

STATE OF IOWA
COMMUNITY SERVICES BLOCK GRANT PROGRAM (CSBG)

YEAR-END REPORT
[FY 2020]


CSBG Program Year Ending September 30, 2020

Identification Information:

Agency: UPPER DES MOINES OPPORTUNITY, INC.

Contact Person(s): JAMEY M. WHITNEY, EXECUTIVE DIRECTOR
KAYLA MCKINNEY, COMPLIANCE DIRECTOR
>

Agency Certification:

Executive Director's Signature: 

Typed or Printed Name: JAMEY M. WHITNEY

Date of Certification: >

The Executive Director's signature and date signed indicates agency review and approval. Agencies are expected to distribute and present the CSBG Year-End Report to their governing board.

SECTION 1: Accomplishments, Innovative Solutions, and Service Delivery Improvements**INSTRUCTIONS**

Respond to the following questions. Responses should be on separate sheets of paper and submitted with these report forms.

1) **Management Accomplishment** (CSBG Annual Report, Module 1, Section B #5)

Describe a notable management accomplishment achieved by your agency during FY 2020. Describe how responsible, informed leadership, and effective, efficient processes led to high-quality, accessible, and well-managed services and strategies.

2) **Innovative Solution Highlight** (CSBG Annual Report, Module 1, Section B #6)

Provide an example of a way in which your agency addressed a cause or condition of poverty in the community using an innovative or creative approach. The example must include the following:

- a) Your agency's innovative or creative approach for addressing the cause or condition
- b) Local partners involved and how they contributed
- c) The outcomes that were achieved
- d) How regular CSBG, CSBG CARES Supplemental, or CSBG Disaster Supplemental funds were used to support the implementation (if applicable)

3) **Improving Service Delivery** (CSBG Annual Report, Module 1, Section I #5)

Provide an example of a change your agency made during FY 2020 to improve service delivery and enhance impact for individuals, families, and communities with low incomes based on your agency's review and analysis of performance data.

Accomplishments, Innovative Solutions, and Service Delivery Improvements

1. Management Accomplishment

The following were accomplished during FY2020 by UDMO:

- 2019 Fiscal Audit was completed with no instances of noncompliance material. UDMO was determined to be a low-risk auditee.
- Weatherization Home Inspection Visit and Office Monitoring Visit was completed with all corrective work completed on time.
- Relocated an outreach office in Emmet County for families to access services easier.
- TBRA Monitoring Report was conducted with no findings.
- DHR Program Audit was performed with all requirements met.
- IDPH Review of Audit Report was completed. No findings were associated.
- UDMO hired a WIC Director in FY2020.
- DCAA reviewed and accepted FY2021 CSBG Community Action Plan and Application.
- FY2020 CSBG Organizational Standards Self-Assessment was completed and submitted.
- Pandemic Plan was created and implemented.

The above accomplishments would not have occurred had our leadership and management team not been informed and knowledgeable about the programs within UDMO. The effective and efficient process along with program staff working with other program staff allowed UDMO to provide well-managed services to those in need and reach our goals as an agency including ensured compliance within each program.

2. Innovative Solution Highlight

a. The cause or condition of poverty your agency addressed

Meeting the basic needs of families and individuals along with becoming self-sufficient were the main types of causes or conditions of poverty UDMO addressed.

b. Your agency's innovative or creative approach for addressing the cause or condition

UDMO's Self-Sufficiency Advocate for Life Skills (SAIL) program was used for meeting the basic needs and reaching self-sufficiency of families and individuals in poverty. SAIL connects families and individuals with services to assist them in becoming self-sufficient and reach a goal of getting off or reducing the use of state funded programming. SAIL saw an increase in program interest as they are starting to mimic more of the FaDSS program structure.

c. Local partners involved and how they contributed

The main partners involved with Self-Sufficiency Advocate for Individual Life Skills (SAIL) are:

- Iowa Workforce Development
- Ministerial Associations
- Public Health
- Emergency Management

- Iowa Department of Human Services
- County Foundations
- United Way
- Fort Dodge Housing Authority
- Northwest Iowa Regional Housing Authority
- Family Life Awareness Council
- UDMO Head Start/Early Head Start
- UDMO WIC
- UDMO Outreach offices

Each of the partners listed serve as a referral source for the program and in some instances, serve as supportive service providers.

d. The outcomes that were achieved

In FY2020, SAIL assisted 99 families. Of those families, 58 successfully exited the program.

e. How CSBG funds were used to support the implementation

CSBG funds were used to cover 2-FTE Family Support Coordinators and 0.5-FTE Family and Community Services Director. All SAIL staff completed Family Development Certification. The funds also cover support services provided to individuals and families who are active in the SAIL program along with administrative duties such as paperwork and reports to show how the program is progressing.

