
| Emergency Hygiene Assistance (SRV 5nn-oo) | |
| SRV 5nn Kits/boxes | 49 |
| SRV 5oo Hygiene Facility Utilizations (e.g. showers, toilets, sinks) | |

Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Civic Engagement and Community Involvement

Name of CSBG Eligible Entity Reporting: Community Renewal Team (CRT)

| Civic Engagement and Community Involvement Services (SRV 6a-f) | Unduplicated Number of Individuals Served |
|---|--|
| SRV 6a Voter Education and Access | |
| SRV 6b Leadership Training | 14 |
| SRV 6c Tri-partite Board Membership | 1 |
| SRV 6d Citizenship Classes | |
| SRV 6e Getting Ahead Classes | |
| SRV 6f Volunteer Training | 432 |

Module 4, Section B: Individual and Family Services - Data Entry Form

Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.

Services Supporting Multiple Domains

Community Renewal Team

Name of CSBG Eligible Entity Reporting: (CRT)

| Services Supporting Multiple Domains (SRV 7) | Unduplicated Number of Individuals Served |
|---|---|
| Case Management (SRV 7a) | |
| SRV 7a Case Management | 1797 |
| Eligibility Determinations (SRV 7b) | |
| SRV 7b Eligibility Determinations | |
| Referrals (SRV 7c) | |
| SRV 7c Referrals | 3778 |
| Transportation Services (SRV 7d) | |
| SRV 7d Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services) | 850 |
| Childcare (SRV 7e-f) | |
| SRV 7e Child Care subsidies | |
| SRV 7f Child Care payments | |
| Eldercare (SRV 7g) | |
| SRV 7g Day Centers | |
| Identification Documents (SRV 7h-j) | |
| SRV 7h Birth Certificate | |
| SRV 7i Social Security Card | |
| SRV 7j Driver's License | 86 |
| Re-Entry Services (SRV 7k) | |
| SRV 7k Criminal Record Expungements | 1 |
| Immigration Support Services (SRV 7l) | |
| SRV 7l Immigration Support Services (relocation, food, clothing) | |
| Legal Assistance (includes emergency legal assistance) (SRV 7m) | |
| SRV 7m Legal Assistance | 37 |
| Emergency Clothing Assistance (SRV 7n) | |
| SRV 7n Emergency Clothing Assistance | 226 |
| Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government) (SRV 7o) | |
| SRV 7o Mediation/Customer Advocacy Interventions | 3523 |

COMMUNITY RENEWAL TEAM PROGRAMS & SERVICES



BASIC NEEDS

Food Assistance
Resource Centers



COMMUNITY CORRECTIONS

DOC Residential Program
Re-Entry Recovery Services
Transitional Case Management



EDUCATION AND YOUTH

Infant/Toddler Day Care
Preschool
Day Care Nutrition
Summer Food



EMPLOYMENT AND TRAINING

Capital City YouthBuild
Middlesex Youth Development
Summer Youth Employment



ENERGY AND WEATHERIZATION

Energy Assistance
Statewide Weatherization



HOUSING AND SHELTERS

Affordable Housing
CHAP
Family Shelter
Grandparents Raising Grandchildren
Housing Counseling
Men's Shelter
Supportive Housing



MENTAL HEALTH AND WELLNESS

Asian Family Services
Behavioral Health
HIV Outreach, Counseling, and Case Management Services
Homeless Outreach
Medication Assisted Treatment
Transitional Case Management



MONEY MANAGEMENT

IDA Savings Program
VITA Tax Filing
Your Money



SENIOR SERVICES

Meals on Wheels
Retreat Assisted Living
Retired and Senior Volunteers
Senior Affordable Housing
Senior Cafés



VETERANS PROGRAMS

Supportive Services for Veteran Families
Veterans Housing



Community Renewal Team
Changing lives... Creating opportunity!



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