3. Improving Service Delivery

Upper Des Moines Opportunity, Inc.'s programs have been communicating and coordinating continuously so that the needs of the individuals and families coming through any UDMO door is assisted with any and all services they qualify for. Outreach centers, FaDSS, and Head Start see the most families in need. Staff who work in these programs attend meetings together and staying in constant contact to ensure the family's needs are fully met. Due to the increase in communication between programs within UDMO, there has been an increase in numbers served and number of services provided to these families are more effective in meeting the family's needs. Due to the pandemic and offices needing to be closed to the public, UDMO improved service delivery electronically through face time, phone calls and emails. Food pantries switched from face-to-face to drive thru with the pantries pre-packaged and delivered to the individual's vehicle with employees wear the proper protective equipment and safety precautions were put in place as well.

SECTION 2: Capacity Building (CSBG Annual Report, Module 2, Section B: CSBG Eligible Entity Capacity Building)**INSTRUCTIONS**

For the FY 2020 reporting period (B.1.), report the unduplicated number of capacity building hours, volunteer hours, agency staff certifications, and organizations your agency partners with for the following agency capacity building measures.

B.1. Agency Reporting Period: October 1, 2019 through September 30, 2020	
B.2. Hours of Agency Capacity Building (e.g. training, planning, assessment):	HOURS
a. Hours of board members in capacity building activities	32
b. Hours of agency staff in capacity building activities	720
B.3. Volunteer Hours (e.g. program support, service delivery, fundraising):	HOURS
a. Total number of ALL volunteer hours donated to the agency	110,367
a.1. Of the above, the total number of volunteer hours donated by individuals with low incomes	91,443
B.4. The number of agency staff who HOLD certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	AGENCY STAFF
a. Nationally Certified ROMA Trainers	0
b. Nationally Certified ROMA Implementers	1
c. Certified Community Action Professionals (CCAP)	0
d. Staff with a child development certification	25
e. Staff with a family development certification	14
f. Pathways Reviewers	0
g. Staff with Home Energy Professional Certifications	4
g.1. Energy Auditors	4
g.2. Retrofit Installer Technicians	0
g.3. Crew Leaders	0
g.4. Quality Control Inspectors (QCI)	1
h. LEED Risk Certified assessors	4
i. Building Performance Institute (BPI) certified professionals	0
j. Classroom Assessment Scoring System (CLASS) certified professionals	3
k. Certified Housing Quality Standards (HQS) Inspectors	2
l. American Institute of Certified Planners (AICP)	0
m. HMIS Data Entry Certifications	4
n. ELITE Professional	1
o. High Impact Leadership	1
B.5. The number of organizations, both public and private, that your agency actively works with to expand resources and opportunities in order to achieve family and community outcomes:	ORGANIZATIONS
a. Non-Profit	91
b. Faith Based	133
c. Local Government	125
d. State Government	4
e. Federal Government	3
f. For-Profit Business or Corporation	69
g. Consortiums/Collaborations	41
h. School Districts	59
i. Institutions of Post-Secondary Education/Training	14
j. Financial/Banking Institutions	4
k. Health Service Organizations	38
l. Statewide Associations or Collaborations	28

SECTION 3a: ALL Client Characteristics (CSBG Annual Report, Module 4, Section C: All Characteristics Report)

INSTRUCTIONS

For the FY 2020 reporting period (October 1, 2019 through September 30, 2020), report the following characteristics and demographic information on **ALL** the individuals and households your agency served. Only report unduplicated counts. Your agency may print and submit a NIFCAP or CIS client characteristics report instead of completing this worksheet.

- A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:**
- B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:**

19,757	INDIVIDUALS
8,407	HOUSEHOLDS

C. INDIVIDUAL LEVEL CHARACTERISTICS

	INDIVIDUALS
1. Gender	
a. Male	8,712
b. Female	11,015
c. Other	6
d. Unknown/Not Reported	12
TOTAL	19,745

	INDIVIDUALS
2. Age	
a. 0-5	2,162
b. 6-13	3,491
c. 14-17	1,592
d. 18-24	1,515
e. 25-44	4,611
f. 45-54	1,755
g. 55-59	978
h. 60-64	1,012
i. 65-74	1,383
j. 75 and over	1,133
k. Unknown/Not Reported	125
TOTAL	19,757

	INDIVIDUALS	
	(Ages 14-24)	(Ages 25 and over)
3. Education Levels		
a. Grades 0-8th	1,304	947
b. Grades 9th-12th/Non-Graduate	1,123	1,716
c. High School Graduate	403	5,078
d. GED/Equivalency Diploma	6	42
e. 12th Grade + Some Post-Secondary	113	1,570
f. College Graduate (2 or 4 years)	13	1,156
e. Graduate of Other Post-Secondary School	1	52
f. Unknown/Not Reported	48	222
TOTAL	3,011	10,783

	INDIVIDUALS
4. Disconnected Youth (Aged 14 to 24)	
a. Youth ages 14-24 who are neither working or in school	301

	YES	NO	UNKNOWN
5. Health			
a. Disabling Condition	3,658	15,405	925
b. Health Insurance*	16,262	2,558	0

* If an individual reported that they had health insurance, identify the source(s) in c. Health Insurance Sources:

	INDIVIDUALS
c. Health Insurance Sources	
1. Medicaid	11,372
2. Medicare	2,417
3. State Children's Health Insurance Prgm.	172
4. State Health Insurance for Adults	686
5. Military Health Care	77
6. Direct Purchase	886
7. Employment Based	864
8. Unknown/Not Reported	931

	INDIVIDUALS
6. Ethnicity/Race	
a. Ethnicity	
1. Hispanic, Latino or of Spanish Origin	3,535
2. Not Hispanic, Latino or of Spanish Origin	15,509
3. Unknown/Not Reported	200
TOTAL	19,244

	INDIVIDUALS
b. Race	
1. American Indian or Alaska Native	96
2. Asian	350
3. Black or African American	993
4. Native Hawaiian/Other Pacific Islander	216
5. White	16,640
6. Other	320
7. Multi-Race (two or more of the above)	862
8. Unknown/Not Reported	280
TOTAL	19,757

	INDIVIDUALS
7. Military Status (Aged 18 and over)	
a. Veteran	445
b. Active Military	25
c. Never Served in the Military	12,759
d. Unknown/Not Reported	828
TOTAL	14,057

	INDIVIDUALS
8. Work Status (Aged 18 and over)	
a. Employed (full-time)	1,992
b. Employed (part-time)	1,350
c. Migrant Seasonal Farm Worker	13
d. Unemployed (short-term, 6 months or less)	1,352
e. Unemployed (long-term, more than 6 months)	626
f. Unemployed (not in labor force)	3,663
g. Retired	1,896
h. Unknown/Not Reported	297

SECTION 3a: ALL Client Characteristics (CSBG Annual Report, Module 4, Section C: All Characteristics Report)

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type

- a. Single Person
- b. Two Adults No Children
- c. Single Parent Female
- d. Single Parent Male
- e. Two Parent Household
- f. Non-Related Adults with Children
- g. Multigenerational Household
- h. Other
- i. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
3,794	
1,377	
1,363	
155	
700	
90	
178	
135	
612	
8,404	

10. Household Size

- a. Single Person
- b. Two
- c. Three
- d. Four
- e. Five
- f. Six or more
- g. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
3,815	
1,672	
1,031	
870	
535	
483	
0	
8,406	

11. Housing

- a. Own
- b. Rent
- c. Other permanent housing
- d. Homeless
- e. Other
- f. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
3,241	
4,570	
43	
71	
164	
128	
8,217	

12. Level of Household Income

- a. Up to 50%
- b. 51% to 75%
- c. 76% to 100%
- d. 101% to 125%
- e. 126% to 150%
- f. 151% to 175%
- g. 176% to 200%
- h. 201% to 250%
- i. Over 250%
- j. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
2,674	
1,232	
1,359	
1,295	
962	
604	
128	
96	
57	
0	
8,407	

13. Sources of Household Income

- a. Income from Employment Only
- b. Income from Employment & Other Income Source
- c. Income from Employment, Other Income Source, and Non-Cash Benefits
- d. Income from Employment and Non-Cash Benefits
- e. Other Income Source Only
- f. Other Income Source and Non-Cash Benefits
- g. No Income
- h. Non-Cash Benefits Only
- i. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
313	
91	
685	
1,620	
217	
3,576	
151	
1,036	
718	
8,407	

14. Other Income Sources

- a. TANF/FIP Assistance
- b. SSI (Supplemental Security Income)
- c. SSDI (Social Security Disability Income)
- d. VA Service Connected Disability Compensation
- e. VA Non-Service Connected Disability Pension
- f. Private Disability Insurance
- g. Workers' Compensation
- h. Retirement Income from Social Security
- i. Pension
- j. Child Support
- k. Alimony or other Spousal Support
- l. Unemployment Insurance
- m. EITC
- n. Other
- o. Unknown/Not Reported

HOUSEHOLDS	
155	
1,010	
1,162	
47	
49	
0	
12	
2,076	
384	
375	
89	
202	
271	
413	
0	

15. Non-Cash Benefits

- a. SNAP (Food Assistance Program)
- b. WIC (Women, Infants, and Children)
- c. LIHEAP
- d. HCV (Housing Choice Voucher)
- e. Public Housing
- f. Permanent Supportive Housing
- g. HUD-VASH (Veterans Affairs Supportive Housing)
- h. Childcare Voucher
- i. Affordable Care Act Subsidy
- j. Other
- k. Unknown/Not Reported

HOUSEHOLDS	
3,987	
692	
6,205	
190	
340	
11	
139	
43	
8	
9	
51	

SECTION 3b: CSBG CARES Client Characteristics

INSTRUCTIONS

For the FY 2020 reporting period (October 1, 2019 through September 30, 2020), report the following characteristics and demographic information on only the individuals and households that received **CSBG CARES funded services**. Only report unduplicated counts. Your agency may print and submit a NIFCAP or CIS client characteristics report instead of completing this worksheet.

- A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained:**
- B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained:**

2,565	INDIVIDUALS
997	HOUSEHOLDS

C. INDIVIDUAL LEVEL CHARACTERISTICS

	INDIVIDUALS
1. Gender	
a. Male	1,177
b. Female	1,385
c. Other	1
d. Unknown/Not Reported	0
TOTAL	2,563

	INDIVIDUALS
2. Age	
a. 0-5	291
b. 6-13	477
c. 14-17	209
d. 18-24	199
e. 25-44	604
f. 45-54	256
g. 55-59	141
h. 60-64	116
i. 65-74	154
j. 75 and over	92
k. Unknown/Not Reported	26
TOTAL	2,565

	INDIVIDUALS	
	(Ages 14-24)	(Ages 25 and over)
3. Education Levels		
a. Grades 0-8th	171	223
b. Grades 9th-12th/Non-Graduate	159	231
c. High School Graduate	38	595
d. GED/Equivalency Diploma	3	12
e. 12th Grade + Some Post-Secondary	16	176
f. College Graduate (2 or 4 years)	1	103
e. Graduate of Other Post-Secondary School	0	4
f. Unknown/Not Reported	3	17
TOTAL	391	1,361

	INDIVIDUALS
4. Disconnected Youth (Aged 14 to 24)	
a. Youth ages 14-24 who are neither working or in school	37

	YES	NO	UNKNOWN
5. Health			
a. Disabling Condition	426	2,066	106
b. Health Insurance*	2,076	381	0

* If an individual reported that they had health insurance, identify the source(s) in c. Health Insurance Sources:

	INDIVIDUALS
c. Health Insurance Sources	
1. Medicaid	1,570
2. Medicare	227
3. State Children's Health Insurance Prgm.	16
4. State Health Insurance for Adults	64
5. Military Health Care	5
6. Direct Purchase	108
7. Employment Based	109
8. Unknown/Not Reported	106

	INDIVIDUALS
6. Ethnicity/Race	
a. Ethnicity	
1. Hispanic, Latino or of Spanish Origin	552
2. Not Hispanic, Latino or of Spanish Origin	1,916
3. Unknown/Not Reported	39
TOTAL	2,507

	INDIVIDUALS
b. Race	
1. American Indian or Alaska Native	14
2. Asian	144
3. Black or African American	169
4. Native Hawaiian/Other Pacific Islander	66
5. White	1,983
6. Other	44
7. Multi-Race (two or more of the above)	98
8. Unknown/Not Reported	47
TOTAL	2,565

	INDIVIDUALS
7. Military Status (Aged 18 and over)	
a. Veteran	54
b. Active Military	3
c. Never Served in the Military	1,512
d. Unknown/Not Reported	93
TOTAL	1,662

	INDIVIDUALS
8. Work Status (Aged 18 and over)	
a. Employed (full-time)	238
b. Employed (part-time)	125
c. Migrant Seasonal Farm Worker	0
d. Unemployed (short-term, 6 months or less)	264
e. Unemployed (long-term, more than 6 months)	97
f. Unemployed (not in labor force)	502
g. Retired	176
h. Unknown/Not Reported	27

SECTION 3b: CSBG CARES Client Characteristics

D. HOUSEHOLD LEVEL CHARACTERISTICS

9. Household Type

- a. Single Person
- b. Two Adults No Children
- c. Single Parent Female
- d. Single Parent Male
- e. Two Parent Household
- f. Non-Related Adults with Children
- g. Multigenerational Household
- h. Other
- i. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
a. Single Person	399
b. Two Adults No Children	191
c. Single Parent Female	152
d. Single Parent Male	17
e. Two Parent Household	79
f. Non-Related Adults with Children	14
g. Multigenerational Household	24
h. Other	16
i. Unknown/Not Reported	105
TOTAL	997

10. Household Size

- a. Single Person
- b. Two
- c. Three
- d. Four
- e. Five
- f. Six or more
- g. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
a. Single Person	400
b. Two	216
c. Three	126
d. Four	96
e. Five	73
f. Six or more	86
g. Unknown/Not Reported	0
TOTAL	997

11. Housing

- a. Own
- b. Rent
- c. Other permanent housing
- d. Homeless
- e. Other
- f. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
a. Own	309
b. Rent	611
c. Other permanent housing	2
d. Homeless	4
e. Other	26
f. Unknown/Not Reported	35
TOTAL	987

12. Level of Household Income

- a. Up to 50%
- b. 51% to 75%
- c. 76% to 100%
- d. 101% to 125%
- e. 126% to 150%
- f. 151% to 175%
- g. 176% to 200%
- h. 201% to 250%
- i. Over 250%
- j. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
a. Up to 50%	377
b. 51% to 75%	155
c. 76% to 100%	149
d. 101% to 125%	134
e. 126% to 150%	96
f. 151% to 175%	57
g. 176% to 200%	17
h. 201% to 250%	6
i. Over 250%	6
j. Unknown/Not Reported	0
TOTAL	997

13. Sources of Household Income

- a. Income from Employment Only
- b. Income from Employment & Other Income Source
- c. Income from Employment, Other Income Source, and Non-Cash Benefits
- d. Income from Employment and Non-Cash Benefits
- e. Other Income Source Only
- f. Other Income Source and Non-Cash Benefits
- g. No Income
- h. Non-Cash Benefits Only
- i. Unknown/Not Reported
- TOTAL**

HOUSEHOLDS	
a. Income from Employment Only	55
b. Income from Employment & Other Income Source	10
c. Income from Employment, Other Income Source, and Non-Cash Benefits	54
d. Income from Employment and Non-Cash Benefits	166
e. Other Income Source Only	43
f. Other Income Source and Non-Cash Benefits	400
g. No Income	30
h. Non-Cash Benefits Only	131
i. Unknown/Not Reported	108
TOTAL	997

14. Other Income Sources

- a. TANF/FIP Assistance
- b. SSI (Supplemental Security Income)
- c. SSDI (Social Security Disability Income)
- d. VA Service Connected Disability Compensation
- e. VA Non-Service Connected Disability Pension
- f. Private Disability Insurance
- g. Workers' Compensation
- h. Retirement Income from Social Security
- i. Pension
- j. Child Support
- k. Alimony or other Spousal Support
- l. Unemployment Insurance
- m. EITC
- n. Other
- o. Unknown/Not Reported

HOUSEHOLDS	
a. TANF/FIP Assistance	24
b. SSI (Supplemental Security Income)	150
c. SSDI (Social Security Disability Income)	126
d. VA Service Connected Disability Compensation	3
e. VA Non-Service Connected Disability Pension	4
f. Private Disability Insurance	0
g. Workers' Compensation	1
h. Retirement Income from Social Security	201
i. Pension	34
j. Child Support	37
k. Alimony or other Spousal Support	6
l. Unemployment Insurance	28
m. EITC	29
n. Other	48
o. Unknown/Not Reported	0

15. Non-Cash Benefits

- a. SNAP (Food Assistance Program)
- b. WIC (Women, Infants, and Children)
- c. LIHEAP
- d. HCV (Housing Choice Voucher)
- e. Public Housing
- f. Permanent Supportive Housing
- g. HUD-VASH (Veterans Affairs Supportive Housing)
- h. Childcare Voucher
- i. Affordable Care Act Subsidy
- j. Other
- k. Unknown/Not Reported

HOUSEHOLDS	
a. SNAP (Food Assistance Program)	502
b. WIC (Women, Infants, and Children)	92
c. LIHEAP	540
d. HCV (Housing Choice Voucher)	9
e. Public Housing	24
f. Permanent Supportive Housing	1
g. HUD-VASH (Veterans Affairs Supportive Housing)	17
h. Childcare Voucher	2
i. Affordable Care Act Subsidy	0
j. Other	1
k. Unknown/Not Reported	7

SECTION 4: Other Individual and Household Counts (CSBG Annual Report, Module 4, Section C: All Characteristics Report)

INSTRUCTIONS

For each of your agency's programs that use a client tracking system other than NIFCAP or CIS (e.g. Head Start or FaDSS), provide the name of the agency program, report unduplicated counts of individuals and/or households served by that program for the FY 2020 reporting period (October 1, 2019 through September 30, 2020), and answer the data integration question (YES or NO). Your agency may print and submit another document that includes this information instead of completing this worksheet.

Are **ALL** of these INDIVIDUALS also included in your agency's NIFCAP or CIS system? **YES or NO**

	Name of the Agency Program	INDIVIDUALS	
1)	Child & Adult Care Food Program	837	No
2)	Family Development & Self-Sufficiency	NA	No
3)	Hand in Hand	750	No
4)	Head Start	575	No
5)	Housing Programs	339	Yes
6)	Kommunity Involvement Development Support	515	No
7)	Low-Income Housing Energy Assistance Program	12,458	Yes
8)	Weatherization	152	Yes
9)	Women, Infant & Children	2,002	No
10)			
11)			
12)			
13)			
14)			
15)			

Are **ALL** of these HOUSEHOLDS also included in your agency's NIFCAP or CIS system? **YES or NO**

	Name of the Agency Program	HOUSEHOLDS	
1)	Child & Adult Care Food Program	NA	No
2)	Family Development & Self-Sufficiency	161	No
3)	Hand in Hand	625	No
4)	Head Start	510	No
5)	Housing Programs	139	Yes
6)	Kommunity Involvement Development Support	NA	No
7)	Low-Income Housing Energy Assistance Program	5,605	Yes
8)	Weatherization	66	Yes
9)	Women, Infant & Children	NA	No
10)			
11)			
12)			
13)			
14)			
15)			

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**INSTRUCTIONS**

For the FY 2020 reporting period (October 1, 2019 through September 30, 2020), report unduplicated counts of individuals or households that received the following services from your agency. For each service, if applicable, report the total unduplicated service count in the ALL INDIVIDUALS/HOUSEHOLDS column and the unduplicated CSBG CARES funded service count in the CSBG CARES ONLY column.

NOTE: Each service count reported under CSBG CARES ONLY must be equal to or less than the total service count reported under ALL INDIVIDUALS/HOUSEHOLDS. For additional guidance, refer to the [Crosswalk: Individual and Family Services](#) document.

SRV 1: EMPLOYMENT SERVICES**Skills Training and Opportunities for Experiences**

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
1a. Vocational Training	0	0
1b. On-the-Job and Other Work Experience	0	0
1c. Youth Summer Work Placements	0	0
1d. Apprenticeship/Internship	0	0
1e. Self-Employment Skills Training	0	0
1f. Job Readiness Training	0	0

Career Counseling

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
1g. Workshops	0	0
1h. Coaching	51	0

Job Search

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
1i. Coaching	40	0
1j. Resume Development	4	0
1k. Interview Skills Training	0	0
1l. Job Referrals	36	0
1m. Job Placements	0	0
1n. Pre-Employment Physicals, Background Checks, etc.	0	0

Post Employment Supports

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
1o. Coaching	16	0
1p. Interactions with Employers	0	0

Employment Supplies

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
1q. Employment Supplies	10	0

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 2: EDUCATION AND COGNITIVE DEVELOPMENT SERVICES**

Child/Young Adult Education Programs	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2a. Early Head Start	176	0
2b. Head Start	306	0
2c. Other Early Childhood Education (ages 0-5)	22	0
2d. K-12 Education	0	0
2e. K-12 Support Services	84	0
2f. Financial Literacy Education	6	0
2g. Literacy/English Language Education	172	0
2h. College Readiness Preparation/Support	14	0
2i. Other Post Secondary Preparation	14	0
2j. Other Post Secondary Support	14	0
School Supplies	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2k. School Supplies	3,439	0
Extra-Curricular Programs	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2l. Before and After School Activities	157	0
2m. Summer Youth Recreational Activities	378	0
2n. Summer Education Programs	0	0
2o. Behavior Improvement Programs (e.g. attitude, self-esteem, Dress-for-Success)	0	0
2p. Mentoring	0	0
2q. Leadership Training	0	0
Adult Education Programs	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2r. Adult Literacy Classes	0	0
2s. English Language Classes	0	0
2t. Basic Education Classes	0	0
2u. High School Equivalency Classes	0	0
2v. Leadership Training	0	0
2w. Parenting Supports (may be a part of the early childhood programs identified above)	84	0
2x. Applied Technology Classes	0	0
2y. Post-Secondary Education Preparation	15	0
2z. Financial Literacy Education	4	0
Post-Secondary Education Supports	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2aa. College Applications, Text Books, Computers, etc.	0	0
Financial Aid Assistance	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
2bb. Scholarships	0	0
Home Visits	ALL HOUSEHOLDS/HOMES	CSBG CARES ONLY (HH/HOMES)
2cc. Home Visits	8,361	0

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 3: INCOME AND ASSET BUILDING SERVICES****Training and Counseling Services**

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
3a. Financial Capability Skills Training	0	0
3b. Financial Coaching/Counseling	84	0
3c. Financial Management Programs (e.g. budgeting, credit management, credit repair, credit counseling)	84	0
3d. First-Time Homebuyer Counseling	0	0
3e. Foreclosure Prevention Counseling	0	0
3f. Small Business Start-Up and Development Counseling Sessions/Classes	0	0

Benefit Coordination and Advocacy

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
3g. Child Support Payments	36	0
3h. Health Insurance	84	0
3i. Social Security/SSI Payments	30	0
3j. Veterans' Benefits	0	0
3k. TANF Benefits	84	0
3l. SNAP Benefits	84	0

Asset Building

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
3m. Saving Accounts/IDAs and Other Asset Building Accounts	84	0
3n. Other Financial Products (e.g. IRA accounts, MyRA, other retirement accts.)	84	0
3o. VITA, EITC, or Other Tax Preparation Programs	84	0

Loans and Grants

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
3p. Micro-Loans	0	0
3q. Business Incubator/Business Development Loans	0	0

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)

SRV 4: HOUSING SERVICES
Housing Payment Assistance

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
4a. Financial Capability Skill Training	0	0
4b. Financial Coaching/Counseling	84	0

Housing Payment Assistance

	ALL HOUSEHOLDS/HOMES	CSBG CARES ONLY (HH/HOMES)
4c. Rent Payments (includes emergency rent payments)	124	38
4d. Deposit Payments	63	0
4e. Mortgage Payments (includes emergency mortgage payments)	0	0

Eviction Prevention Services

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
4f. Eviction Counseling	27	0
4g. Landlord/Tenant Mediations	0	0
4h. Landlord/Tenant Rights Education	98	0

Utility Payment Assistance

	ALL HOUSEHOLDS/HOMES	CSBG CARES ONLY (HH/HOMES)
4i. Utility Payments (includes emergency utility payments and LIHEAP)	5,665	182
4j. Utility Deposits	27	0
4k. Utility Arrears Payments	3	0
4l. Level Billing Assistance	0	0

Housing Placement/Rapid Re-Housing

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
4m. Temporary Housing Placement (includes emergency shelters)	3	0
4n. Transitional Housing Placements	0	0
4o. Permanent Housing Placements	89	0
4p. Rental Counseling	0	0

Housing Maintenance and Improvements

	ALL HOUSEHOLDS/HOMES	CSBG CARES ONLY (HH/HOMES)
4q. Home Repairs (e.g. structural, appliance, heating systems, emergency home repairs)	66	0

Weatherization Services

	ALL HOUSEHOLDS/HOMES	CSBG CARES ONLY (HH/HOMES)
4r. Independent Living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications)	0	0
4s. Healthy Homes Services (e.g. reduction or elimination of lead, radon, carbon monoxide and/or fire hazards or electrical issues)	66	0
4t. Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair)	66	0

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 5: HEALTH AND SOCIAL/BEHAVIORAL DEVELOPMENT SERVICES**

Health Services, Screening, and Assessments	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5a. Immunizations	527	0
5b. Physicals	0	0
5c. Developmental Delay Screening	316	0
5d. Vision Screening	452	0
5e. Prescription Payments	0	0
5f. Doctor Visit Payments	0	0
5g. Maternal/Child Health	0	0
5h. Nursing Care Sessions	0	0
5i. In-Home Affordable Seniors/Disabled Care Sessions (e.g. nursing, chores, personal care)	0	0
5j. Health Insurance Options Counseling	0	0
Reproductive Health Services	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5k. Coaching Sessions	86	0
5l. Family Planning Classes	0	0
5m. Contraceptives	0	0
5n. STI/HIV Prevention Counseling Sessions	0	0
5o. STI/HIV Screenings	0	0
Wellness Education	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5p. Wellness Classes (e.g. stress reduction, medication mgmt., mindfulness)	0	0
5q. Exercise/Fitness	0	0
Mental/Behavioral Health	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5r. Detoxification Sessions	0	0
5s. Substance Abuse Screenings	86	0
5t. Substance Abuse Counseling	0	0
5u. Mental Health Assessments	247	0
5v. Mental Health Counseling	0	0
5w. Crisis Response/Call-In Responses	0	0
5x. Domestic Violence Programs	0	0
Support Groups	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5y. Substance Abuse Support Group Meetings	0	0
5z. Domestic Violence Support Group Meetings	0	0
5aa. Mental Health Support Group Meeting	0	0
Dental Services, Screenings, and Exams	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5bb. Adult Dental Screening/Exams	28	0
5cc. Adult Dental Services (including emergency dental procedures)	28	0
5dd. Child Dental Screenings/Exams	509	0
5ee. Child Dental Services (including emergency dental procedures)	58	0
Nutrition and Food/Meals	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5ff. Skills Classes (e.g. gardening, cooking, nutrition)	0	0
5gg. Community Gardening Activities	0	0
5hh. Incentives (e.g. gift card for food preparation, rewards for participation)	0	0
5ii. Prepared Meals	0	0
5jj. Food Distribution (e.g. food bags/boxes, food share program, groceries)	6,710	2,565
Family Skills Development	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5kk. Family Mentoring Sessions	89	0
5ll. Life Skills Coaching Sessions	89	0
5mm. Parenting Classes	89	0
Emergency Hygiene Assistance	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
5nn. Kits/Boxes	0	0
5oo. Hygiene Facility Utilizations (e.g. showers, toilets, sinks)	0	0

SECTION 5: Individual and Family Services (CSBG Annual Report, Module 4, Section B: Individual and Family Services)**SRV 6: CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT SERVICES****Civic Engagement and Community Involvement Services**

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
6a. Voter Education and Access	0	0
6b. Leadership Training	0	0
6c. Tripartite Board Membership (only low-income people)	2	0
6d. Citizenship Classes	0	0
6e. Getting Ahead Classes	0	0
6f. Volunteer Training	0	0

SRV 7: SERVICES SUPPORTING MULTIPLE DOMAINS**Case Management**

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7a. Case Management	186	0

Eligibility Determinations

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7b. Eligibility Determinations	19,757	0

Referrals

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7c. Referrals	2,644	0

Transportation Services

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair, emergency services)	233	0

Child Care

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7e. Child Care Subsidies	35	0
7f. Child Care Payments	0	0

Eldercare

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7g. Day Centers	0	0

Identification Documents

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7h. Birth Certificate	49	0
7i. Social Security Card	0	0
7j. Driver's License	0	0

Re-Entry Services

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7k. Criminal Record Expungements	0	0

Immigration Support Services

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7l. Immigration Support Services (e.g. relocation, food, clothing)	0	0

Immigration Support Services

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7m. Legal Assistance	0	0

Emergency Clothing Assistance

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7n. Emergency Clothing Assistance	415	0

Mediation/Customer Advocacy Interventions (debt forgiveness, negotiations or issues with landlords, coordinating with other services or government)

	ALL INDIVIDUALS	CSBG CARES ONLY (IND)
7o. Mediation/Customer Advocacy Interventions	52	0